



## Public Document Pack

**Jeff Hughes**  
*Head of Democratic and Legal  
Support Services*

**MEETING** : ENVIRONMENT SCRUTINY COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 9 JUNE, 2015  
**TIME** : 7.00 PM

**PLEASE NOTE TIME AND VENUE**

### **MEMBERS OF THE COMMITTEE**

Councillor John Wyllie (Chairman)  
Councillors P Ballam, K Brush, K Crofton, H Drake, M Freeman, B Harris-  
Quinney, T Page, P Phillips and S Reed

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## DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
  - must not participate in any discussion of the matter at the meeting;
  - must not participate in any vote taken on the matter at the meeting;
  - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
  - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
  - must leave the room while any discussion or voting takes place.
  
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
  
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

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

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

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### **Audio/Visual Recording of meetings**

Everyone is welcome to record meetings of the Council and its Committees using whatever, non-disruptive, methods you think are suitable, which may include social media of any kind, such as tweeting, blogging or Facebook. However, oral reporting or commentary is prohibited. If you have any questions about this please contact Democratic Services (members of the press should contact the Press Office). Please note that the Chairman of the meeting has the discretion to halt any recording for a number of reasons, including disruption caused by the filming or the nature of the business being conducted. Anyone filming a meeting should focus only on those actively participating and be sensitive to the rights of minors, vulnerable adults and those members of the public who have not consented to being filmed.

## AGENDA

1. Appointment of Vice Chairman

2. Apologies

To receive apologies for absence.

3. Minutes - 17 February 2015 (Pages 7 - 14)

4. Chairman's Announcements

5. Declarations of Interest

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

6. Work Programme for 2015/16 (Pages 15 - 24)

7. Contract Performance - Environmental Operations 2014/15 (Pages 25 - 44)

8. Strategic Outline Case for Joint Working with North Herts Council on Waste and Street Cleansing (Pages 45 - 122)

*Note – Members are asked to note that Essential Reference Paper 'B' of this report is enclosed for Members only, as it contains exempt information as defined in paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972. Please safeguard your copy of this document.*

9. Resident Permit Parking Scheme Policy Review (Pages 123 - 156)

10. Planning Performance - Enforcement Targets (Pages 157 - 176)

11. 2014/15, 2013/14 and 2011/12 Service Plans - End of Year Monitoring Reports (Pages 177 - 204)

12. Healthcheck through to March 2015 - (including 2014/15 outturns and targets) (Pages 205 - 248)

13. Urgent Business

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

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MINUTES OF A MEETING OF THE  
ENVIRONMENT SCRUTINY COMMITTEE  
HELD IN THE COUNCIL CHAMBER,  
WALLFIELDS, HERTFORD ON TUESDAY  
17 FEBRUARY 2015, AT 7.00 PM

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PRESENT: Councillor M Pope (Chairman).  
Councillors D Abbott, W Ashley, P Ballam,  
E Buckmaster, C Rowley, G Williamson and  
C Woodward.

ALSO PRESENT:

Councillors P Phillips.

OFFICERS IN ATTENDANCE:

Cliff Cardoza	- Head of Environmental Services
Simon Drinkwater	- Director of Neighbourhood Services
Marian Langley	- Scrutiny Officer
Peter Mannings	- Democratic Services Officer
David Thorogood	- Environmental Co- Ordinator

530 APOLOGY

An apology for absence was submitted on behalf of  
Councillor B Wrangles.

531 MINUTES – 11 NOVEMBER 2014

In respect of Minute 331 – Minutes – 9 September 2014,  
the Environment Strategy and Development Manager  
provided an update regarding the proposed Micro Hydro  
Scheme at Hertford Theatre. He stated that Officers had  
received detailed technical feedback from the  
Environment Agency in respect of flow data, flooding and

the Eel pass. Members were advised that further updates would be provided to the Committee in due course.

In respect of Minute 333 – Environment Scrutiny Work Programme, the Head of Environmental Services confirmed to Councillor C Woodward that the Council's website had been updated with a statement covering the views of the Authority regarding the release of helium balloons and sky lanterns from the Council's land.

RESOLVED – that the Minutes of the meeting held on 11 November 2014 be confirmed as a correct record and signed by the Chairman.

#### 532 CHAIRMAN'S ANNOUNCEMENTS

The Chairman stated that this was the last meeting of the Committee during the 2014/15 civic year. He thanked Members and Officers for their hard work and assistance.

The Chairman advised there would be a briefing for Members at 6.00 pm on 4 March 2015 in the Council Chamber prior to the Council meeting. The presentation would cover the proposed joint working arrangements with North Herts Council on waste and street cleansing services.

#### 533 UPDATE ON COMMUNITY ENERGY

The Executive Member for Community Safety and Environment submitted a report updating Members in respect of initial schemes that Officers were exploring in relation to facilitating community energy activities within the District.

The Environment Strategy and Development Manager stated that the Community Energy Saving Initiative was a form of collective action to reduce, purchase, manage and generate energy in the community. Members were advised that there were clear linkages between this initiative and the national carbon reduction agenda, fuel poverty and energy efficiency initiatives.



The Committee was reminded that Collective Energy Switching was a relatively new initiative in the UK. This scheme had been set up to assist residents and Small and Medium Sized Enterprises (SMEs) with reducing energy bills. The Environment Strategy and Development Manager reported that this scheme was usually promoted through a council or some other trusted independent body such as a consumer group.

Members were provided with a detailed breakdown of how the scheme would operate as well as a summary of the background of this initiative. The main purpose was to encourage residents to group together and use their collective power to negotiate a better price for their energy.

The Environment Strategy and Development Manager reported that the Government had recently launched a Community Energy Saving Competition aimed at providing grants of up to £20,000 to encourage local project activity. However, the grant scheme had a very short open period of just a couple of weeks and it had not been possible to submit a specific bid for East Herts.

The Committee was reminded that community energy was about working in partnership with the community and as such East Herts had already been active in becoming one of two lead local Authority members in a Hertfordshire wide Community Energy Network. A conference and workshop was planned for the summer and this would be coordinated by the Herts Sustainability Forum and led by East Herts Council. Further update reports including details of other possible initiatives would be presented to the Committee at future meetings.

Councillor E Buckmaster commented on whether there was a critical mass that needed to be achieved to make the tariff switching project worthwhile. Members were advised that the framework was owned by the Local Government Association but the procurement service was run by the North East Procurement Organisation and

utilised a switching service operated by a company called iChoosr.

The Chairman commented on how the collective energy proposals could be promoted in East Herts. The Environment Strategy and Development Manager referred to the usual free publicity such as the Link publication and Members raising awareness via their contacts with local community groups.

Councillor Buckmaster commented that it was down to Members to utilise their contacts with residents in their respective District wards. Councillor C Woodward stressed the importance of not overlooking the e-mail, Twitter and Facebook links the Authority had with the community as these were the people most likely to use the internet when switching energy providers.

Councillor P Ballam queried whether residents who used pre-payment meters would be able to use iChoosr and the Collective Energy Switching scheme. The Environment Strategy and Development Manager confirmed that such residents could use the scheme so long as they were not in debt to their current provider.

The Committee received the report.

RESOLVED – that (A) the report be received; and

(B) the Environment Strategy and Development Manager submit an update report to the Committee on 23 February 2016.

534 ENVIRONMENT HEALTHCHECK OCTOBER TO  
DECEMBER 2014

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators for Environment Scrutiny Committee for the period October to December 2014.

In respect of EHPI 2.1e – Planning Enforcement: Service

of formal notices, Councillor Woodward expressed concerns regarding planning enforcement in general. He referred in particular, to action regarding listed buildings, unauthorised signage and Article 4 directions regarding trees.

The Director of Neighbourhood Services advised that a full time post in planning enforcement was currently going through the recruitment process. Members were advised that overall performance should improve once the post was filled. The Director stated that enforcement policy prioritised more serious matters such as the protection of listed buildings, with issues such as unauthorised advertisements being given a lesser priority.

Councillor Woodward commented that his general concerns regarding planning enforcement extended to when the team had been operating at full strength. He stressed that this was a fundamental issue that needed to be addressed.

The Chairman asked whether Members were happy to add EHPI 2.1e to the request from the joint meeting of Scrutiny that Environment Scrutiny Committee review EHPI2.1d with a view to raising the 2015/16 target from 75% to a higher figure regarding Planning Enforcement: Initial Site Inspections. This was supported.

The Committee received the report.

RESOLVED – that (A) the reported performance for the period October to December 2014 be received; and

(B) EHPI 2.1e (Planning Enforcement: Service of formal notices) be added to the request from the joint meeting of Scrutiny that Environment Scrutiny Committee review EHPI2.1d (Planning Enforcement: Initial Site Inspections) at Environment Scrutiny Committee on 9 June 2015.

535 EVALUATION OF SCRUTINY 2014/15 AND WORK PROGRAMME 2015/16

The Chairman submitted a report reviewing 2014/15 and setting out the future work programme for Environment Scrutiny Committee for 2015/16.

Councillor C Woodward expressed concerns that the invitation for Ward Councillors to play a new role in monitoring the progress of management plans arising from Conservation Area Appraisals would take important duties away from Officers responsible for looking after important buildings in East Herts. The Chairman advised that this request had come from the Leader of the Council.

In response to a number of comments and queries from Members, the Chairman advised that more details regarding the make-up of the proposed reference groups would be presented to the Committee meeting on 9 June 2015, with the first 'annual report' being presented to Members at their final meeting of the 2015/16 civic year.

The Scrutiny Officer invited Councillors to evaluate the work of the Committee from a Member perspective to ensure that the overview and scrutiny function was a Member led process. Members were asked to pay particular attention to progress against headline actions and targets.

Members were reminded that there would have to be some prioritisation regarding the many items on the work programme in what would be a very busy year for the Committee. The Scrutiny Officer stressed that the work programme would be influenced by the new administration following the District Council elections in May 2015. Members were requested to provide the Scrutiny Officer with feedback as soon as possible and not later than the 23 March 2015.

Members were advised that the scrutiny of EHPIs 2.1d and 2.1e would be added to the work programme for the

meeting on 9 June 2015. The work programme would also be amended to include a review of fees and charges for the meeting on 8 September 2015. A report in respect of community energy would be considered at the meeting due to be held on 23 February 2016.

The Scrutiny Officer further advised that joint working with North Herts Council in respect of waste and street cleansing would have to be considered at the meeting on 9 June 2015 prior to Executive on the 7 July 2015. The car park management system had to be considered at the September 2015 meeting prior to Executive on the 6 October 2015. The review of changes to Environmental Crime policies had to be considered on 8 September 2015 to allow consultation to commence in the autumn.

The Committee was advised that the remaining items could be moved subject to the direction of the new administration and the views of the new Committee. The Chairman commented that the relevant Executive portfolio holders should be invited to contribute to the meetings in respect of a number of items on the work programme. This was supported.

The Committee approved the work programme, as now amended and detailed.

RESOLVED – that the work programme, as now amended, be approved.

The meeting closed at 7.46 pm

Chairman .....
Date .....

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE: 9 JUNE 2015

REPORT BY CHAIRMAN OF ENVIRONMENT SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: none

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**Purpose/Summary of Report**

- To review and determine Environment Scrutiny Committee's future work programme

**RECOMMENDATIONS FOR DECISION:**

<b><u>RECOMMENDATIONS FOR DECISION:</u></b>	
(A)	the work programme shown in this report be agreed; and
(B)	that a Conservation Area Appraisal reference group be set up as a trial, to report back to scrutiny in Feb 2016

1.0 Background

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

2.0 Report

2.1 The draft agenda for 2015/16 meetings of Environment Scrutiny Committee is shown in **Essential Reference Paper B**. The timing of some items shown may have to change depending on availability of essential data (eg from central government).

2.2 Members are asked whether there is any additional topic they wish to put forward for inclusion on any future agenda.

- 2.3 Members are also asked whether they wish to extend an invitation to one or more of the Executive Members to attend a particular meeting or for a specific agenda item.
- 2.4 One issue discussed at the last meeting of this committee and which still needs to be resolved, is the potential future role of Ward Members and Environment Scrutiny in progressing and supporting the Conservation Area Appraisal (CAA) management plans.
- 2.5 It was proposed that Councillors (with CAA plans in their ward) would be set up in Reference Groups, as the plans are ready and approved – to meet together under the guidance of lead officers to discuss progress on the management plans. The groups could look at balancing progress of quick/easy ‘wins’ against investing resources into large/complex ‘problem’ sites. Councillors would be encouraged and supported to work with local householders, landowners and relevant agencies (eg town/parish councils) to progress items on the management plan.
- 2.6 In response to concerns raised at the earlier Environment Scrutiny meeting in February, there is no intention that important duties are to be delegated down in some way to an informal Member group. The aspiration is that Members, with the benefit of their local knowledge and understanding, collectively with officers, will be better placed to ensure that actions are achieved. Where any Reference Group determines that formal action is required or that an action is more appropriately undertaken by Officers, then that can be referred to officers in the normal way.
- 2.7 Councillors would be acting in their role of community leaders to help bring people together to find practical and pragmatic ways forward (including identifying possible sources of grants etc).
- 2.8 A concern was raised at the previous meeting that the suggested approach would take important duties away from Officers in relation to looking after important buildings in the district. However, buildings on their own, whilst an important element of the character of the Conservation Areas, do not make up that character totally. Often the character is a result of the interaction of spaces, boundaries, trees, buildings and uses. As a result, harmful impacts do not arise solely as a result of poorly maintained buildings – but also untidy spaces, poorly managed boundaries and trees etc. No-one is better placed to understand, appreciate and advise on this than the Ward Councillor.



- 2.9 Working in these Reference Groups will give councillors the chance to be supported by specialist officers, learn from each other and identify successes and any areas of challenge or common problems. It will also give experienced ward councillors and newly elected councillors the chance to work together on an important project.
- 2.10 The Groups' experiences could then be reported annually to Environment Scrutiny – to record progress against the management plans but, more importantly, to make the committee aware of any common barriers or challenges. This will allow scrutiny to consider the issues and make recommendations to the Executive Member (or other agencies) as to how progress might be achieved.
- 2.11 It is recommended that an initial, trial Reference Group be set up covering the areas of:
- Hunsden
  - Much Hadham, Green Tye
  - Widford
  - High Wych
  - Little Hadham, Bury Green
- 2.12 Other groups would be set up as further CAA plans are approved.
- 2.13 Environment Scrutiny is asked to support the setting up of an initial Reference Group (as outlined above) and to accept a first report on CAA management plan progress at their meeting on 23 Feb 2016.

### 3.0 Implications/Consultations

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

Background Papers: none

Contact Member: Cllr John Wyllie – Chairman Environment Scrutiny Committee  
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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p>(2015/16 wording)</p>	<p><b>People – Fair and accessible services for those that use them and opportunities for everyone to contribute.</b> This priority focuses on enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><b>Place – Safe and Clean.</b> This priority focuses on the standards of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p><b>Prosperity – Improving the economic and social opportunities available to our communities</b> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities.</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives.</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from the Executive and all Members and the public are asked through an annual item in the 'council tax' edition of LINK magazine which is delivered to every household. Members of each scrutiny committee (and the HWP) are consulted at every meeting as their work programme is a standing item on the agenda.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>
<p>Human Resource:</p>	<p>none</p>

<p>Risk Management:</p>	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>The broad remit of scrutiny is to review topics which are of concern to the public, many of which have an indirect impact on the general wellbeing of residents of East Herts.</p> <p>The Health and Wellbeing Scrutiny Committee is set up to specifically focus in on issues and topics which have a direct and immediate impact on the health and wellbeing of all those who live, work or study in the district.</p>

**Environment Scrutiny Committee work programme 2015/16 (draft)**

2015/16 meeting	Civic Year date	topic	Contact officer/lead	Next Exec
1 in 2015/16  PARKING: Induction training to be held pre-Environment Scrutiny	09 June 2015  Report deadline 27 May	Work Programme for 2015/16 – discussion with new committee	Scrutiny Officer	7 July 2015 4 Aug 2015 1 Sept 2015
		Performance Reporting – Contract Performance 2014/15	Head of Service	
		Joint working on Waste and Street Cleansing with NHDC	Head of Service: this item must be here as going on to Exec 7 July 2015	
		Resident parking permit schemes – policy development	Requested at Exec on 3 Feb. Must be here as going to Exec 7 July 2015	
		Target setting for EHPI 2.1d Planning Enforcement – initial site inspections and 2.1e	Arose from Feb Joint Scrutiny as a request to look at the 75% target (+ 2.1e added at ENV Scrutiny 17 Feb)	
		Service Plan monitoring – Oct 2014 to March 2015 (Environment only)	Lead Officer – Corporate Planning	
		Healthcheck through to March 2015 (which includes relevant 2014/15 Out turns and Targets)	Lead Officer - Performance	
2 in 2015/16	08 Sept 2015  Report deadline 26 Aug	Car park management system retendering – developing the available options	Head of Service and lead officer: this item must be here as going on to Exec 6 Oct 2015	6 Oct 2015 3 Nov 2015
		Review of fees and charges relevant to ENV remit: calculations and levels	As agreed at JOINT Scrutiny	
		Review of changes to East Herts' Environmental Crime policies in the light of the new ASB, Crime and Policing Act	Head of Service (Item held over to this date to allow further legal guidance and case law to develop).	
		Work Programme	Scrutiny Officer	
		Healthcheck through to June 2015	Lead Officer - Performance	

3 in 2015/16	10 Nov 2015  Report deadline 28 Oct	Climate Change – report on progress against action plan with data on savings from 2014/15 year	Lead Officer with Head of Service (Government data on carbon figures not released until late August)	1 Dec 2015 5 Jan 2016 2 Feb 2016
		Fuel Poverty Strategy and Action Plan for East Herts – supported by costed proposals in respect of grants for loft/cavity walls, take up of Green Deal and promoting Oil Clubs etc	Lead Officer and Service Manager (delayed to this date as publication of government framework held over until after the general election)	
		Work Programme	Scrutiny Officer	
		Service Plans monitoring Apr 2015 – Sept 2015 (Environment only)	Lead Officer – Corporate Planning	
		Healthcheck through to Sept 2015	Lead Officer - Performance	
<b>JOINT SCRUTINY</b>	19 Jan 2016	<b>BUDGET Report(s)</b>		
<b>JOINT SCRUTINY</b>	09 Feb 2016	<b>2016/17 Service Plans 2015/16 Performance Indicator Estimates and 2016/17 Future targets</b>		
4 in 2015/16	23 Feb 2016  Report deadline 10 Feb	Report from the Conservation Champion Reference Groups on progress and problems relating to Conservation Area management plans.	TBC	8 Mar 2016 5 Apr 2016 TBC
		Report on the study of Pavement and Grass Verge Parking – policy implications	Lead Officer (+graduate trainee)	
		Community Energy	Item agreed at Feb 2015 meeting	
		Healthcheck through to Dec 2015	Lead Officer - Performance	
		Work Programme – planning for 2016/17	Scrutiny Officer	



**The four principles of good public scrutiny:**

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

**Environment  
Scrutiny**

1. To develop policy options and to review and scrutinise the policies of the Council relating to planning policy, local development framework, Building Control, Planning Enforcement, Development Control, transport policy (concessionary fares and subsidised bus routes), Highways Partnership, parking and economic development, energy conservation, waste management, parks and open spaces, historic buildings, conservation – green agenda, Local Strategic Partnership and street scene.
2. To make recommendations to the Executive on matters within the remit of the Committee.
3. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change on matters within the remit of the Committee.
4. To consider issues referred by the Executive, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee.
5. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee.
6. To appoint annually Standing Panels as may be determined which shall be given a brief to consider a specified service area relating to matters within the remit of the Committee and report back to the Committee on a regular basis as determined by the Committee.
7. To consider, should it choose to do so, any item within the remit of the Committee to be considered by the Executive (except items of urgent business). The relevant report to the Executive will be made available to the Scrutiny Committee. The Executive shall consider any report and recommendations on the item submitted by the Scrutiny Committee.
8. To consider matters referred to the Committee by the Executive/ Portfolio Holder on matters within the remit of the Committee and refer the matter to the Executive following consideration of the matter.

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EAST HERTS COUNCIL

ENVIRONMENTAL SCRUTINY COMMITTEE - 9 JUNE 2015

REPORT BY HEAD OF ENVIRONMENTAL SERVICES

CONTRACT PERFORMANCE – ENVIRONMENTAL OPERATIONS

WARD(S) AFFECTED: ALL

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## Purpose/Summary of Report

- To advise Members on the current performance of the two main contracts for Environmental Services – Waste Services (Refuse and Recycling, Street Cleansing Contract) and Grounds Maintenance, and other environmental management initiatives that have been undertaken.

<b><u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE</u></b>	
:	
That:	
(A)	the Committee scrutinises the current performance of the Council's main environmental management term contracts

## 1 Background

- 1.1 The Environmental Services department delivers services through a range of contracts in addition to using in-house staff. The primary objective of this report is to provide Members with an annual update of the performance of the main term contracts.
- 1.2 The combined Refuse, Recycling and Street Cleansing contract was awarded to Veolia Environmental Services for a period of seven years, with a possible extension of up to seven years, in

- November 2010 and commenced on the 9th
- 1.3 May 2011. This report covers the fourth year of the contract.
- 1.4 The Grounds Maintenance Contract was re-tendered in 2007 and awarded to John O Connor Ltd from April 2008 for six years and nine months and with an extension of up to seven years.
- 1.5 Services include parks and open spaces, County Council highways verge grass cutting, shrub and hedge maintenance, (excluding "A" roads) under contract, seasonal bedding displays, cleansing services including litter collection, summer and winter sports pitches and fine turf, the upkeep of grounds on behalf of Riversmead Housing Association, play area maintenance and inspections and woodland management.
- 1.6 The Council agreed to extend the contract for a further five years following an extensive review and the extension began in January 2015.

## **2 Report**

- 2.1 This section of the report details contract and contractor performance over the last twelve months for the Waste Services contract and the Grounds Maintenance contract, and compares this with the previous year. It also provides an update on some of the key initiatives undertaken by Environmental Services as a whole on associated environmental maintenance and enforcement activities.

### **Waste Services Contract Update**

#### **Refuse & Recycling**

- 2.2 On 6 March 2013 Council approved a scheme to change the current kerbside sorting of dry recyclables using boxes to a dual stream comingled system, with paper being kept separate in a box and all other dry recyclables placed in a new 240 litre wheeled bin.
- 2.3 The introduction of SPARC (Separate Paper And Recycling Collections) has been very successful overall and the quality of the material collected was attracting a good level of income for the council. The price for the material was however downgraded to a lower level at the beginning of 2015 as the contamination

level had increased. Material such as nappies, black bag waste and electricals had all been present in some loads. There had also been incidents of dead animals being present in the material as well as a high level of soft plastics.

- 2.4 The price of oil has had an effect on material prices as the cost of virgin material is lower than it has been. At an international level many reprocessors now require a higher quality of material to meet local or EU standards. This puts reprocessors under financial pressures and they are less willing to accept materials that cannot be recycled. Collection crews have received further training to ensure that they have ownership of the quality of materials collected and are undertaking more checking of the materials presented.
- 2.5 The Council has also commenced a media campaign to remind residents of the materials that can go into each bin and discourage contamination.
- 2.6 The total amount of waste collected at the kerbside during 2014/15 was 53,966 tonnes of which 27,188 tonnes was sent to be landfilled.
- 2.7 The amount of co-mingled material and paper collected at the kerbside during 2014/15 was 12,194 tonnes.
- 2.8 The amount of material sent to be composted during 2014/15 was 14,365 tonnes.
- 2.9 The percentage of household waste recycled and composted was 49.62% for 2014/15 (provisional). This compares with a figure of 48.94% in 2013/14. This was despite there being a decline in the amount of paper collected, a national trend, believed to be the result of a move to electronic media.
- 2.10 In addition to encouraging recycling the Council also aims to persuade residents to minimise the waste they produce overall. This is done through media campaigns delivered both directly by the Council and through the Hertfordshire Waste Partnership (WasteAware). The amount of waste collected and disposed of from domestic properties fell last year by 4.92 Kgs per household, from 460.56 Kgs in 2013/14 to 455.64 Kgs (provisional) 2014/15.

- 2.11 The number of missed bins for the year ending in March 2014 was 53.54, per 100,000 collections compared to 29.18 year ending March 2015. The overall performance is lower than the target of 46. This represents a good performance and recovery, with monthly levels returning to their normal average after the introduction of SPARC, which involved the complete redesign of rounds and different collection days for most residents. Missed collection performance is shown in the graph in **Essential Reference Paper “B”**.
- 2.12 Rectification Notices are issued to contractors to require them to correct a service failure. Default Notices, which attract a financial charge, are issued if it is more serious or where a minor problem is not resolved in the time allowed. Rectification Notices are not issued for a ‘missed bin’ as although the crew can be sent back, the failure to collect first time cannot be corrected. In these situations a ‘Warning’ is logged. Repeated Warnings for failure to collect from the same property attract Defaults and other financial charges.
- 2.13 The contractor has now replaced the in-cab digital devices, which, along with a vehicle tracker system provide information on collection services and proof of attendance. The devices are also able to provide proof of contamination as a picture of the contamination can be sent electronically to the council, and is available to customer services staff should a resident query the reason that their bin was not collected.
- 2.14 The number of Rectification Notices issued for container deliveries was 116 in 2013/14 and 85 in 2014/15. These are issued where the contractor fails to deliver a replacement bin or box to a customer within five working days, as required by the contract. This is a good performance in the context that the contractor delivers around 2919 containers per annum.
- 2.15 The level of Defaults increased from 75 in 2013/14 to 97 in 2014/15, these defaults were for the collection part of the contract. There were 2 defaults for not delivering containers within the required 5 days during 2013/14 and 2014/15. Defaults are issued when rectifications have not been resolved satisfactorily or where the breach has been more serious. They attract a financial charge.

- 2.16 The commercial refuse collection service income for 2014/15 was £590,000 compared with £530,000 in 2013/14. A customer base of 645 was recorded at the end of March 2014 and this had increased to 699 at the end of March 2015, primarily small local businesses and schools. Clinical waste collection income was £122,700 in 2014/15, compared to £95,500 in 2013/14.
- 2.17 The Council continues to operate a successful shared clinical waste collection service with North Herts District Council.
- 2.18 During 2014/15 all of the 104 Abandoned Vehicles reported were inspected within the target time of 24 hours, 6 of these vehicles had to be removed by our contractor.

### **Refuse & Recycling Initiatives for 2015/16**

- 2.19 As there is no scheduled changes to the service for the coming year a programme of education to reduce contamination is being carried out. The Service will explore the development and delivery of a campaign to promote the recycling of Waste Electrical and Electronic Equipment (WEEE), and investigate the feasibility of trade waste recycling using the 'comingled' collection system introduced as part of SPARC. This will consider financial and vehicle capacity issues.

### **Waste Offences**

- 2.20 Contamination of recycling containers, unauthorised 'double bins' (where residents present more bins than they are allowed) and 'side waste' are monitored. This is necessary to minimise waste, maintain the quality and value of material collected and avoid rejection by re-processors, leading to a loss of income and additional costs of collection and disposal to landfill.
- 2.21 The Council's policy is to change behaviour through education and persuasion wherever possible. Residents that do not comply with the Council's rules for presenting their waste will have an advisory sticker attached to their bin initially and this is recorded. Further non-compliance may result in the Council sending up to three, progressively firmer advisory letters. Continued failure to comply within a six month period, may result in a formal Notice being issued under Section 46 of the Environmental Protection Act (1990). If the Notice is breached then a Fixed Penalty Notice (fine) may be issued. In 2014/15 , 1014 letters were sent to

people for their second 'offence', (crews sticker contaminated bins and boxes initially) 252 letters were sent following a third 'offence' and 55 letters were sent following a fourth 'offence'. The letters are considered to be effective as can be seen above that the number of people being written to more than once declines sharply.

## **Street Cleansing**

- 2.22 The Environmental Protection Act (1990) determines the standards that must be met and the inspection criteria to be used in determining the performance of the street cleansing operation. Contractor performance is measured by the Council's Environmental Inspection Team, which conducts both programmed and complaint led inspections, grading streets accordingly. Members who attended the recent Councillor induction training on 16 May will recall how the grading scheme works.
- 2.23 Prior to 2011 the Government required inspections to be conducted against specific criteria and these were used to calculate statutory national indicator NI 195. From April 2011 this was no longer a Government required indicator; however in accordance with the decision of the Executive Committee in March 2011 these inspections continue in this format as a 'local' performance indicator to track service standards.
- 2.24 This indicator is based upon sample surveys conducted three times a year, totalling 900 inspections. The format and sample size were previously set by Government. It calculates the percentage of inspections that identify significant levels of litter and detritus (road dirt). The lower the percentage, the higher the performance.
- 2.25 East Herts performance against this indicator was 2.5% for litter and 4.94% for detritus in 2013/14. In 2014/15, litter decreased to 1.67% and detritus increased to 5.47%. Litter levels have improved overall, particularly in industrial areas and on rural roads, some main road areas continue to be problematic. The latter was due to access restrictions to the central reservations of dual carriageways and using traffic management as road space was not granted by The Highways Authority – Hertfordshire County Council (HCC). This is because The A10 and the A414 are permanent diversion routes for the motorways

around East Herts. During busy times they must be kept fully operational and restrictions kept to a minimum. HCC's contractor responsible for grass cutting on the fast roads of East Herts has now started to cut grass during the evening and into the night. Litter is now being collected alongside the grass cutting operation and although this is a trial, early indications have been positive. Street cleaning complaints are shown in the graph in **Essential Reference paper B**.

- 2.26 Detritus in areas with high levels of parked cars increased compared to the previous year, and a program to improve this has been agreed with the contractor. East Herts continues to have a very low level of litter problems compared to many local authority areas and the low percentage reflects this. This is substantiated by a decrease in the number of complaints made regarding cleansing issues. Regular inspection of the district's streets by the Area Environment Inspectors has resulted in better performance and quick action taken to resolve any issues.

### **Litter**

- 2.27 There were 558 'complaints' in 2014/15 compared with 580 in 2013/14 – a decrease of 22 (3.4%). Of the complaints received last year, only 27 were 'validated complaints' against the contractor's performance – i.e. the contractor had failed to clean an area to the required standard. The remainder were regarding areas that are not part of the scheduled contract work and therefore not a contract performance failure. Analysis is also carried out to determine, which roads feature more frequently, enabling changes to be made in the frequency of cleansing, litterbins to be added if required, and any contractor performance issues to be addressed.
- 2.28 Rectification Notices for Street Cleansing were 112 in 2014/15 compared to 116 in 2013/14. The level of Defaults, where Rectifications have not been resolved satisfactorily or where the breach has been more serious, has remained low with 7 defaults being issued in 2013/14 and 17 in 2014/15. The number of defaults issued to the contractor increased in 2014/15 in response to some issues with the quality of litter picking and mechanical sweeping which were identified by the inspection team. In response to these the contractor has clarified with the litter picking crew the expected standards, amended rounds to balance workload and improved communication with the client.

## **Fly Tipping**

- 2.29 The average time to clear fly tips increased from 1.41 days in 2013/14 to 1.7 days in 2014/15. This remains well within the expectancy of 2 days. The number of recorded fly tips has decreased 6% from 821 Fly tips in 2013/14 to 774 in 2014/15. The Council's officers continue to be involved in partnership working with the police and other agencies to target unlicensed waste carriers through roadside stop and searches (Operation Agrarian), and the Fly Tipping Working Group, where Hertfordshire councils and other agencies meet regularly to share knowledge and best practice with regards to tackling fly tipping. East Herts officers have also attended seminars from Keep Britain Tidy to share ideas and learn best practise.

## **Other initiatives – environmental management**

- 2.30 In the last 12 months, the service has continued with the following initiatives connected to environmental management.
- 2.31 The Council has been working with the RSPCA and Riversmead Housing Association on improving their Pets Policy for their tenants.
- 2.32 East Herts continues to work in conjunction with its contracted kennelling service to microchip dogs within their care. This is in line with the new legislation coming into force in June 2016, which requires all dogs to be micro chipped.
- 2.33 East Herts is working in conjunction with the Police to provide education to the public with regard to control of dogs.

## **Dog Fouling Campaign**

- 2.34 In March 2015 the Council joined forces with environmental charity Keep Britain Tidy and other Councils around the country for the "We're watching you" anti-dog fouling campaign. This is an innovative way to tackle dog fouling which involves putting up glow in the dark signs in dog fouling hotspots to try and change people's behaviour. These signs were trialled at three sites in the District and the initial response was positive, showing an overall reduction of 46.7% across the 3 sites. The initiative will now be used as part of a range of measures to tackle dog fouling in other hotspots.



## **Illegal Transport of Waste**

- 2.35 There were 8 vehicle 'stop and search' events held during 2014/15, in association with the Police and other enforcement agencies including VOSA (Vehicle and Operator Services Agency), HM Revenue and Customs, UK Border Control and HCC Trading Standards, as part of Operation Agrarian, this compares with 4 in 2013/14.
- 2.36 The main objective is to find those transporting waste without a Waste Carriers Licence, a criminal offence. It is also an opportunity to remind those who produce waste that they have a responsibility to ensure that their waste is properly disposed of.
- 2.37 Since September 2014 officers have spoken to 308 commercial vehicle drivers, 46 of those regularly carry waste and had the correct licence. The objective of this regular activity is to work with other agencies to find those transporting their waste without a Registered Waste Carriers Licence, as these are often the perpetrators of fly tips.

## **Enforcement**

- 2.38 In 2014/15 - 50 environmental crime related offences were investigated, with 4 Fixed Penalty Notices issued for littering. These investigations breakdown to, (previous year in brackets):  
Fly tipping offences – 19 (40)  
Waste offences – 6 (12)  
Litter offences – 6 (7)  
Dog Fouling – 8 (10)  
Issuing of free literature without permission – 7 (none)
- 2.39 Decreases in investigations of waste offences could be attributed to the joint operations with Hertfordshire Police such as Operation Agrarian which has raised awareness and improved compliance. Investigated fly tip offences decreased by 21 from 40 in 2013/14 to 19 in 2014/15. Additionally it has been more difficult to find evidence to identify the perpetrators and the type of waste fly tipped has changed. In 2014/15 there were less small fly tips of household waste and more of commercial waste. The Council's approach to tackling environmental crime remains robust, through its publicity programme, displaying anti-fly tipping signs in 'hot spot' areas designed in house and supplied

by the Environment Agency to warn potential offenders that the area is under surveillance. The Council also continues to work in partnership with local landowners to ensure potential fly tipping hot spot areas are made inaccessible thus discouraging the activity.

### **Grounds Maintenance**

- 2.40 Performance in 2014/15 has continued at a good standard and at a lower cost following the savings negotiated as part of the final agreement to extend the contract for a further 5 years.
- 2.41 The contractor has achieved these savings without adversely affecting performance in various ways. These include reduced vehicle and plant depreciation costs, realising the savings from not re-tendering and realising the value of committed long term revenue.
- 2.42 Some of the contract improvements offered as part of the extension agreement have already been implemented, such as live access to the vehicle tracking system allowing officers to monitor activity effectively. The location of operative teams can be pinpointed enabling rapid resolution of health and safety issues or traffic incidents reported by the public. For example, client staff are swiftly able to establish that a “white van” allegedly causing a problem was not one of our contractor’s fleet. Contract shrub manuals and hedge data have been improved to inform work programmes leading to a more proactive approach to deal with ‘sight line’ issues – cutting back on highways to improve the view for drivers and therefore vehicle safety.
- 2.43 An employee of the month scheme has been initiated to recognise those employees who ‘go the extra mile’, setting an example for others to follow by displaying civic pride, or who have consistently delivered higher standards.
- 2.44 More intensive service improvement workshops are held to discuss what works well and what could be done better.
- 2.45 Greater direct working relationships have been established to support our ‘Friends of (the park) Groups at our major parks.

- 2.46 Further trial beds of annual wild flower seeds have been sown at high profile sites across the district to explore a more sustainable alternative to annual bedding in some places and to develop habitats to attract bees and butterflies in a controlled way which is not always possible to achieve through our normal grass maintenance regimes.
- 2.47 Measured lines (running tracks) are being provided and maintained in certain parks to promote participation in physical activity in East Herts green spaces.
- 2.48 Work has begun to meet a new target of ensuring at least 40% of the workforce has achieved a level 2 NVQ/WBD qualification.
- 2.49 The contractor has performed well despite weather conditions which promoted vigorous plant growth. 2014 was especially wet and ranked as the 4th wettest in our records (2012 was the wettest on record). The total rainfall figure for 2014 was 924 mm; the annual average is 733 mm. January and February 2014 each ranked as the wettest month on month in our records. The overall mean temperature for the year was above average at 11.23°C (The average is 9.80).
- 2.50 Despite this, the contractor has utilised resources well and adapted to cope with the conditions. Customer enquiries peaked in July, but were evenly low throughout the summer months showing an overall decrease of 2.7% from last year (539 down from 554).
- 2.51 The average level of complaints has decreased further from the consistently low achievements last year; from 520 in 2013 to 274 in 2014. Peaks in complaints came in June relating to a late flush in grass growth and in July/September in relation to hedge growth prior to the scheduled prunes. 'Validated' complaints (where the contractor was at fault) have fallen again this year from 126 in 2013 to 39 in 2014. The contractor is obliged to cut grass all through the year to maintain the performance standard regardless of growth, but is only contracted to cut hedges twice a year. Complaints related to hedge growth therefore are not 'valid' complaints against the contractor where a scheduled hedge cut was imminently due. The level of complaints relating only to grass cutting is a key indicator of performance. There were 38 last year and only 13 in 2014. To put this in to context

we allow a maximum allowable level of complaints based on a year from the previous contract which was known to be unacceptable. The level of grass complaints in 2014 ran at an average of only 10% of that allowable level. Grounds performance for validated complaints and number of rectifications are shown in the graph in **Essential Reference Paper “B”**.

- 2.52 Monitoring of the contract has been consistently vigorous. It reflects good compliance and minimal intervention required by customers. Our Area Environmental Inspectors (AEIs) issued 145 rectification notices to the contractor this year in comparison with 72 raised in response to complaints from customers. The service aims to identify any issues swiftly before customers find it necessary to complain. This combined with a focussed commitment by the contractor to respond very quickly to rectifications has retained the low level of complaints.
- 2.53 The contractor continues to provide an effective level of “on the ground” supervision. In addition to weekly and monthly compliance meetings with supervising officers, the contractor also organise a useful annual meeting between operational staff and our AEIs to maintain an understanding of expectations and to promote good communication. Resources are organised in a flexible way to respond to seasonal pressure points. Our weekly “compliance audit” tests against five elements of performance. It shows the levels of performance relating to the efficiency of the contractor's work programme and the accuracy of their own supervision reports. These tests revealed a consistent near faultless performance in these areas of 2.7% for 2014 following 1.6% in 2013 and 3.1% test failures in 2012.
- 2.54 They have purchased 6 new ride-on grass cutting machines (all with tilt control mechanism), 5 new contract vehicles (one is 4wheel drive) and 2 new tractors.
- 2.55 During 2014 as they have prepared for the new contract extension they have improved consistent and flexible service delivery by investing in machinery that they had previously hired in at defined intervals. The contract now benefits from a remote control mower to deal with steep banks such as the ancient monuments in the castle gardens and a specialist verti-drainer that reduces compaction and aerates our football pitches.

- 2.56 Further improvements have been organised to the open space grass cutting regime to implement swathes of long grass areas around perimeters to allow the development of more diverse habitats. These areas are changed to biannual conservation cuts.
- 2.57 Staff have received further training to provide more community safety accreditation and the contract has been working closely with our Environmental advisors, the Countryside Management Service, to improve our annual woodland maintenance works.
- 2.58 The employee of the month incentivisation initiative has been expanded to include a bonus scheme for grass cutters to complete their rounds to a high standard within a targeted timeframe.
- 2.59 Staff round sheets are now provided to officers electronically providing for more effective monitoring and leading up to further improvements expected through the contract extension works to provide a web based monitoring system.

### 3.0 Implications/Consultations

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

Background Papers - none

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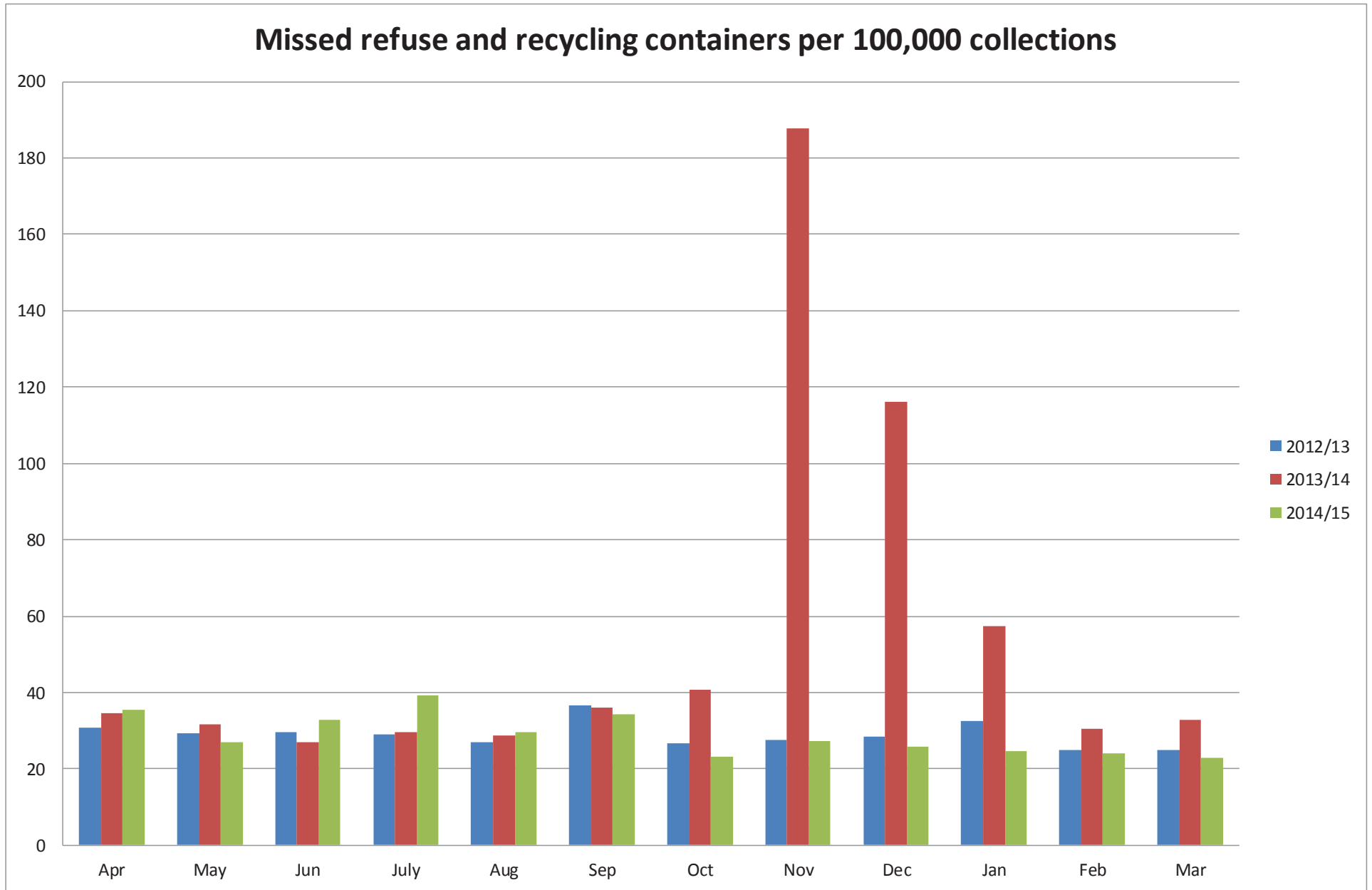
## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

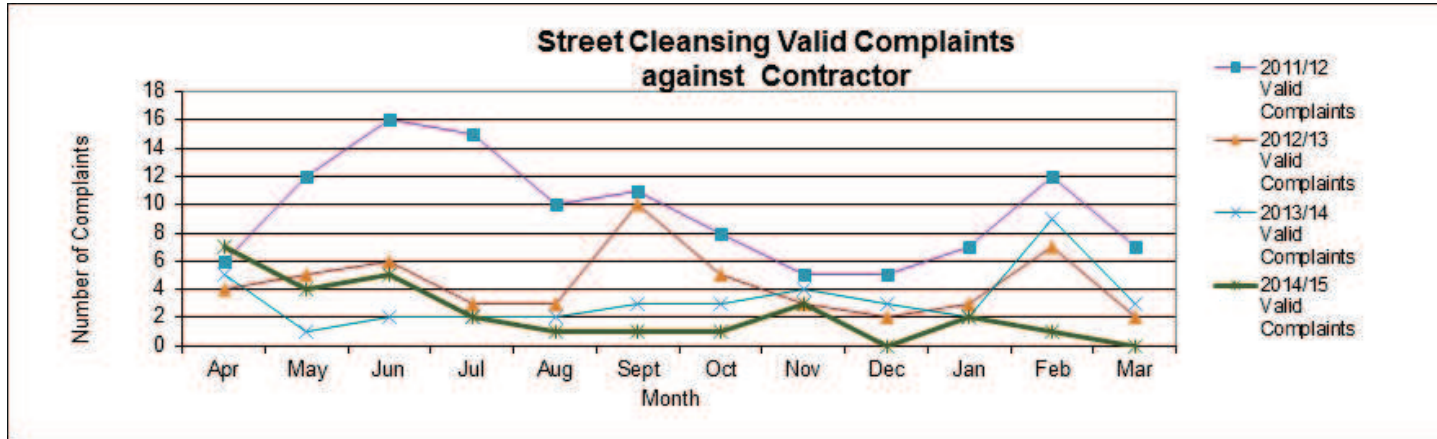
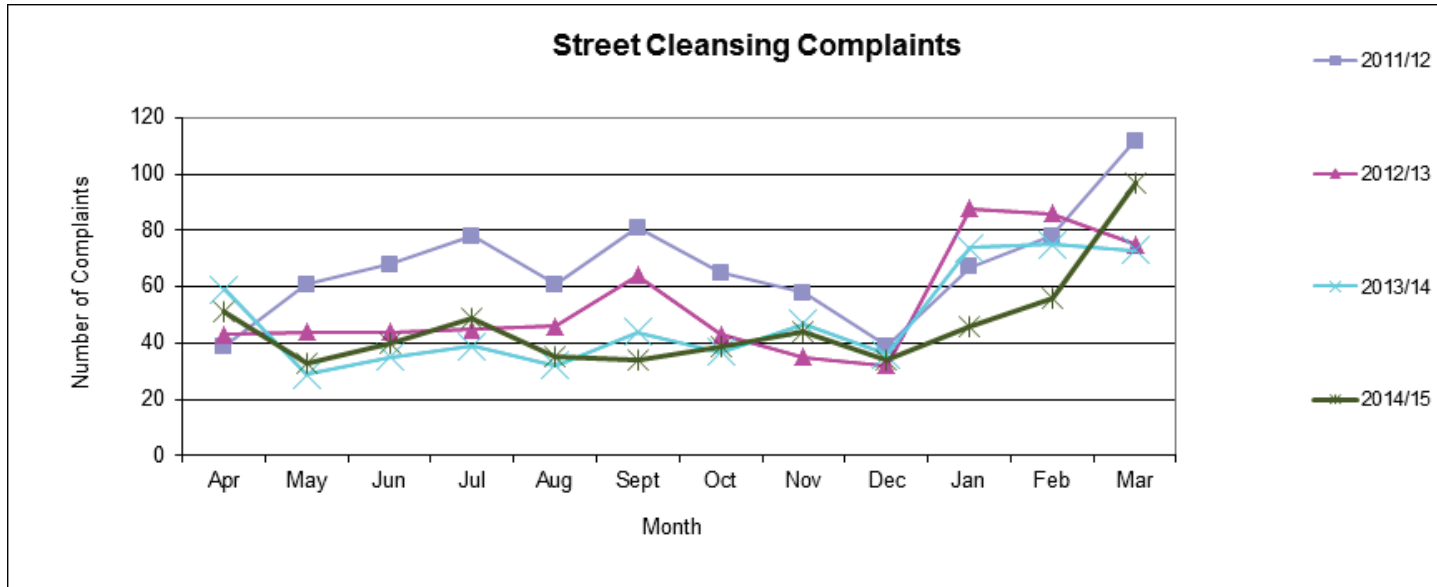
Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<b>Place</b> This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.
Consultation:	<i>There has been no specific consultation in relation to this report. Resident's satisfaction with waste and recycling services and Parks and Open Spaces is captured through the residents survey, every 2 years. This was last conducted in Autumn 2013 and reported to Joint Scrutiny Committee in February 2014. These services have high (and increasing) levels of satisfaction when compared to other authorities. In summary the results were as follows:</i> <ul style="list-style-type: none"> <li>- Refuse collection – 81% (up 2% on 2011)</li> <li>- Recycling – 75% (up 3%)</li> <li>- Cleansing – 66% (up 2%)</li> <li>- Parks and open spaces 76% (up 2%)</li> </ul>
Legal:	<i>There are none for this report.</i>
Financial:	<i>There are none for this report.</i>
Human Resource:	<i>There are none for this report.</i>
Risk Management:	<i>When surveyed, residents consistently place these services among their highest priorities and it is important that the Council continues to deliver high quality environmental operations services.</i>
Health and wellbeing – issues and impacts:	<i>There are none specifically for this report.</i>

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Essential Reference Paper B





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EAST HERTS COUNCIL

ENVIRONMENTAL SCRUTINY COMMITTEE - 9 JUNE 2015

THE EXECUTIVE - 7 JULY 2015

REPORT BY EXECUTIVE MEMBER FOR ENVIRONMENT AND  
PUBLIC SPACE

STRATEGIC OUTLINE CASE FOR JOINT WASTE AND STREET  
CLEANING SERVICES FOR NORTH AND EAST HERTFORDSHIRE  
DISTRICT COUNCILS

WARD(S) AFFECTED: ALL

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**Purpose/Summary of Report**

- For Members to consider and comment on this report and the Strategic Outline Case (SOC), presented as a confidential appendix at Essential Reference Paper B.

<b><u>RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE:</u> That:</b>	
<b>(A)</b>	<b>Members consider, scrutinise and comment upon the report</b>
<b>(B)</b>	<b>The Committee recommends to the Executive that the Council proceed to the next stage, to develop an Outline Business Case for a Shared Waste and Street Cleansing Service with North Herts District Council (NHDC)</b>
<b><u>RECOMMENDATIONS FOR EXECUTIVE:</u> That:</b>	
<b>(A)</b>	<b>The Executive agree that the Council proceed to the next stage, to develop an Outline Business Case for a Shared Waste and Street Cleansing Service with North Herts District Council (NHDC)</b>

## 1.0 Background

- 1.1 In December 2014 NHDC and EHC decision making bodies (Cabinet and Executive respectively) agreed that both authorities jointly undertake a project to consider whether there were benefits in developing a joint contract and shared service for waste collection and street cleansing services. This project has now progressed to the point of a further review and decision whether to proceed. A confidential Strategic Outline Case (SOC) is provided as **Essential Reference Paper “B”**. This is a confidential “Part 2 report” due to its commercial sensitivity. The contracts for both Councils now terminate on the same day in May 2018 to allow for a joint contract if this is the preferred way forward.
- 1.2 The strategic driver for the project is that both Councils are likely to have increasing financial pressures on their budgets in future years. New ways of working therefore need to be explored to determine what improvements and efficiencies can be achieved.
- 1.3 Continued environmental and legislative requirements and significant changes to our domestic waste stream over the past decade have led to more harmonisation of services provide by local authorities.
- 1.4 At the meeting of the Executive on 2 December 2014 it was agreed that a report be brought back in Spring 2015 with an outline Business Case. The objective being to obtain approval of both Council’s to proceed to the next stage of jointly procuring these services and specifically on how this joint project will be controlled and managed; and also the governance arrangements once the joint contract has been awarded. It was intended that this should include:
- Potential additional savings in joint contracts.
  - Potential savings in client overheads.
  - Governance and management proposals.
  - Project and change management proposals.
  - Jointly agreed policies that will inform the development of a joint specification.

1.5 It was agreed that a Project Board would be set up to represent Senior Officers and Councillors of both authorities and would consider the following matters:

- The tasks to be undertaken to complete the work.
- Develop a joint Communication Plan throughout the project and information provided to stakeholders.
- Review existing service arrangements; current service policies and opportunities for both authorities to make changes.
- Determine the options available and the potential savings.
- Review the draft SOC in preparation for reporting to both authorities appropriate committees for approval.

## 2.0 Report

2.1 A Project Board representing both councils has been assembled and has met on a number of occasions. There has also been consultation with Councillors from both authorities which indicated overall support in principle to joint working, as the provision of services is very similar.

2.2 In progressing the project, it was agreed to undertake the work in accordance with UK Government's best practice guidance for preparing business cases (Treasury Green Book: A Guide to Investment Appraisal in the Public Sector). The guidance outlines three key stages in the development of a business case and details the actions required to ensure that the requisite information is provided within the business case to properly inform the final decision on a major project.

2.3 The first stage is to produce a 'Strategic Outline Case' (SOC), which clarifies the strategic context for the proposal and includes a high level assessment of likely risks, costs, savings and outcomes from the realistic options short-listed for further evaluation. If the high level assessment indicates favourable outcomes, the second stage is to prepare an 'Outline Business Case'(OBC). The OBC will include a much more detailed economic appraisal of all the short-listed options, as well as lay out all the procurement arrangements and management implications of proceeding with the 'preferred option' recommended within the OBC. The final stage, the presentation of the Full Business Case, updates the estimated costings in the

Outline Business Case with the confirmed costs following the procurement of the required services.

- 2.4 The SOC explores if there are sufficient benefits for both councils to warrant any changes to existing arrangements.
- 2.5 The options considered during the development of the SOC for a shared waste service for East and North Herts have indicated that there are significant savings to be achieved through joint working, although some potential efficiencies are limited by the geographical size of the districts and the dispersed population through many small towns and villages.
- 2.6 The 'Preferred Way Forward' recommended in the SOC at Essential Reference Paper B seeks to optimise the use of resources for the client, contractor and infrastructure elements of the service.
- 2.7 It is proposed to move to a single client team covering both authorities' waste and cleansing services. The aggregate number of staff employed by both councils in managing the current contracts is approximately 16 Full Time Equivalents (FTE). The 'Preferred Way Forward' assumes an approximate reduction of up to 25% in total client staff. The precise nature of the staffing structure however needs further consideration to minimise risks associated with the transition and implementation of a new contract.
- 2.8 Efficiencies in contract operations, plant and management are expected to be delivered by integrating the two waste and cleansing services into a single contract.
- 2.9 Further efficiencies should be deliverable through reviewing and rationalising operating bases and transfer stations.
- 2.10 Governance arrangements are still being discussed but in principle such arrangements will still allow each authority independence and choice on service provision and an equitable share of costs appropriate to each council's requirements.
- 2.11 The 'Preferred Way Forward' needs to be explored further and assessed against other realistic alternatives in progressing to the next phase of the project, the Outline Business Case (OBC). This will confirm that this does indeed represent the best option.



2.12 The SOC currently presents the following *annual* revenue savings from the ‘Preferred Way Forward’, deliverable from 2019.

<b>NHDC Annual Revenue Savings</b>	<b>EHC Annual Revenue Savings</b>	<b>Total Annual Revenue Savings</b>
<b>£262,064</b>	<b>£142,064</b>	<b>£404,128</b>

- 2.13 The above table indicates that the value of savings likely to be achieved by EHC is less than NHDC. The NHDC savings total includes estimated contractual savings that NHDC could achieve independently without a joint contract. With the total annual expenditure of both Councils for these services in the region of £9.5m, the overall level of savings is 1- 2%.
- 2.14 Details of the costs and savings identified can be found in **Essential Reference Paper B** on page 29.
- 2.15 The process of developing the SOC has shown that the vast majority of the Waste & Street Cleansing Services provided to the local residents of both Councils are very similar, with performance and satisfaction generally being high. A review of policies and practice is shown within the SOC at Appendix A.
- 2.16 There are areas for future consideration for both councils in terms of service delivery where there could be an increased cost or saving to the individual authority depending on the quality of service required.
- 2.17 Both Councils waste and street cleansing contracts terminate at the same time in May 2018. Due to the size and nature of these contracts, procurement of these services now needs to commence in terms of developing and agreeing the scope and policies so that the detailed specification for the contract can commence. By Autumn this year a decision on the Outline Business Case (OBC) needs to be finalised and the preferred option determined.
- 2.18 The most significant constraint is time as the there is no tolerance on the May 2018 deadline for the current contracts if a joint procurement is to proceed as NHDC is not able to extend its contract beyond this date.

2.19 A formal Inter Authority Agreement will need to be developed if the next stage is agreed as beyond the OBC it is likely there would be a negative impact on both authorities if one party withdrew.

### 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 - 2 December 2014 - Possible Joint Working on Waste and Street Cleansing with North Herts District Council.

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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p><b>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</b></p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p><b>Place – Safe and Clean</b></p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b>Prosperity – Improving the economic and social opportunities available to our communities</b></p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
<p>Consultation:</p>	<p><i>There has been close working between officers of the two authorities throughout the development of this report including technical advice and support from Senior Finance Officers.</i></p> <p><i>Project oversight and direction has been carried out by a Project Board, involving both authority's Leaders, Portfolio Holders and Senior Managers</i></p> <p><i>Member Briefing Sessions have been held at both authorities to which all Councillors were invited.</i></p>
<p>Legal:</p>	<p><i>There are no legal implications of this report.</i></p> <p><i>Should the project proceed beyond the OBC stage legal and procurement advice will be sought to ensure full compliance with EU and UK procurement law and any agency agreement between authorities meets with best practice.</i></p>
<p>Financial:</p>	<p><i>Financial implications of this report and estimated future savings are contained within the confidential Strategic Outline Case (SOC) document attached as Essential</i></p>

	<p><i>Reference Paper B.</i></p> <p><i>The SOC shows the summary financial implications for each of the realistic options that have been short-listed. The economic case for all three short-listed options will be subject to further analysis in the Outline Business Case.</i></p> <p><i>At this initial stage, total net revenue savings from a joint service and contract are estimated as £2.66m over the life of a 7 year contract, shared between the two authorities. This figure includes estimated additional one-off revenue costs incurred to facilitate the transition to a joint contract.</i></p> <p><i>This translates to revenue savings of £142k per annum for EHC deliverable from 2019 onwards, with the total EHC revenue saving over the life of a seven year contract estimated to be £943,000.</i></p> <p><i>To progress the project to the next stage it is proposed that a sum of £60,000 is set aside as a provision to allow external technical support to be procured to develop the project and confirm savings in more detail for the Outline Business Case. This would be shared equally by both authorities with EHC allocating £30,000 from the Council's Transformation Reserve.</i></p>
<p><b>Human Resource:</b></p>	<p><i>There are no staffing implications for this report.</i></p> <p><i>The SOC indicates a possible saving in client resources of between 2.25 and 4.25 FTE shared between the two authorities.</i></p> <p><i>This will be deliverable from 2019. Given the length of the project it is believed that any staff reductions can be achieved through natural wastage.</i></p> <p><i>Staff within Environmental Services that are involved in waste related functions have been fully briefed on the project to date.</i></p> <p><i>Informal discussions have been undertaken with UNISON and this will continue should Members agree to proceed to the next stage.</i></p>

<p>Risk Management:</p>	<p><i>The project approach and methodology include a risk plan which is regularly reviewed and updated by the Project Board. Risks to date are limited to the officer time spent on the project and the need to avoid any delays that could impact upon the timing of procuring a new contract.</i></p> <p><i>Project risks increase beyond this point with the expenditure of further officer time, external support and potential delays in procurement should authorities not agree or pull out. These risks will be carefully managed through a formal risk plan and be reported regularly to the Project Board and through the Council's Corporate Risk Management reporting approach.</i></p>
<p>Health and wellbeing – issues and impacts:</p>	<p><i>There are none for this report.</i></p>

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 9 JUNE 2015

REPORT BY EXECUTIVE MEMBER FOR ECONOMIC  
DEVELOPMENT

RESIDENT PERMIT PARKING SCHEME POLICY REVIEW

WARD(S) AFFECTED: ALL

## **Purpose/Summary of Report**

- To obtain the views of the Environment Scrutiny Committee on existing policy governing the operation of resident permit parking schemes.
- To obtain the views of the Environment Scrutiny Committee on policy options in respect of future resident permit parking schemes.

## **RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE**

**That:**

<b>(A)</b>	<b>the Committee considers and comments on the policy framework for the operation of the Council's existing resident permit parking schemes;</b>
<b>(B)</b>	<b>Members offer their views on whether the additional survey of residents discussed in this report should be commissioned;</b>
<b>(C)</b>	<b>the Committee considers and comments on a proposed policy and operational guidance for new resident permit parking schemes, and:</b>
<b>(D)</b>	<b>The Executive Member for Economic Development is advised of any comments and recommendations arising from this Committee.</b>

## 1.0 Background

- 1.1 East Herts Council operates twelve on-street resident permit parking schemes (also known as RPZs); seven in Bishop's Stortford, three in Hertford and two in Ware. The 'Newtown' scheme in central Bishop's Stortford is likely to be expanded in 2015/16 and it is likely that a scheme will be implemented in the Southmill Road area of Bishop's Stortford, also in 2015/16. A list of current RPZs can be seen at **Essential Reference Paper 'B'**.
- 1.2 A report on the financial aspects of RPZs was submitted to the East Herts Executive on 3 February 2015. The Executive resolved that; "[the] Environment Scrutiny Committee be requested to consider and make recommendations on the criteria against which existing resident parking schemes and requests for new schemes can be assessed".
- 1.3 In accordance with this resolution, this report invites Members to;
- i) Advise whether they wish the policy on existing RPZs to be reviewed.
  - ii) Advise whether they wish the additional survey of existing schemes mentioned in this report to be commissioned.
  - iii) Offer comments and suggestions on policy options for future RPZs.

## 2.0 Report

### Options for Review – Existing Permit Schemes

- 2.1 The Council's current policy on RPZs dates back to its adoption of a District Parking Strategy in 2003. At that time schemes were implemented as part of a broader strategy for the effective management of parking in East Herts – a strategy which included adoption of Civil Parking Enforcement powers and a review of the designation and pricing of the Council's car parks.
- 2.2 The list of schemes recommended in 2003 may be viewed at **Essential Reference Paper 'C'**. Members will note that most of the schemes recommended in the 2003 Strategy have been implemented.

- 2.3 Current policy can be summarised as follows; “the highest priority for parking in residential areas where pressure on parking is extreme should be given to residents of that area.”  
<http://www.eastherts.gov.uk/index.jsp?articleid=10361>  
Scheme Expenditure and Revenue
- 2.4 The expenditure element of RPZs can be broken down into two areas:
- Implementation costs (e.g. consultancy, legal costs and signs and lines procurement)
  - Operational costs (e.g. enforcement, printing costs and signs & lines maintenance)
- 2.5 Funding for scheme implementation is typically secured by way of growth bids through the Medium Term Financial Plan (MTFP) process, although use is also made of Section 106 contributions. The Parking Service is offered an opportunity to request inclusion of a S106 provision as part of the Council’s planning process where, in the opinion of officers a development may impact amenity for local residents.
- 2.6 The ‘Coronation Road’ (W2) scheme in Ware, the development of which was funded by the developers of the former Charvill’s Garage site is an example of where S106 funding enabled the implementation of a scheme, the need for which could not have been foreseen when the original list was created in 2003.
- 2.7 Even if S106 funding is secured through the planning process this does not guarantee that an RPZ will be implemented. Extensive public consultation is a prerequisite to progression. Accordingly, although S106 funding was secured in respect of the J Sainsbury development in Hertford, residents in the Port Vale area twice declined the offer of a scheme; therefore it was not progressed.
- 2.8 The report to the 3 February Executive confirmed that whilst there is significant variation in operational cost from scheme to scheme, the total operational cost of schemes matches closely total revenue from schemes, when Penalty Charge Notice income is included in the latter figure.
- 2.9 The revenue element of RPZs can be broken down as follows:
- PCN revenue
  - Permit revenue

- 2.10 The objective of Civil Parking Enforcement is that no Penalty Charge Notices are issued because of 100% compliance with parking restrictions. Of course this is not the case in reality. Only penalty charge income arising from contraventions linked to the presence of RPZs was included in the 3 February 2015 report. As this revenue is a function of the scheme's existence, it is considered appropriate to include it in the financial model.
- 2.11 The Council operates a uniform permit charge across all schemes. As the nature of each scheme varies, there can be significant disparities in respect of each scheme's overall financial position.
- 2.12 Local authorities are prohibited by law from seeking to generate a surplus from their on-street parking operations. Should a surplus arise, its use is ring-fenced to parking and transport related initiatives such as highway maintenance, car park provision and public transport. As stated earlier, East Herts makes a slight loss on the operation of its RPZs – as it does on its on-street operations overall - therefore such considerations do not arise.
- 2.13 Members are asked to advise whether they are content for existing RPZs to continue to operate at close to break-even point overall, or whether they also wish individual schemes to break even.
- 2.14 The latter approach would require an annual review of income and expenditure on each scheme before a charge could be set for the coming year. As can be seen from the 3 February report, this would lead to a significant increase to permit costs in many scheme areas. Expenditure in particular can fluctuate from year to year, which could create considerable volatility in permit prices. Many residents who had voted in favour of their scheme on terms advertised some years ago would undoubtedly resist such a significant change.
- 2.15 For the above reasons, officers recommend that a uniform permit charge should continue to apply in respect of current schemes, with adjustments to permit prices taking place through the annual MTFP process, in line with Council policy.
- 2.16 Members are also invited to advise whether they wish other terms of operation of current RPZs to be reviewed. Chief among these would be the current 'exclusive' nature of schemes.

- 2.17 As part of its six month review of the 'Chantry' (B7) RPZ, the Council sought residents' views on the introduction of 'shared use' parking, whereby a limited amount of commuter parking would be allowed on streets where parking demand was low during the working day. An overwhelming majority of residents rejected the proposal as can be seen from the review report.  
[http://www.eastherts.gov.uk/media/pdf/3/p/Chantry\\_Road\\_Consultation\\_Analysis\\_Report\\_Final.pdf](http://www.eastherts.gov.uk/media/pdf/3/p/Chantry_Road_Consultation_Analysis_Report_Final.pdf)
- 2.18 The above shows the difficulty of trying to implement significant changes to the terms of operation of schemes retrospectively. Given the high levels of satisfaction there was understandable resistance from most residents to a proposal that was seen as a post-hoc attempt to water down the scheme's benefits.
- 2.19 The question asked in 2012 did not test whether residents might be willing to entertain 'shared use' parking if some or all of any additional income generated was used to reduce the cost of their permits. The Council may wish to test this price sensitivity in those existing schemes, which might lead to support for an element of 'shared use' parking where there is significant under use by residents during the working day.
- 2.20 Officers advise that only the 'Chantry' (B7) scheme and areas of the Stanstead Road (B1) scheme, both in Bishop's Stortford, would be capable of accommodating shared use parking.
- 2.21 To introduce 'shared use' parking in existing scheme areas the Council would first have to consult informally and would then be required to promote a Traffic Regulation Order to give legal effect to the change.
- 2.22 Should Members consider that a more in-depth review of existing schemes is warranted, to include a survey of resident opinion, officers have obtained a quotation from the consultants who currently assist with the design and promotion of most East Herts RPZs. A copy of their proposal can be seen at **Essential Reference Paper 'D'**. The quoted price for this review is £12,000. Members are asked to confirm whether they wish this review of existing schemes to be commissioned, in which case funding will be sought either in the form of an 'in year' bid against the Council's Priority Spend budget or by way of a growth bid for 2016/17.

## Policy Proposals – New Permit Schemes

- 2.23 At the 3 February Executive the question was also asked, should East Herts Council continue to implement RPZs under *any* circumstances? This is clearly one of the policy options available to the Council.
- 2.24 RPZs are only implemented in roads where a majority of residents who engage in the consultation process indicate their support. Reviews undertaken approximately six months after implementation invariably demonstrate high levels of resident satisfaction. Officers suggest that in residential areas where demand for on-street parking outstrips supply and where residents' quality of life is diminished as a result, RPZs have a positive role to play as part of a balanced approach to parking management. They should be retained as an option; however a more sophisticated policy framework than that which has existed since 2003 is now required.
- 2.25 A new policy in respect of future resident permit parking schemes should address the following issues:
- What should be the criteria for identifying potential scheme areas?
  - What should be the criteria for prioritising the implementation of schemes?
  - Does the Council's 'user pays' principle remain valid in respect of resident permit parking scheme charges?
  - Should new schemes be required to break even on an individual basis?
  - To what extent might the Council need to review other parking policies and provision – for example off-street parking availability, designation and pricing – in parallel with considering the implementation of a new on-street RPZ?
- 2.26 A log kept by the parking service of requests for resident permit parking schemes is attached as **Essential Reference Paper 'E'**. A suggested policy framework for the prioritisation and implementation of future resident permit parking schemes such as these is offered as **Essential Reference Paper 'F'**. Operational guidance would be developed to give substance to the agreed policy framework. Draft operational guidance to underpin this policy framework is offered as **Essential Reference Paper 'G'**.

2.27 In line with the request made by the Executive on 3 February the Environment Scrutiny Committee is invited to offer its comments and recommendations on the matters discussed in this report to the Executive Member for Economic Development. These will contribute to a review of RPZ policy to be considered by a future meeting of the Executive.

### 3.0 Implications/Consultations

3.1 The financial aspects of implementing and running a resident permit parking scheme can be considerable. For example, the implementation budget for the proposed scheme in the Southmill Road area of Bishop's Stortford is £30,000. Implementation costs are likely to increase should the more extensive qualification criteria offered in **Essential Reference Paper 'G'** be adopted.

3.3 Extensive informal and formal consultation takes place before a resident permit parking scheme is implemented. The final act of consultation is advertisement of a Traffic Regulation Order. Any interested party may object to proposals set out in a Traffic Regulation Order.

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

### Background Papers

- East Herts District Parking Strategy Financial Strategy (Ove Arup) May 2003
- Minutes of a meeting of the East Herts Executive on 15 July 2003  
[http://online.eastherts.gov.uk/moderngov/Data/Executive/20030715/Agenda/minutes\\_1.pdf](http://online.eastherts.gov.uk/moderngov/Data/Executive/20030715/Agenda/minutes_1.pdf)
- Road Traffic Regulation Act 1984 (Sections 45-46)  
<http://www.legislation.gov.uk/ukpga/1984/27/contents>
- Report to the East Herts Executive 3 February 2015 (Permit Charging Policy)

Contact Member: Councillor Gary Jones – Executive Member for Economic Development

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Report Author: Andrew Pulham – Parking Manager  
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**IMPLICATIONS/CONSULTATIONS**

Contribution to the Council's Corporate Priorities/ Objectives	<b><i>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</i></b> <b><i>Place – Safe and Clean</i></b>
Consultation:	Resident permit parking schemes are introduced only after extensive informal and statutory consultation.
Legal:	The implementation of a new resident permit parking scheme or changes to the operating conditions of an existing scheme would require the promotion of a Traffic Regulation Order.
Financial:	The financial aspects of this report are addressed in the body of the report and were analysed in greater detail in a report to the East Herts Executive on 3 February 2015.
Human Resource:	N/A
Risk Management:	N/A
Health and wellbeing – issues and impacts:	N/A

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**East Herts Council  
Resident Permit Parking Schemes at March 2015**

**Bishop's Stortford**

**B1 Stansted Road (Implemented 2005)**

Cherry Gardens, Dolphin Way, Heron Court, Kingfisher Way, Kings Court, Kingsbridge Road, Kingsmead Road, Stansted Road (part)

**B2 Dunmow Road (Implemented 2005)**

Dunmow Road (part), East Road, Elm Grove, Limes Crescent, Manor Road, Urban Road, Wayletts Drive, Wilton Close

**B3 Windhill (Implemented 2007)**

Basbow Lane (part), Bells Hill, Church Street (part), King Street, Regency Close, The Stewarts, Windhill

**B4 Newtown (Implemented 2007)**

Apton Court, Apton Fields, Apton Road, Chapel Row, Chestnut Close, Grove Place, Middle Row, Newtown Road, Oaktree Close, Portland Place, Portland Road, Royal Oak Gardens, Stacey Court, Vicarage Close

**B5 Newtown (Implemented 2007, extended 2009)**

Bartholomew Road, Castle Street, Jervis Road, Nursery Close, Nursery Road, Oak Street, South Street (part), Stort Road, the Chase, the Lindens, Trinity Close, Trinity Street, Trinity Way, Wharf Road

**B6 South Street and Southmill Street (Implemented 2008)**

South Street and Southmill Street. NB – this is a business permit scheme linked to the nearby 'Millers 3' development. No resident parking permits are available under this scheme.

**B7 Chantry (Implemented 2013)**

Alpha Place, Barrells Down Road, Bryan Road, Carrigans, Chantry Road, Cricketfield Lane (part), Elm Road, Hadham Road (part), Half Acres, Lindsey Close, Lindsey Road, Northgate End (part), North Terrace, Pinelands, Rye Street (part), Stane Close, Thornfield Road

## **Hertford**

### **H1 Folly Island (Implemented 2007)**

Frampton Street, Old Hall Street, Riverside, The Folly, Thornton Street

### **H2 Chambers Street (Implemented 2006)**

Chambers Street

### **H3 Hertford East (Implemented 2008, extended 2010)**

Charlotte Quay, Holden Close, Marshgate Drive (part), Mead Lane (part), Priors Street, Railway Place, Railway Street (part), Raynham Street, St Johns Court, St Johns Street, Talbot Street (part), Townshend Street Villiers Street, Ware Road (part)

## **Ware**

### **W1 Church Street**

Church Street

### **W2 Coronation Road (Implemented 2013)**

Baldock Street (part), Crib Street, Century Road, Church Street (part), Coronation Road, Francis Road (part), Little Horse Lane, Rokewood Mews, The Bourne (part)

APPENDIX A  

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**Proposed Residents'  
Parking Areas  
(2003)**

**A1. POTENTIAL RESIDENTS' PARKING AREAS**

<b>Area</b>	<b>Street</b>	<b>No. of Households</b>
<b>Bishop's Stortford</b>		
Chantry	Alpha Place	10
	Barrels Down Road	159
	Brookhouse Place	9
	Bryan Road	18
	Canfield	2
	Carrigans	39
	Chantry Close	38
	Chantry Mount	12
	Chantry Road	80
	Conifer Court	8
	Cricketfield Lane (part)	30
	Elm Road	52
	Galloway Close	3
	Galloway Road	20
	Grays Court	3
	Half Acres	35
	Newbury Close	6
	Northgate End	25
	Oak Hall	10
	Pleasant Road	22
	Rye Street (part)	234
	Shortlands Place	4
	Squirrels Close	3
	Stane Close	40
	Steeple View	4
	The Chantry	10
Thornfield Road	39	
	<b>TOTAL</b>	<b>915</b>
Chantry potential extension	Cedar Court	81
	Frere Court	24
	Lindsey Close	9
	Lindsey Road	38
	Pinelands	29
	Reynard Copse	5
	Robert Wallace Close	8
	Rye Street (additional part)	-
		<b>TOTAL</b>

Dunmow Road	Dunmow Road	250
	Clayponds	4
	East Road	38
	Elm Grove	47
	Hillside Avenue	12
	Manor Road	35
	Urban Road	40
	Wayletts Drive	28
	Wilton Close	11
	<b>TOTAL</b>	<b>465</b>
Havers Lane/South Road	Cemetery Road	0
	Havers Lane	106
	Chesfield Close	6
	Beechlands	14
	Wrenbrook Road	24
	South Road	66
	Kimberley Close	9
	Southmill Road	88
	Millside	-
	Mill Street	16
	<b>TOTAL</b>	<b>329</b>
Haymeads Lane	Beldams Lane	98
	Fairway	12
	Greenway	11
	Haycroft	16
	Haymeads Lane	81
	Highfield Avenue	27
	Linkside Road	44
	Rosebery	8
	<b>TOTAL</b>	<b>297</b>
New Town	Apton Fields	12
	Apton Road	175
	Bartholomew Road	61
	Braziers Quay	89
	Chestnut Close	30
	Firlands	50
	Newtown Road	95
	Oak Tree Close	17
	Portland Road	64
	Royal Oak Gardens	10
	Scott Road	115
	South Street	100
	Stort Road	25
	Trinity Way/Street/Close	33
	Tuckers Row	10
	Wharf Road	18
<b>TOTAL</b>	<b>904</b>	

Stansted Road	All Saints Close	9
	Cherry Gardens	34
	Dolphin Way	11
	Heron Court	20
	Kingfisher Way	40
	Kings Court	62
	Kingsbridge Road	47
	Stansted Road	295
	<b>TOTAL</b>	<b>518</b>
Warwick Road/Crescent Road	Crescent Road	24
	Warwick Road	100
	<b>TOTAL</b>	<b>124</b>
Windhill/North Street	Barrett Lane	1
	Basbow Lane	10
	Bells Hill	36
	Church Street	35
	Hearn Court	-
	High Street	25
	Hurst Close	25
	King Street	41
	Market Square	6
	Market Street	-
	North Street	5
	Potter Street	2
	Regency Close	13
	The Stewarts	71
	Water Lane	8
	Windhill	(23 spaces)
	Windhill Old Road	5
		<b>TOTAL</b>
	<b>BISHOP'S STORTFORD TOTAL</b>	<b>4,052</b>



<b>Hertford</b>		
Town Centre area	Fore Street	
	<b>TOTAL</b>	
Folly Island area	Bircherley Street	1
	Frampton Street	20
	Oldhall Street	15
	The Folly	24
	Thornton Street	37
	<b>TOTAL</b>	<b>97</b>
Folly Island potential extension	Chauncy Court	48
	Priory Street – inc. Malthouse, Priory House	34
	Railway Street (part) – inc. Mitre Court and Warren Place	
	St. John’s Court	18
	St. John’s Street	9
	<b>TOTAL</b>	<b>109++</b>
Hertford East Station area	Albion Close	8
	Currie Street	37
	Davies Street	22
	Holden Close	36
	Mill Rd (Hertford Basin)	4
	Railway Place	23
	Railway Street (part)	
	Raynham Street	35
	Talbot Street	29
	Townshend Street	42
	Villiers Street	40
	<b>TOTAL</b>	<b>276++</b>
Hertford East potential extension	Cromwell Road	58
	Fairfax Road	11
	Foxholes Avenue (inc Braziers Field?)	65
	Rowley’s Road	2
	Tamworth Road – inc The Springs and Meadow Close...	130
	Ware Road/A119 (part)	
<b>TOTAL</b>	<b>266++</b>	
Queen’s Road/Hagsdell Road area	Balsams Close	8
	Church Path	1
	Churchfields	4
	Dellswood Close	3
	Greencoates	9
	Gwynn’s Walk	27
	Hagsdell Road	25
	Highfield Road	26
Morgan’s Close	3	

	Morgan's Road – inc. Hollydell	33
	Park Road	36
	Queen's Road	103
	The Arbour	6
	The Chestnuts	
	The Gulphs	
	The Heathers	
	Trigg Mt.	
	Valley Close	18
	<b>TOTAL</b>	<b>302++</b>
West Street	West Street	83
	<b>TOTAL</b>	<b>83</b>
South of Hertford North Station optional	Fordwich Close	5
	Fordwich Hill	43
	Fordwich Rise	112
	Royston Close	6
	Sele Road	66
	<b>TOTAL</b>	<b>232</b>
North of Hertford North Station/Port Vale	Archers Close	18
	Balfour Street	22
	Beane Road (part)	
	Byde Street (part)	
	Chambers Street	22
	Fanshawe Court	6
	George Street	27
	Millmead Way	72
	Molewood Road (part)	
	Nelson Street	24
	Port Hill (part?)	
	Port Vale – inc Beane River View	127
	Russell Street	17
	Wellington Street	79
	<b>TOTAL</b>	<b>414++</b>
North of Hertford North Station/Port Vale optional	Cowbridge	25
	Dimsdale Street	14
	Old Cross	8
	Warren Park Road	17
	<b>TOTAL</b>	<b>64</b>
	<b>HERTFORD TOTAL</b>	<b>1,760++</b>

**Draft Methodology**

East Herts District Council Permit Parking Scheme  
Review



<b>To</b>	<b>From</b>	<b>Our reference</b>
Dominique Kingsbury	Matthew Ring	326124/TPN/ITQ/0901
<b>Revision</b>	<b>Date</b>	<b>Approved</b>
A	05/03/2015	R Hearle

**INTRODUCTION**

Mott MacDonald (MM) has been asked by East Herts District Council (EHDC) to assist in the development of a scope of works to undertake a detailed review of the existing permit parking schemes in the district.

This is a draft methodology which is considered to meet the council's objectives and is issued for EHDC consideration and comment.

**METHODOLOGY**

The review is broken down to three stages. Below is a proposed methodology to complete each stage.

**1. A SURVEY OF HOUSEHOLDS IN THE EXISTING SCHEME AREAS**

It is proposed to undertake an online SNAP survey of all properties currently eligible for a permit in the ten RPS zones currently operating in the District.

To advise participants of the survey a black and white A4 letter will be sent by royal mail to all addresses within each zone. It is estimated this is approximately 2,600 properties. We estimate that this will cost in the order of £1,500 (excluding postage).

Our approved, external printing suppliers will be used to print and distribute this mailing. Letters will be delivered by Royal Mail 2<sup>nd</sup> class. For this exercise the council will need to provide a database of all addresses to be consulted.

The letter will advise of the council's consultation, the desired outcomes and provide a link to the EHDC website which will contain further information and a link to the online questionnaire created, hosted and managed by MM. An email address will be provided throughout the consultation period for any technical queries.

An EHDC website link will provide the appearance of a partnership approach between MM and EHDC and provide a recognisable link for consultees. The questionnaire will be branded using EHDC colours and logos.

It is anticipated that the questionnaire will be available online for four weeks.

Questions included on the questionnaire will correspond with those normally asked in an EHDC six month review. A sample of some possible additional questions could include (these will be developed/refined if appointed):

1. How well do you think the scheme works?
2. Would you like your street to be removed from the RPS?
3. In the streets around your home, what do you feel the level of availability of parking spaces for residents/visitors is?

## Draft Methodology

East Herts District Council Permit Parking Scheme  
Review



4. What is your predominant mode of travel?
5. Does your property have off-street parking?

A space for comments will be provided.

Reporting this consultation is discussed below.

### **2. A SURVEY OF HOUSEHOLDS IN STREETS SURROUNDING THE EXISTING SCHEME AREAS**

It is proposed to undertake an online SNAP survey of properties located within a defined area (possibly a maximum of three streets) surrounding the existing RPS zone boundaries. Streets to be consulted will be discussed and agreed with EHDC.

To advise participants of the survey a black and white A4 letter will be sent by Royal Mail to all addresses in streets agreed with the council. For this exercise a database of all addresses to be consulted will need to be supplied by the council.

Again our external, approved printing suppliers will be used to print and prepare this mailing. Letters will be delivered by Royal Mail 2<sup>nd</sup> class.

The letter will advise of the council's consultation, desired outcomes and provide a link to the EHDC website which contains further information and a link to the online questionnaire which will be created, hosted and managed by MM. An email address will be provided throughout the consultation period for any technical queries should they arise.

This questionnaire will be unique to streets outside the existing RPS schemes.

It is anticipated that the questionnaire will be available online for four weeks and that it will run concurrently with the consultation discussed above.

Questions included on the questionnaire could include:

1. Since the introduction of a RPS in streets close to yours, has parking in your street?
  - a. Become easier
  - b. Become harder
  - c. There has been no change
2. In the streets around your home, what is the level of availability of parking spaces for residents/visitors?
  - a. Plenty of spaces
  - b. A few spaces
  - c. Very few spaces
  - d. No spaces
3. Would you like RPS controls to be added to your street?
4. Do you think parking is adequately enforced in the streets around your home?
5. How many cars/vans/motorcycles/electric cars/cycles are in your household?
6. Does your property have off-street parking?

A space for comments will be provided.

Reporting this consultation is discussed below.

## Draft Methodology

East Herts District Council Permit Parking Scheme  
Review



### **3. A SURVEY OF KERBSIDE OCCUPANCY LEVELS IN EXISTING SCHEME AREAS AT DIFFERENT TIMES OF THE DAY ON DIFFERENT DAYS OF THE WEEK**

The council are seeking to understand occupancy levels in existing scheme areas.

We will commission an experienced, approved traffic survey company to undertake surveys within each RPS scheme as detailed below.

Roads listed below are initial thoughts and may vary before seeking a detailed parking survey quotation, pending detailed consideration and review by EHDC.

*Stansted Road Area (Zone B1)* – Surveyed every 3hrs on a weekday and Saturday between 7am – 7pm.

- Cherry Gardens
- Kingfisher Way
- Kingsbridge Road
- Kingsmead Road

*Dunmow Road Area (Zone B2)* – Surveyed every 3hrs on a weekday and Saturday between 7am – 7pm.

- East Road
- Elm Grove
- Manor Road
- Urban Road
- Wayletts Drive

*Windmill Area (Zone B3)* – Surveyed every 3hrs on a weekday and Saturday between 7am – 7pm.

- Basbow Lane
- Bells Hill
- King Street
- Regency Close
- The Stewarts
- Windhill

*Newtown Area (Zone B4)* – Surveyed every 3hrs on a weekday and Saturday between 6am – 9pm.

- Apton Court
- Apton Road
- Chestnut Close
- Newtown Road
- Portland Place
- Portland Road

*Newtown Area (Zone B5)* – Surveyed every 3hrs on a weekday and Saturday between 6am – 9pm.

- Bartholomew Road
- Castle Street
- Jervis Road
- Nursery Road
- Trinity Close
- Trinity Street

## Draft Methodology

East Herts District Council Permit Parking Scheme  
Review



- Wharf Road

*Chantry Area (Zone B7)* – Surveyed every 3hrs on a weekday and Saturday between 7am – 7pm. Sunday surveys could also be undertaken as the scheme operates between 11am and 4pm on a Sunday.

- Barrells Down Road
- Carrigans
- Chantry Road
- Elm Road
- Lindsey Road
- Pinelands
- Stane Close
- Thornfield Road
- Willow Close

*Folly Island Area (Zone H1)* – Surveyed every 3hrs on a weekday and Saturday between 8am– 10pm.

- Frampton Street
- Oldhall Street
- The Folly
- Thornton Street

*Chambers Street (Zone H2)* – Surveyed every 3hrs on a weekday and Saturday between 7am – 7pm.

- Chambers Street

*Hertford East (Zone H3)* – Surveyed every 3hrs on a weekday and Saturday between 7am – 7pm.

- Mead Lane
- Prioory Street
- Railway Street
- Talbot Street
- Townshend Street
- Villier Street

*Coronation Road Area (Zone W2)* – Surveyed every 3hrs on a weekday and Saturday between 7am – 7pm.

- Crib Street
- Coronation Road
- Century Road
- The Bourne

A weekday being a day between Tuesday and Thursday, inclusive. School holidays will be avoided when undertaking the surveys.

Due to the large number of RPS areas and therefore streets to be surveyed, occupancy surveys only are considered to be the most cost effective surveys. Duration of Stay surveys will be expensive and may not provide useful additional information to inform the study.

## **Draft Methodology**

East Herts District Council Permit Parking Scheme  
Review



### **SUMMARY REPORT**

One report will be prepared and submitted to the council. This report will be in the usual format for uploading onto the council's website.

This report is likely to follow the following format:

1. Executive Summary
2. Introduction
3. Parking Survey Analysis
4. Discussion of results of consultation in existing RPS Zones
5. Discussion of results of consultation in areas adjacent to existing RPS Zones
6. Summary and Conclusion

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## Essential Reference Paper 'E'

<b>Hertford</b>	<b>Streets Affected</b>	<b>Nature of Problem/Comments</b>
Hertford North	Balfour Street, George Street, Millmead Way, Molewood Road, Nelson Road, Port Hill, Port Vale, Russell Street, Wellington Street	Close proximity to train station - heavily parked with commuter traffic, some town centre workers parking, issues with access
County Hall area	Hagsdell Road, Highfield Road, Queens Road, Morgans Road, The Chestnuts, Valley Close	Heavily parked area - possible resident vehicles only
Fordwich Hill	Fordwich Hill, Fordwich Rise, Sele Road	Heavily parked area - believed resident vehicles only
Warren Park Road	Warren Park Road	Heavily parked at western end
Trinity Grove	Trinity Grove	Fairly heavily parked on both sides with some footway parking
Foxholes Avenue	Foxholes Avenue	Heavily parked
Hertingfordbury Road	North Road and surroundings	Heavily parked - County hospital, railway commuters, town commuters
West Street	West Street	Heavily parked, primarily by town and County Hall workers.
Park Road	Park Road	Non-resident parking causing some residents concern
Port Vale Area	Dimsdale Street	Commuter parking causing issues for one resident. Close proximity to town centre

<b>B Stortford</b>	<b>Streets Affected</b>	<b>Nature of Problem/Comments</b>
South Road / Havers Lane	Braziers Quay, Havers Lane, Mill Street, Rhodes Avenue, South Road, Southmill Road, South Street, Wharf Road	Heavily parked in close proximity to railway station with some waiting restrictions in place
Hockerill	London Road, Grange Road, Warwick Road, Crescent Road,	Agreed with HCC - not suitable for scheme progression.
Haymeads Lane	Haymeads Lane, Haycroft, Linkside Road, Highfield Ave, Fairway, Rosebery, Greenway, Beldhams Lane	
Extension of B5	Scott Road	Displacement from B5
Wrenbrook Road	Wrenbrook Road (cul de sac)	
Stane Close	Chantry Area	Commuter vehicles
Grange Road	Grange Road	Commuter vehicles and airport parkers
Beldams Lane	Beldam's Lane	Not known

<b>B Stortford</b>	<b>Streets Affected</b>	<b>Nature of Problem/Comments</b>
Grange Road	Grange Road	Airport parkers, noise from alarms, town centre workers, commuters speeding etc
Firlands	Possible link to Newtown scheme (and see Scott Road entry above)	Possible displaced parking from Newtown scheme?
Chantry extension	Grange Park	Displacement from B7 and Grange Paddocks
Woodlands (off Parsonage Lane)	Woodlands	Airport parking

<b>Ware</b>	<b>Streets Affected</b>	<b>Nature of Problem/Comments</b>
Church Street	Church Street	4 household competing for two spaces currently
Priory Street	Priory Street	Commuter vehicles
Herts Regional College affected roads	Middleton Road Ware and other roads around HRC	Restrictions in place to prevent student parking - impacts on residents and scheme would be more friendly to residents
Hanbury Close	Hanbury Close, King Edward's Road, Vicarage Road, Raynsford Road	Commuter, town shopper, worker parking
Collett Road	Collett Road	Residents experiencing parking problems due to proximity to town centre and on periphery of W2 Resident Permit Parking Scheme "Coronation Road". XXXXXX enquired if a local commercial development might offer scope for S106 funding. DK advised this was not applicable as the change to residential was covered under permitted development rules and no need for planning consent.
	Amwell Lane and Station Road in Stanstead Abbots	Resident concerned about proposed Herts Highways restrictions and impact on residents of Station Road with "no parking available". Resident accepts it is not the council's responsibility to provide parking.
Station Road	Station Road	Resident complaints about lack of parking in road during the day

# Essential Reference Paper 'F'

## EAST HERTS COUNCIL RESIDENT PERMIT PARKING POLICY

### 1. INTRODUCTION

Resident parking zones (RPZs) may be introduced to assist residents living in an area where on-street parking demand significantly exceeds supply and where it is not appropriate to manage parking problems using conventional parking restrictions.

This document sets out the policy framework that will underpin the implementation and operation of RPZs in East Herts.

Operational Guidance operates in support of this policy.

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#### **Award of Schemes**

- *East Herts Council will prioritise residents' parking needs in primarily residential areas where there is evidence that demand for on-street parking significantly exceeds supply, due to the presence of non-residents' vehicles.*
- *East Herts Council endorses the democratic nature of the RPZ implementation process and will follow the extensive consultation process set out in Operational Guidance. The Council will only seek to implement an RPZ in a street where, following consultation, a majority of those residents who express a view wish to be included in a scheme.*
- *East Herts Council will follow statute and best practice when designing, implementing and administering its resident permit parking schemes and will ensure schemes operate in support of the Council's network management obligations as set out in Part 2 (16) of the Traffic Management Act 2004 and other relevant legislation.*
- *East Herts Council will seek to introduce 'shared space' RPZs wherever feasible and will prioritise implementation of schemes where this approach can be taken, to promote the efficient use of on-street parking provision.*
- *East Herts Council will seek to identify the potential for vehicle displacement and the additional demand for off-street parking that may be generated by the implementation of a scheme and will address these issues through the scheme design, consultation and reporting processes.*

#### **Financial Aspect of Schemes**

- *East Herts Council will seek S106 contributions to fund the implementation of RPZs where these are available, although the progression of a scheme using S106 funding will be dependent on it also meeting the Council's other policy and operational criteria.*

- *East Herts Council will not seek to recover the set-up costs of RPZs from residents, recognizing that in some cases these will have been met from S106 funding and that the implementation of an RPZ is likely to lead to increased use by some displaced motorists of the Council's off-street car parks, leading to a financial benefit to the Council.*
- *East Herts Council will seek to recoup the operational cost of RPZs from the residents who benefit from the scheme – primarily from the sale of permits, visitor parking time and income from shared use parking (if applicable) with the expectation each scheme will operate on a cost neutral basis. At all stages during the design and consultation process the Council will give residents its 'best estimate' of the likely cost to them should a scheme be implemented, to allow residents to make an informed decision on whether to seek inclusion in a scheme.*
- *East Herts Council will take into account Penalty Charge Notice revenue that may arise from the implementation of a scheme when setting and reviewing permit prices.*
- *Any surplus arising from the Council's on-street parking operations as a whole (including RPZs) will be ring fenced for use in accordance with S55 of the Road Traffic Regulation Act 1984.*
- *East Herts Council will use any additional revenue generated from 'shared space' schemes through the sale of 'pay and display' or commuter parking permits to offset permit costs for residents in that scheme.*

### **Review of Schemes**

- *East Herts Council will review resident satisfaction with a newly introduced RPZ approximately six months after implementation and will use the opportunity of this review to further enhance the terms of operation of that scheme to the benefit of local residents.*

# Essential Reference Paper 'G'

## EAST HERTS COUNCIL RESIDENT PERMIT PARKING POLICY OPERATIONAL GUIDANCE

### 1. INTRODUCTION

Resident permit parking schemes (RPZs) may be introduced to assist residents living in an area where on-street parking demand significantly exceeds supply and where it is not appropriate to manage parking problems using conventional parking restrictions.

This document supports the policy framework that underpins the prioritisation, implementation and operation of RPZs in East Herts.

### 2. ADVANTAGES AND DISADVANTAGES OF A RESIDENT PARKING ZONE

Whilst there are immediate and obvious attractions of implementing RPZs, they bring advantages and disadvantages:

#### Advantages

- Discourage commuter/shopper parking in residential streets
- Enhance environment in residential areas
- Residents find their on-street parking is easier and more convenient
- May engender improved parking and traffic management
- Can deliver road safety benefits

#### Disadvantages

- Possible negative effect of displaced commuter/shopper parking
- Costs of introduction and management and payment for permits
- Permits do not absolutely guarantee a parking space
- May only help manage an under-supply of spaces, not solve underlying problems
- Can lead to inefficient use of on-street parking spaces
- Possibility that a RPZ may reduce availability of on-street parking, with consequent problems for visitors and businesses.

### 3. TYPES OF RESIDENT PARKING SCHEME

There are two broad approaches to the implementation of an RPZ.

#### Exclusive Permit Schemes

This is the most traditional and common form of RPZ, where a street or area is divided into prohibited and permitted parking areas. In order to park in a permitted area, a vehicle would be required to display a valid permit. The permit categories may include residents, visitors, care workers serving residents and others as the

Council may see fit. The system provides optimum benefit to residents but low levels of resident parking can lead to an inefficient use of on-street parking at certain times of the day or days of the week.

In areas where the demand for on-street spaces from residents alone exceeds the supply, the management and allocation of permits can be problematic; this is particularly the case where the RPZ results in the kerb space being reduced through formalisation of permitted parking – e.g. clearing parking at junctions – although this is normally justified on traffic management/safety grounds alone.

### Shared Space Schemes

This type of RPZ involves the dual use of on-street space, overcoming the under-use problem noted above. It commonly enables the time-limited shared use of on-street space (which may or may not be charged for) to be operated alongside vehicles with resident permits that would be exempt from either time or charge restrictions. In isolation, it may eliminate the need for the administration of permits for visitors, carers etc. A hybrid variation of this type of RPZ could contain some bays marked for exclusive resident use.

#### **4. INITIAL CRITERIA FOR CONSIDERATION OF A RESIDENT PERMIT PARKING SCHEME**

Criteria for shortlisting requests for an RPZ are:

- There should be clear evidence of resident and district and county councillor support for an RPZ.
- At least 50% of properties in the proposed area as a whole should have no off-street parking (officer survey required).
- The kerb space occupied by non-residents should be greater than 40% at times when parking problems caused by non-residents occur (third party survey required).
- There should be sufficient kerb space to enable a minimum of 75% of householders to park at least one vehicle on-street (third party survey required).

#### **5. FINAL CRITERIA FOR RPZ PRIORITISATION**

Final factors that will determine the order of progression of shortlisted RPZs are:

- The availability of S106 funding.
- Any beneficial tie-in with other work being undertaken e.g. town centre enhancements.
- Potential for a 'shared use' approach.
- Resolves problems for emergency vehicle access.
- The availability of off-street parking for non-residents in the area.
- The perceived impact of displacing non-resident cars.
- The size of the proposed RPZ.

The final decision as to whether to progress any given shortlisted RPZ to design and consultation stage will fall to the Portfolio Holder acting in consultation with the Head of Service, on the advice of the Parking Manager.



## **6. CONSULTATION AND IMPLEMENTATION PROTOCOL**

All proposed RPZs will be subject to consultation. The process will comprise:

- An initial questionnaire to all residents and businesses within the proposed area to identify the level of community concern regarding parking difficulties and to establish the level of support for an RPZ. This consultation will also be used to identify the community's outline requirements for a RPZ. The results of this questionnaire will be used to inform the development of a proposed RPZ based on the majority view expressed.
- To qualify for progression to detailed design stage, a simple majority of the total number of households in a proposed scheme area (50% +1) must respond formally (and in favour) during this initial round of consultation.
- For an individual street within a proposed scheme area to be included in formal proposals a simple majority of those households in that street that vote is required to secure the inclusion of that road in the proposed scheme (50% +1). Officers may re-consult in areas where the vote is tied or where residents' wishes appear unclear; however any decision by officers to depart from the above policy position must be clearly articulated in relevant commissioning reports.
- A second round of consultation should be by means of a public exhibition, a public meeting or local residents' group meetings as appropriate to the size and scale of the potential RPZ. This will allow officers to answer questions on a one to one basis and should be followed up by a questionnaire to all residents and businesses within the proposed zone. This will include asking again if respondents are in favour or opposed to the RPZ (a final vote).
- The formal stage of the process will involve the advertisement of a Traffic Regulation Order in the local media and on-street notices.
- All RPZs will be reviewed approximately six months after implementation. This review will include a postal survey of all residents and businesses, following which point modifications may be made where these are seen as beneficial to the needs of residents and others.

## **7. DETAILED DESIGN PRINCIPLES**

When designing an RPZ there should be a clear understanding of the parking problems in the area and the implications of the introduction of the RPZ. Accordingly, when considering the needs of the residents and determining the layout of an RPZ the following detailed points must be addressed:

- Maintaining traffic flow & visibility at junctions.
- Vehicle accesses.
- Loading/unloading requirements.
- Bus stops.
- Needs of blue badge holders.
- Limited waiting areas for local businesses.
- Needs of visitors and other categories of drivers who need to park within the zone.
- The mix of the area (residential/commercial).
- Safety of the public and other road users within the zone.

The objective in all cases would be to maximise the number of residents spaces and to reduce the amount of commuter parking in residential areas and also to provide proper consideration of special issues such as churches, schools and businesses to minimise disruption.

Signage and markings are required to be in accordance with the current Traffic Signs Regulations and General Directions and the relevant sections of the Department for Transport Traffic Signs Manual. Special authorisation will be obtained from the Department for Transport before any non-standard scheme is implemented.

Individual parking bays will not normally be provided. Vehicles must be parked wholly within a continual marked bay with no part of the vehicle spanning another marked bay or extending over yellow lines or some other restriction. Failure to comply with this requirement will make the permit holder liable to a Penalty Charge Notice (PCN).

A 'zone' approach can be used with special authorisation of the Department for Transport although the approval process can be lengthy. In these, yellow lines can be removed and the marking of bays is not necessary. However, signs are still needed to inform motorists of the restrictions and that, in practice, they are only recommended for a cul-de-sac and small areas. This is because motorists are, in general, only aware of the restrictions from signage at the entry of zones, hence the need to restrict the size of zones for clarity of enforcement.

## **8. SCHEME CHARGING PRINCIPLES**

Permit and other related charges should be determined by the Council and should be set at a level that seeks to cover the annual operational costs of the RPZ. All such charges should be clearly set out and published in any consultation literature, along with all other Terms and Conditions of the Resident Parking scheme. All permit charges should be subject to an annual review process.

## EAST HERTS COUNCIL

### ENVIRONMENT SCRUTINY COMMITTEE – 9 JUNE 2015

#### REPORT BY DEPUTY LEADER AND PORTFOLIO HOLDER FOR DEVELOPMENT MANAGEMENT AND COUNCIL SUPPORT

#### PLANNING ENFORCEMENT PERFORMANCE TARGETS

WARD(S) AFFECTED: All

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

- To enable the committee to review Performance Indicators EHPI 2.1d and 2.1e

#### **RECOMMENDATION TO ENVIRONMENT SCRUTINY**

**That:**

<b>(A)</b>	<b>the Performance Indicators EHPI 2.1d and 2.1e are reviewed as set out in this report;</b>
<b>(B)</b>	<b>that indicator 2.1d, Planning Enforcement Initial Site Inspections is maintained unchanged; and</b>
<b>(C)</b>	<b>that indicator 2.1e, Service of Planning Enforcement Notices be deleted at an appropriate time</b>

#### 1.0 Background

1.1 Consideration was given to the Council's published performance indicators at the joint meeting of Scrutiny Committees of 10 February 2015 and at the Environment Scrutiny Committee of 17 February 2015. After considering the indicators that relate to planning enforcement activity, members of the committees resolved that these should be reviewed by this committee at its meeting of 9 June 2015.

1.2 The relevant performance indicators are EHPI 2.1d – planning

enforcement initial site inspections and EHPI 2.1e – service of planning enforcement notices. The first of these measures the length of time taken (in working days) between the raising of a potential planning enforcement matter with the Council and the first inspection of the site to which the matter relates by the Councils Enforcement Officers. The current target is that 75% of all sites are inspected within 15 working days.

- 1.3 The second indicator, 2.1e, measures the time which elapses (again in working days), between the resolution of the Development Management committee that a planning enforcement notice should be served (ie formal action is commenced) and the actual serving of that notice. The current target is that 70% of notices authorised in this way are served within 30 working days.
- 1.4 The Council reviewed and revised its Planning Enforcement Policy in 2010. This work was undertaken by a task and finish group set up by this committee. Consideration was given to timescales and performance during that work and the current performance indicators are largely based on the policy. A copy of the policy is attached as **Essential Reference Paper B**.

## 2.0 Current Performance

2.1 Performance for the 2014/15 year is set out in the table below:

Indicator	2.1d – site inspections	2.1e – service of notices
Target	75% of sites inspected in 15 working days	70% of notices served within 30 working days of authorisation
Month	Outcome (%)	Outcome (%)
April 14	91	n/a
May 14	78	100
June 14	81	n/a
July 14	70	n/a
August 14	88	100
September 14	61	100
October 14	74	100
November 14	78	100
December 14	85	100
January 15	77	n/a
February 15	81	n/a
March 15	83	n/a

Note: n/a – not applicable – this applies when no enforcement notices were served in that month.

### 3.0 Indicator 2.1d – Site Inspections

- 3.1 The policy establishes a priority approach to enforcement cases when considering timescales. A range of cases are identified as urgent priority (see 3.16 of the policy) – including cases where listed buildings or protected trees may be impacted, where there may be severe and irreversible impact as a result of unauthorised actions, where there may be traveller activity or highway danger or where immunity from action may be achieved if it is not taken in the next six months.
- 3.2 In these urgent priority cases, the policy sets out that, initial site inspections will be undertaken within 2 working days of the matter being raised with the Council and, if there is potential for the loss of assets, within half of a working day.
- 3.3 All other cases are identified as normal priority – and are subject to the site inspection target of 15 working days.
- 3.4 Only the overall (15 working days) performance is captured by our recording systems and reported to Members through the normal processes. Officers however are working to the much shorter policy targets if they are dealing with a case which is identified as urgent priority.
- 3.5 Site inspection is an important element of the potential enforcement action that a Council can take – but a balance should be maintained between directing resources towards early visits to sites – and the detailed research and evidence gathering that is required in relation to the longer term and more complex cases.
- 3.6 This is borne out by the number of cases that do proceed to formal action – often limited to 30-40 per year out of an annual average caseload of 400 – 500 cases, but in relation to which research and investigation should not be delayed because initial inspection is being prioritised.
- 3.7 Whilst the anxieties of those who report potential enforcement matters is noted and acknowledged, it is not considered to be the most effective use of resources to tighten site inspection times in

relation to the 90% or so of cases which do not proceed beyond the informal stage at the expense of directing resources toward those cases where formal action is authorised and which then require considerably more resources to continue to drive forward.

- 3.8 Add to this the inherent inefficiency that shorter visit timescales would create – in that the ability of staff to plan efficient site inspection journeys and times would diminish in favour of more ad hoc visit requirements.
- 3.9 It is considered then that the current target represents a good working balance which acknowledges the differing complexity of cases, within which the impact of particularly harmful activity is recognised and which ensures that short term work of potentially less value is not favoured over longer term actions which, ultimately, will provide more valued outcomes.
- 3.10 It is recommended that the performance indicator is maintained unchanged.

#### 4.0 Indicator 2.e – Service of Notices

- 4.1 Members will note that the policy approach is to seek the informal resolution of enforcement matters where that can be achieved. Formal action, including the service of enforcement notices, is necessarily limited therefore. Reference has been made above to the number of cases annually that result in formal action being taken.
- 4.2 The Council's stated policy approach established the actions that it can take in relation to reported cases. Seeking to achieve an informal resolution requires a mixture of discussion, negotiation and consensus forming with land and building owners. There are also a range of actions that landowners and the Council can take. Given this, the timescale for an acceptable outcome to be achieved can be protracted whilst various options are explored.
- 4.3 One such example of this is where a case has been identified for formal action and authority to serve an enforcement notice is sought from the DM committee. If the committee resolves that a notice may be served, this can, by itself, trigger further action from the owner, such as the submission of a planning application to regularise a development. It would then usually be unreasonable for the Council to proceed to serve the formal notice whilst the consideration of an application is pending. This is an example

where the potential that the Council may take formal action can secure action from a landowner – without the actual requirement for that formal step to be taken.

- 4.4 Of course, the action taken on behalf of the owner may not result in an acceptable outcome to the Council and the service of a notice may still be required, albeit delayed.
- 4.5 Members will note, from the performance data set out above, that the target has either been achieved, or no notices have been served in relation to each month. The limited number of notices served overall leads to the data for a number of months being nil.
- 4.6 It is considered that this performance indicator is of limited assistance to Members or the public and, instead, the more detailed commentary that is supplied to the DM committee on a regular basis in relation to the progress being made on formal enforcement cases is more helpful. That can set out if and when a notice has been served, why not if it hasn't, and what further steps have been taken if a notice has been served.
- 4.7 It is recommended that this regular update reporting to DM committee is maintained and that this PI is deleted at an appropriate time.
- 5.0 Implications/Consultations
- 5.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

#### Background Papers - None

Contact Member: Councillor Suzanne Rutland-Barsby, Deputy Leader and Portfolio Holder for Development management and Council Support  
[suzanne.rutland-barsby@eastherts.gov.uk](mailto:suzanne.rutland-barsby@eastherts.gov.uk)

Contact Officer: Kevin Steptoe, head of Planning and Building Control  
Contact Tel No 1407  
[kevin.steptoe@eastherts.gov.uk](mailto:kevin.steptoe@eastherts.gov.uk)

Report Author: as above

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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives	<p><b>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</b></p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p><b>Place – Safe and Clean</b></p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b>Prosperity – Improving the economic and social opportunities available to our communities</b></p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
Consultation:	None
Legal:	None
Financial:	None
Human Resource:	None
Risk Management:	None
Health and wellbeing – issues and impacts:	None

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# **East Herts Council**

## **Planning Enforcement Policy**

**Reviewed: April 2010**

## Introduction by Councillor Malcolm Alexander, portfolio holder for Community Safety and Protection:

*“The Council attaches significant importance to the planning enforcement function as a means to protect the built and natural environment in the district. It seeks to take appropriate and proportionate action when normal planning controls are breached. The Council understands that some transgressions are minor and inadvertent and, in line with national guidance, it will not undertake formal action where acceptable compromise solutions can be found. However, if transgressors are not willing to enter into a dialogue with the Council or the impact of the unauthorised development is significant and harmful, then the Council will proceed to take formal action without undue delay”*

### **1.0 Background to Planning Enforcement at East Herts**

- 1.1 Most people are familiar with the concept of planning control and will ask themselves the question ‘do I need planning permission?’ before they undertake development. The answer is not always a simple one – but asking the question usually leads to further advice and then the appropriate consents being sought.
- 1.2 In some cases development is undertaken without permission – the party that undertook it simply did not consider whether permission was required, or felt that the development was so minor that permission could not possibly be required. In other cases, there is a more deliberate decision to undertake development without applying for permission. When development does take place without consent, in other words, there is a ‘breach of planning control’, the Council’s planning enforcement function comes into play. Its purpose is to seek to ensure that the quality of the environment and amenity in the district is preserved and that development which has a harmful impact is controlled.
- 1.3 In some cases, undertaking work without the necessary permissions is a **criminal offence**. This occurs when unauthorised works are undertaken to Listed Buildings or unauthorised adverts are displayed. In other cases, whilst work is unauthorised, undertaking it does not constitute a criminal offence. It does become one though if the Council takes formal steps in relation to the work (more details below) but these are not complied with.
- 1.4 The ability of the Council to undertake enforcement action is set out in national legislation. The government has also produced a range of secondary legislation, guidance and good practice notes that back up the primary legislation. Planning enforcement action is discretionary – that is

the Council does not have to undertake it. At East Herts however, it is seen as an important tool for protecting the environment and amenity.

- 1.5 Whenever a potential breach of planning control comes to the attention of the Council, enforcement action will always commence with an investigation of the circumstances of the individual case. This will usually be followed by informal action which is likely to include contact being made with the alleged transgressor, to see if matters can be put right without recourse to more formal steps. If that approach is unsuccessful, the Council will consider whether it is appropriate or 'expedient' to take formal action. Formal action will not automatically be taken simply because development has been undertaken or a use has commenced in advance of obtaining the necessary consents. However, where harm is being caused by the development or use that the Council considers should be controlled, formal action will be taken. (Please note that in planning terms, the change in the use of land and buildings can also constitute development, even if no building work has taken place).
- 1.6 The planning enforcement service sits within the Council's Neighbourhood Services Directorate. Officers of the Council provide and manage the service. The decisions on the services which the Council provides and their scope are made by the elected Members of the Council. This policy has been the subject of review by a group of Members set up by the Council's Environment Scrutiny Committee. That review concluded in April 2010.

## **2.0 Scope of the Policy**

- 2.1 The national policy documents include the Enforcement Concordat, produced by the government in 1998. East Herts Council, in common with many others, has signed up to the Enforcement Concordat. The Concordat sets out the principles of good enforcement. In turn, the Council has its own corporate Enforcement Policy, published in February 2004. This sets out the Council's commitment to carrying out all its enforcement functions in a fair, consistent and balanced manner.
- 2.2 The planning enforcement policy (this policy document) seeks to reflect and follow the principles set out in these other wider policy documents.
- 2.3 The District Council is one of the Local Planning Authorities responsible for the land use planning function within East Hertfordshire. It shares this function with Hertfordshire County Council. The District Council undertakes all enforcement action with the exception of that which relates to mineral and waste developments (the County Council is responsible for these elements).

2.4 The service and this policy covers the following elements:

- Breaches of planning control - these involve the following:-
  - i) the carrying out of development without the necessary planning permission
  - ii) the failure to adhere to conditions imposed on planning permissions.
- Unauthorised works to listed buildings
- Unauthorised advertisements, including fly posting
- Untidy land/buildings that are seriously detrimental to the amenity of an area.
- The preparation of Directions under Article 4 of the Town and Country Planning Act 1990 to prevent the use of “permitted development rights” that may result in an undesirable environmental impact.

The service also deals with complaints regarding High Hedges made under the Anti-Social Behaviour Act 2003. However, as these are subject to separate legislation the timescales set out in this policy are not applicable to these issues. The other elements of good enforcement practice are applicable however.

### **3.0 Good Enforcement Principles**

3.1 This policy follows the principles of good enforcement that are established by the Enforcement Concordat. These are that the service should:

- **Be Open** in dealing with businesses and others;
- **Be Helpful**, courteous and efficient enforcement officers;
- Have a publicised **complaints** procedures;
- Take enforcement decisions in a **proportionate** manner;
- Have high standards of **consistency** in enforcement action.
- Measure performance against agreed **standards**;

#### **Openness**

3.2 The service aims to operate in an open and transparent way. This policy and the accompanying procedure guidance note are publicly available. Officers will always endeavour to give information and advice regarding enforcement matters in plain language; will be open about how the service operates, and will discuss general issues, specific compliance failures or problems with anyone experiencing difficulties with the process.

- 3.3 There are some issues however which impact on the degree to which all information can be available. These are:
- in some instances, those who have requested that a matter be investigated, are concerned that their name and address details should not be released. This is understandable. Whilst the party under investigation may sometimes reach their own conclusion as to the origin of the request to investigate, the policy of the Council not to release this information.
  - However, following the service of any formal notice, the party under investigation has the right to appeal. It is often of assistance to the Council, in dealing with such appeals, if those who have requested that a matter be investigated are willing to support the Council during the appeal process and possibly appear during any inquiry or hearing process. Clearly, doing so will require that their details are released. The Council would seek confirmation of the willingness of any parties to be involved in this way before any details are released.
  - some cases, particularly those that involve changes in the use of land or buildings, can be particularly difficult to investigate. Publicising the investigation, for example by letting those other than the party that requested investigation know that it is being undertaken, can further jeopardise the case. This is because the party being investigated may take steps which seek to further disguise the use or development, cease it temporarily or relocate it.
- 3.4 Because of these possibilities, the Council has taken the view that its case files will not be routinely open to public inspection. *However, the Council is subject to the Freedom of Information (FOI) legislation and it must have regard to the requirements of the FOI legislation when it receives a request for the release of information.*
- 3.5 The Council has decided that it will accept requests to investigate where the party making the request wishes to remain anonymous. However, in order to provide some level of control and in order to avoid vexatious or malicious requests, anonymous requests must be supported by any one of the following:
- any Councillor (District, Town or Parish) who represents the ward in which the site is located;
  - the Town/Parish Clerk of the Town/Parish Council in which the site is located.
- 3.6 If a potential enforcement issue is received by phone and the caller wishes

to remain anonymous, then the caller will be advised to seek the support of one of the parties as set out in para 3.5 above. If the person making the request cannot be identified (ie, it is received by e-mail, post or some other form), the Council's officers will approach the relevant District Councillor(s) to establish any support for the request. The Town/Parish Clerk will not be approached. If the request is not supported it will not be further investigated.

- 3.7 The request will not be registered and no action will be taken in advance of independently provided support of the request as set out above. (For the avoidance of doubt and for the timescales referred to above, the start date will be the date on which that independent support is received).

### **Helpfulness**

- 3.8 As set out with the caveats above, the Council's officers will act in an open manner. They will endeavour to guide and assist in the understanding of the process and the powers which the Council has. Ultimately, they must act on behalf of the Council and cannot be requested to or relied upon to provide personal professional advice to any party which is subject to this service.

- 3.9 Ultimately, in order to ensure that the service operates effectively, there are some elements of it that need to operate without reference to the parties that are subject to it. Primarily these are:

- site visits: these are generally carried out without prior announcement to ensure that the impact of a use or development can be fully appreciated;
- powers of entry: where the impact of a use or development cannot be appreciated from the public realm, and entry onto private land is denied, the Council does have powers of entry. These are exercised very sparingly and the Council will always seek cooperation from private land owners. However, where a cooperative approach is unsuccessful, the Council will exercise its powers of entry, where necessary;
- working with partners: there is a strong relationship between the planning enforcement service and other enforcement powers exercised by the Council (eg noise abatement, street scene, flytipping), the County Council (County planning matters, highways, trading standards) and others (police, Environment Agency etc). Where it seems appropriate, the service will pass details of the matter under investigation to one of our partners, if it appears that a joint approach or transfer of the case is appropriate.



*(Data Protection Act: The Council will ensure that appropriate consideration is given to the Data Protection principles (as set out in the Data Protection Act 1998) for the protection of all parties when it seems appropriate for information on any case to be shared with another organization.)*

## **Proportionality**

- 3.10 Formal enforcement action will only be taken where it is expedient in the public interest and any action will always be proportionate to the breach of planning control to which it relates.
- 3.11 However, the Service is committed to firm and speedy action in cases where more serious breaches of control occur and may issue a Stop Notice, or apply to the courts for injunctive relief.
- 3.12 In carrying out enforcement action, the Development Control Service will have due regard to the provisions of the Regulation of Investigatory Powers Act (RIPA); the Police and Criminal Evidence Act (PACE) and the Human Rights Act.

## **Consistency**

- 3.13 The Council will carry out its duties in a fair, equitable and consistent manner and will:
- a) be guided primarily by:
    - The Town & Country Planning Acts and related Orders
    - Planning Policy Guidance Note 18 (Enforcement)
    - Planning Policy Guidance Note 19 (Outdoor Advertising)
    - Other Planning Policy Guidance Notes or Planning Policy Statements relevant to the particular case.
    - ODPM Circular 10/97 (Enforcing Planning Control)
    - ODPM Enforcement Good Practice Guide
    - The East Herts Local Plan and draft Review policies
    - Adopted Supplementary Planning Guidance
    - Relevant case law
  - b) take due account of guidance from other authoritative bodies such as the Royal Town Planning Institute and the Planning Advisory Service
  - c) liaise with other departments of the Council and other enforcement agencies e.g., Herts County Council; Police, Trading Standards, the Environment Agency, and the Health and Safety Executive as

necessary.

- d) operate an inter-agency approach where the local authority's powers are insufficient,
  - e) be aware of any new legislation or guidance, which impacts on their duties.
- 3.14 The above measures will be supplemented by training for enforcement and planning officers and managerial checks on performance.

## **Standards**

- 3.15 The standards set out here fall into three categories. The first of these sets out the Council's priority approach to dealing with potential breaches of planning control. The second relates to the timescales within which the service operates and thirdly there is a set of indicators against which the performance of the service is monitored.

## **Priority Approach**

- 3.16 The Council understands that, whenever a possible breach of control is reported to it, the impact it is having is important to those who are being affected by it. However, in order to ensure that resources are directed towards cases having the most serious impact, it has been decided that a priority approach should to be adopted. The identified priorities are:

### **Urgent Priority**

- Unauthorised alterations to listed buildings;
- Unauthorised alteration to or demolition of buildings in Conservation Areas;
- Unauthorised developments having a severe and possibly irreversible impact on surroundings e.g. major unauthorised engineering works;
- Unauthorised traveller sites; felling of protected trees\*.
- Development causing danger to highway users.
- Activities requiring the service of an urgent Article 4 Direction (a direction removing specified "permitted development" rights.)
- Unauthorised developments which have the potential to become immune from enforcement action within a period of six months or less.

\* Please note that enforcement action in relation to works to protected trees is undertaken by the Council's Environmental Services team. Direct contact with that team can be made, however the planning enforcement team will ensure that that team are alerted when works of this nature are reported. Contact details for the Environmental Services team are set out at the end of this policy.

**Normal priority cases**

All other unauthorised developments or changes in use of land and buildings.

**Timescales**

- 3.17 Having assigned priorities the policy also establishes timescales within which action should be taken. These are related to the date that a potential breach of control has come to the attention of the Council. This date is identified as the ‘start date’ and is the first working day on which a request is received. In relation to the start date the timescales (all of which refer to working days) are set out as follows:

**For Urgent Priority cases**

Within 2 days of start date	Undertake site visit and confirm priority status (Note: where it appears that irreplaceable assets are potentially impacted on by the works/ activity being reported, the Council will endeavour to visit these sites within half a day of the matter being reported to it)
Within 3 days of start date	Acknowledge request to investigate ( <b><i>and send a copy of procedure note</i></b> )
Within 5 days of start date	Undertake research and investigation and determine whether it is expedient to take formal action – inform parties

**For normal priority cases**

Within 15 days of start date	Undertake site visit and confirm priority status
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**In all cases**

Within 5 days of a committee decision	Inform all parties of a decision to undertake formal action
Within the government’s statutory timescales	Inform parties, Parish and Town Council and Local Member(s) of an appeal against an enforcement notice
Within 5 days of the receipt of an	Inform parties, Parish and Town Council and Local Member(s) of outcome

appeal decision	
Within 5 days	Inform all parties who have been involved of the closure of a case

### Performance Monitoring

3.18 A set of indicators have been established to enable the performance of the service to be monitored. After data has been collected it is intended that benchmark figures will be identified against which performance will be monitored. It is anticipated that this may take up to a year to give reliable and good quality data.

Indicator	Explanation
Percentage of cases closed without the need for formal action.	The approach of the Council is not to take formal action unnecessarily but to seek a solution in all cases by way of a dialogue between all parties involved. The Council seeks to maximise the number of cases that can be resolved without the need for formal action.
Percentage of notices served in accordance with the timescale set out above	
Percentage of customers satisfied with the service received	Further work will be required to form the basis on which this judgement will be reached. A post closure customer survey will be required.

3.19 The performance of the service is reported to members of the Council's Development Control Committee three times per year. That reporting will include details of how many requests to investigate have been received, what category they fell into and the relevant outcome in relation to the performance monitoring information as set out above.

### Complaints

3.20 If any party is dissatisfied with the service that has been received they are asked to contact the Council and discuss it with officers first. The contact details are set out at the end of the policy. In that way we can seek to resolve the matter of concern.

3.21 If the concern cannot be resolved in this informal way and dissatisfaction remains, the Council has a formal complaints service. The details of this are set out in a separate customer note which is available from the

Council's office receptions, on request by phone and letter or on the Council's website. Again all contact details are set out at the end of the policy.

- 3.22 The Council will be introducing a post-closure customer survey, to be undertaken following the conclusion of a case, through which the operation of the policy and the service will be monitored.

## Contact Details

If you want to inform us about a potential breach of planning control that you want us to investigate, please contact us by:

Writing to: Planning Enforcement Service  
East Herts Council  
Wallfields  
Pegs Lane  
HERTFORD  
SG13 8EQ

Phone: 01279 655261 (ask for the Planning Enforcement service)

e-mail [planning@eastherts.gov.uk](mailto:planning@eastherts.gov.uk)

Via the reporting page on our website [www.eastherts.gov.uk](http://www.eastherts.gov.uk)

If you are unhappy with the service and want to discuss it informally or you want to lodge a complaint please use the number above and ask for the planning enforcement service.

If you want to see our formal complaints guidance, please use the same number. The telephone operator can send you a copy or guide you to the location on the Council's website

### Other contacts

Requests to investigate unauthorised works to protected trees: Call the Council on the same number as above and ask for the Environmental Services team

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## EAST HERTS COUNCIL

### ENVIRONMENT SCRUTINY – 9 JUNE 2015

#### REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

#### 2014/15, 2013/14 and 2011/12 SERVICE PLANS – END OF YEAR MONITORING REPORT

WARD(S) AFFECTED: ALL

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

- This is the end of year monitoring report which explains how the council has performed in 2014/15 against the actions and objectives it set out to achieve at the start of the financial year. The report also monitors the status of all outstanding actions from 2013/14 and 2011/12.

#### **RECOMMENDATION FOR ENVIRONMENT SCRUTINY:**

**That:**

<b>(A)</b>	<b>the progress against the council's priorities and the revised completion dates, suspensions and deletions against 2014/15 Service Plan actions and 2013/14 and 2011/12 Service Plan actions be received; and</b>
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<b>(B)</b>	<b>the Executive be advised of any recommendations.</b>
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#### 1.0 Background

1.1 In 2011/12 the council agreed its overall priorities for improving the district around the themes of:

- People – Fair and accessible services for those who use them and opportunities for everyone to contribute
- Place – Safe and clean
- Prosperity – Improving the economic and social opportunities available to our communities

1.2 These priorities form the basis of the council's Corporate Plan. Departments within the council produce annual service plans

which demonstrate what actions will be delivered to help meet those priorities. These are agreed by the Executive at the start of the financial year and progress is reported to the relevant Scrutiny Committees.

1.3 This report covers the period 1 October 2014 to 31 March 2015 for the following services:

- Information, Parking and Customer Services (in relation to Parking only)
- Environmental Services (in relation to Waste, Recycling, Parks and Open Spaces and Environment Services only)
- Planning and Building Control

1.4 Please note the formation of a new council following district elections in May 2015 could lead to new priorities for the organisation. This may impact upon what actions are delivered in future and how they are monitored.

## 2.0 Report

### **2014/15 Analysis**

2.1 In total, there are 28 actions in the 2014/15 Service Plans listed in paragraph 1.3.

	<b>Status at the twelve month stage – end of year report</b>
Have already been achieved	71.4% (20)
Are on target	3.6% (1)
Have had their completion dates revised	17.9% (5)
Have been suspended	7.1% (2)
<b>Total</b>	<b>100% (28)</b>



- 2.2 5 actions have had their completion dates revised. In general the revisions to completion dates are due to activity requiring a longer completion time.
- 2.3 Two actions have been suspended due to the fact funding resources have yet to be identified and staff resources being re-prioritised to other key areas of activity.
- 2.4 One action is on target and the remaining actions have been achieved.

**2013/14 Analysis**

- 2.5 In total, there are four outstanding actions from the 2013/14 Environment Service Plan; Information, Parking and Customer Services Plan and Planning and Building Control Plan of which:

	<b>Status at the twelve month stage – end of year report</b>
Have already been achieved	25% (1)
Are on target	-
Have had their completion dates revised	25% (1)
Have been deleted	50% (2)
Total	100% (4)

- 2.6 The action (**13-ES18 – Implement web based 'self-service' systems**) that has had its completion date revised for the fourth time is due to an ongoing technical system issue.
- 2.7 Of the two actions that have been deleted one was agreed for deletion as part of the six month report (April – September 2014) and the other action is proposed for deletion as part of this final monitoring report as activity in the 2015/16 Service Plan replaces this.

## 2011/12 Analysis

- 2.8 There is one action that is outstanding from the 2011/12 Service Plans and currently the action is off target – **11-ES21- Implement the Castle Weir Micro Hydro Scheme at Hertford Theatre**. This is because the project is a complex one and requires regular consultation with key partners to ensure key environmental criteria including flood risk management, fish protection and biodiversity are met.
- 2.9 An overview of all council achievements by Corporate Priority for 2014/15 are detailed in **Essential Reference Paper “B”**.
- 2.10 **Essential Reference Paper “C”** details 2011/12, 2013/14 and the 2014/15 Service Plan actions that are either on target, have had their completion dates revised or have been suspended/deleted. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all service plan actions can be accessed by referring to the council’s performance management system, Covalent ([www.covalentcpm.com/eastherts](http://www.covalentcpm.com/eastherts)).
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

## Background Papers

2014/15 Service Plans report to Executive on 4 March 2014.

Contact Member: Cllr G Williamson – Executive Member for Finance and Support Services

Contact Officer: Benjamin Wood – Head of Business Development  
[benjamin.wood@eastherts.gov.uk](mailto:benjamin.wood@eastherts.gov.uk)

Report Author: Ceri Pettit – Corporate Planning and Performance Manager  
Contact Tel Ext No 2240  
[ceri.pettit@eastherts.gov.uk](mailto:ceri.pettit@eastherts.gov.uk)

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<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:	There are no specific consultation implications arising directly from this report.
Legal:	There are no specific legal implications arising directly from this report.
Financial:	There are no specific financial implications arising directly from this report.
Human Resource:	There are no specific human resource implications arising directly from this report.
Risk Management:	There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.
Health and wellbeing – issues and impacts:	A number of the council's service plan actions do support/contribute to the health and wellbeing agenda. Any relevant actions that are either 'off target', 'have a revised completion date' or are proposed for 'deletion or suspension' are highlighted in the report along with a current service update.

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**Telling the Story – An overview of achievements by Corporate Priority up to 31 March 2015:**

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced. Text in blue shows the new achievements that have been added since the last monitoring report.

Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Improve the health and well-being of our residents</p>	<ul style="list-style-type: none"> <li>Published our Health and Wellbeing Strategy which sets out our plans for combining our resources and skills to promote healthier lifestyles in partnership with Hertfordshire County Council, the Clinical Commissioning Groups (CCGs), NHS Trusts, volunteer organisations and others.</li> <li>Been recognised by The Royal Society for Public Health (RSPH) for our strong commitment to public health and achievements in health promotion strategy and initiatives designed to maximise public health opportunities.</li> <li>Welcomed the first UK Womens International cycling tour through East Herts. The race made its way through the district on the fourth stage of the tour, which started in Cheshunt and finished in Welwyn Garden City. Cyclists passed through Hertford Heath, Hertford town centre before continuing through Wadesmill, Standon, Buntingford and Cottered.</li> </ul>

		<ul style="list-style-type: none"> <li>Implemented '3G' all weather football pitches at Hartham Common as part of a hybrid solution implemented. There is a strong demand for football pitches in the Hertford area and proposals were developed to convert the little used tennis courts to three all weather 'astro turf' five-a-side pitches. These can be used all year round and when weather conditions prevent the use of traditional pitches. Following consultation with residents it was decided to install two pitches and retain one tennis court to allow the continuation of a 'pay and play' facility at Hartham. The scheme will also generate additional income for the council which helps to keep the cost of leisure services down. (14-ES02).</li> </ul>
	<p><b>Objective:</b> Reduce fuel poverty</p>	<ul style="list-style-type: none"> <li>Launched a revised Home Insulation Grant scheme, offering 50% contributions towards certain insulation measures. However some free schemes became available and were therefore promoted instead. As a result just 5 East Herts funded grants were required, at a budget cost of £665. The measures they funded represent a total annual saving of 4 tonnes CO2 per year, and estimated total energy savings of £974 per year. Such initiatives offer a real help to the estimated 7.5% of households in East Herts estimated to be in fuel poverty. Insulation schemes were widely promoted through our website and other publicity, such as a "bin hanger" card to all East Herts households on the wheeled bin collection. This promoted assistance through East Herts and Herts Healthy Homes schemes. The council is currently exploring the potential for expanding the East Herts Home Energy grants scheme to encompass a wider range of home energy efficiency measures, which are excluded from the nationally available schemes. (14-CSH04)</li> </ul>

**Objective:** Increase community engagement

- As at 31 March 2015 we had awarded £147,379 in both revenue and capital grants to 126 different voluntary/community groups and young people, including charities and parish councils. This included:
  - **Summer Activities** – Our summer activities grants programme for 2014 was very well received and more than 2,004 children and young people attended the various activities, compared to 2,886 last year. 68% came from the 5 to 11 age category and events included Summer Archery, Flying Circus at Courtyard Arts, Tennis coaching, community picnic and Pop School. Participation figures fluctuate from year to year and is dependent on a combination of factors such as level of interest by parents/children, weather, effectiveness of individual marketing and accuracy of reporting by project organisers. However overall attendance figures (new and repeat participants) have increased. 7,607 total attendances over all activities were reported in 2014 compared to 5,664 in 2013.
  - **Community Activity Grants** – Held 6 funding rounds and awarded 63 grants to health and social care charities, older peoples' groups, youth, sports and other leisure clubs. Later in the year, the criteria was relaxed, and the funding was opened to village halls, parish councils and young athletes. This grant fund has been used to support, among others, a Parkinson's support group, a WWI Remembrance event, community events organised by a new residents association, a canal boat trip for senior citizens and to support Carer's in Herts with their launch of discount passports for unpaid carers. Grants were also awarded

to support grass root community and voluntary groups with their running costs. One of the highlights of the year was supporting the local Alzheimer's Society, an Ageing Well partner, to set up a new Dementia Café in Bishop's Stortford to meet unmet demand.

- **Community Capital Grants** – In the 2014/15 financial year, a total of 26 capital grants were awarded for community-led projects to improve well used facilities or services. A total allocation of £88,989. For example, we helped Bishop's Stortford Rugby Club replace its roof in anticipation of the many extra visitors around the Rugby World Cup this summer; provided Buntingford Cougars with portable goals to support their coaching sessions and Hailey Day Centre with a kitchen upgrade to they could continue to provide hot, healthy meals to frail elderly.
- **Performance to Excellence Grants** – Awarded 21 grants to young people (11 to 18 years old resident in the district) who were achieving excellence in their chosen sport. This fund was oversubscribed and we used some of the Community Activities Grants Budget to cover these requests.
- Held the fourth annual Community Sports Awards. This annual event, funded by East Herts Council aims to celebrate achievements and contributions to sport as well as inspiring our local sporting talent to go on and reach their full potential. 19 awards were presented in total across 9 categories.
- Held our annual rural parish conference where up to 46 parish councils attended. The event provides a popular forum for engaging with parish



		<p>councils on rural issues with particular interest this year on the information that the CVS presented on the community car scheme.</p> <ul style="list-style-type: none"> <li>• Jointly organised with Community Development Action (CDA) for Hertfordshire with support from various voluntary and community groups, a conference for more than 50 volunteers who give up their time to run village halls and community buildings. The event gave attendees the opportunity to discuss common problems, learn from each other and share their experience so that they can maximize the potential of halls for the benefit of their local communities.</li> <li>• Successfully delivered a member training and development programme for all elected members to help them in fulfilling their community engagement role. (14-DLSS02)</li> <li>• Successfully implemented Individual Electoral Registration (IER). IER has been rolled out across the country to help modernise the way people register to vote and to help tackle electoral fraud. (14-DLSS01)</li> <li>• Supported National Voter Registration Day by encouraging residents across the district to register to vote tomorrow by getting their names on the voting register. Young people in particular were encouraged to get involved and vote for who they want to represent them.</li> </ul>
	<p><b>Objective:</b> Deliver strong and relevant services</p>	<ul style="list-style-type: none"> <li>• As part of the Ageing Well project helped older residents in the district to stay fit, active and independent by: <ul style="list-style-type: none"> <li>➤ Launching concessionary Fitsteps dance classes in Bishop's Stortford and Ware. The classes are aimed at older residents (60 years plus) so that they can reap the many health benefits that regular physical activity brings. Fitsteps is a national fitness</li> </ul> </li> </ul>

programme which was created following the popularity of the TV programme, Strictly Come Dancing. The Bishop's Stortford class varied in numbers between two to eight residents at each session. The number of residents attending the Ware class varied from 20 to as high as 40 at each session. Due to its success the initial pilot was extended with reduced funding and will run independently from January 2015.

- Supporting a grant from the LSP Health and Wellbeing Group to the Herts Sport Partnership to provide 'Fellas Fitness'. The initiative is aimed at older men to help build and maintain their fitness levels, whilst at the same time providing an opportunity to meet and interact with other members of their local community.
- Working in partnership with Active East Herts, Riversmead Housing Association and Wodson Park Sports Centre to run chair based exercise classes for residents aged between 68-89 years of age at Carlton Court in Hertford. The pilot scheme works on posture, balance and strength with a variety of movements including foot pumping, gentle stretching and squats all designed to help improve flexibility and circulation. Weekly sessions began in May 2014 and will continue monthly until the end of the year. (14-CEC03)

- Became a partner in a Shared Anti-Fraud Service for non-benefit and corporate fraud with Broxbourne Borough Council, Hertfordshire County Council, Hertsmere Borough Council, North Herts District Council and Stevenage Borough Council. The shared service will provide a fraud prevention, detection and investigation service and will

		<p>enable the council to meet its duties in relation to safeguarding of public funds, minimising the loss to fraud so that councils can spend the maximum possible on delivering local services. The new venture brings many benefits to all Hertfordshire's residents not least of all using shared intelligence between the partners to target fraudulent activity across the whole county. It is anticipated that the new service will go live on 4 April 2015. (14-CRP01).</p> <ul style="list-style-type: none"> <li>• Agreed a new Customer Services Strategy for 2015 – 2020 at full Council on 4 March 2015. The purpose of the strategy is to deliver customer focused services, by understanding their preferences now and what the demands will be in the future across all services. The Council may then need to reshape services. During 2015/16 an action plan supporting the delivery of the strategy will be delivered and started.</li> </ul>
	<p><b>Objective:</b> Improve outcomes for vulnerable families and individuals</p>	<ul style="list-style-type: none"> <li>• Under took a housing survey consultation so we can have a clear understanding of the housing requirements in the district. All councils are required by central government to carry out a housing survey every few years. The results of the survey help us develop our housing strategy and planning policies. 25% of residents (from a sample of 9,000) took part in the survey and the results are due to be published in June 2015. (14-H04).</li> <li>• Maintained the average time taken to process new housing benefit claims or change of events at 10 days, by continuing to invest more resources in the service in response to increasing complexity of cases. The increasing complexity comes from on-going changes by the Department of Work and Pensions (DWP) to the benefits framework</li> </ul>

and their increasing use of real time information e.g. in respect of earnings, private pensions etc. These all impact on entitlement to Housing Benefit and can be complex for our customers to understand and track. Cases often require increased interventions and reassessments during the year as a consequence. The overall volume of work has increased by in excess of 3% when compared to last year.

Priority: Place	What we want to achieve	What we have done
	<p><b>Objective:</b> Reduce residual waste and increase our recycling rate</p>	<ul style="list-style-type: none"> <li>Introduced the use of compostable caddy liners in kitchen caddies that can be disposed of in the brown bin. Residents told us that composting food waste was messy without them, and therefore made it more difficult. Nearly a third of waste put in the black bin for landfill is food, and we wanted to make it easier and encourage residents to put it in their brown bin for composting. Currently the recycling rate is 51% as at February 2015 which is 2% higher than the same period last year and more than 16% higher than in 2008/09.</li> </ul>
	<p><b>Objective:</b> Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of</p>	<ul style="list-style-type: none"> <li>Agreed carbon reduction target of 25% by 2020, from the baseline year of 2009. Up to 2013/14 there has been a reduction of 17% in total CO<sub>2</sub> emissions, from the council's operations. This was a 2% improvement in 2013/14 when compared with the previous year.</li> <li>The waste collection contract had delivered considerable ongoing CO<sub>2</sub> savings and the total reduction in carbon emissions achieved since</li> </ul>

	households and businesses	2008/09 to date is 27%.
	<b>Objective:</b> Maintain our clean streets and reduce litter	<ul style="list-style-type: none"> <li>An effective stray dog services is essential to ensuring dog fouling is kept to a minimum through education and responsible dog ownership. Therefore the council was pleased to win the RSPCA Gold Footprint award. This certification is given for the quality of stray dog services, housing, contingency planning and animal welfare principles. Last year the council achieved a silver footprint and the year before that, a bronze. The council also scored top marks for its consistent promotion of responsible dog ownership, including micro-chipping, which becomes compulsory for all dogs in Britain from June 2016. In 2014/15 the council picked up 117 stray dogs compared with 114 in the previous year.</li> </ul>
	<b>Objective:</b> Maintain our parks, play areas and open spaces in good order	<ul style="list-style-type: none"> <li>Celebrated Love Parks Week, buy holding two free fun activities at Southern Country Park in Bishop's Stortford and Pishiobury Park in Sawbridgeworth. Activities at Southern County Park ranged from the popular annual dog show to a fitness activity trail, orienteering and making wooden medallions with the Friends group. At Pishiobury Park visitors could meet the Longhorn cattle and join a guided bug hunt. The council also teamed up with the Dogs Trust to offer free dog micro-chipping on the day.</li> <li>Retained our two Green Flags for The Ridgeway in Hertford (for the sixth year running) and Southern Country Park in Bishop's Stortford (for the seventh year running).</li> </ul>

	<p><b>Objective:</b> Reduce anti-social behaviour and the fear of crime</p>	<ul style="list-style-type: none"> <li>Contributed, as part of the East Herts Community Safety Partnership to the reduction of recorded crime and anti-social behaviour across the district. Anti-social behaviour has reduced by 26% from 3,280 incidences in 2012/13 to 2,423 incidences in 2014/15.</li> </ul>
	<p><b>Objective:</b> Ensure future development best meets the need of the district and its residents</p>	<ul style="list-style-type: none"> <li>Consultation responses on the District Plan have been reported back to District Plan Panel along with supporting and technical evidence. This will inform the production of the next stage in the District Plan. (14-PBC02)</li> <li>Brought forward the development at Bishop's Stortford North (permission now granted) whilst seeking to resist what we consider are unsustainable development proposals coming forward in advance of the District Plan (Buntingford). (14-PBC01)</li> <li>Approved a small development of sustainable homes in an East Herts village. The homes are expected to become the biggest group of naturally ventilated homes in the UK, serving as a working model for buildings elsewhere in the country. They will also exceed the highest ranking in the Code for Sustainable Homes, which measures new homes performance in categories such as energy efficiency, water use and health and well-being.</li> </ul>

Priority: Prosperity	What we want to achieve	What we have done
	<p><b>Objective:</b> Deliver value for money and reduce our reliance on central government funding</p>	<ul style="list-style-type: none"> <li>• Installed a new seating and auditorium floor at Hertford Theatre to provide a better customer experience. (14-CEC04)</li> <li>• Implemented remote working procedures in the Area Environmental Inspection Team. This allows inspectors to receive service requests and customer enquiries remotely in the district enabling jobs to be visited more quickly and some actions to be undertaken while on site. (14-ES20)</li> <li>• East Herts has considered how to make best use of its resources and through Audit Committee agreed a framework that allows wider options in terms of investing its money. This includes being able to make use of Property Funds. It is anticipated that the increased income from these investments will be able to close gaps in the financial model in future years as an alternative to having to look to make further savings. <i>Two property funds have been identified and agreed and the Council is currently on the waiting list to be able to place our money with them. This is anticipated to happen during the 2<sup>nd</sup> quarter of 2015/16.</i></li> <li>• Corporate Management Team (CMT) considered and agreed a new senior management structure that focussed resources in a different way. This included the investment in a new Head of Business Development, the remit of which includes considering improved ways of working, a more commercial approach to delivering Council</li> </ul>

Services and working alongside service areas to consider future efficiency savings. Further investment has also been made in other areas including Procurement resource to enable wider working with our suppliers to encourage greater competition in the market.

- Continued to implement our 'Here to Help' organisational development programme. Following on from the success of staff workshops in 2014 where ideas and suggestions were put forward to help improve what we do and how we do it. A number of projects were rolled out from June 2014, for example, to help improve the telephone system and review the council's performance development review scheme. In addition staff were involved in developing behaviours for our three core organisational values:

- Here to Help
- We work together to support each other
- We aim high to make a difference

In February 2015, all employees attended bite size training sessions to share the success of the programme a year on; to look at what tools are available to support change, share our service successes and what 'we achieved together' and build on our successes to encourage the development of improvement ideas.

- For the second year running, the council has undertaken a "Budget Challenge" to consider our allocation of resources, and in particular highlight those areas where there have been underspends in prior years, to free up resource to reallocate to other priority areas.
- Undertaken very detailed income modelling against all of our major sources of income, and used the implications of this work to assist our



		<p>medium term financial decision making. By doing more detailed and robust modelling, we were able to close the expected budget gap within our financial plan in future years. (14-FSSP04)</p> <ul style="list-style-type: none"> <li>• Agreed to work with North Herts District Council (NHDC) on producing an outline business case to evaluate the possibility of a joint Waste Collection and Street Cleansing contract and assess the implications to both authorities in improving the cost effectiveness of these services. The outline business case is due to be presented to members in Spring 2015.</li> <li>• Taken robust action against fraud and during 2014/15 have prosecuted 5 people, issued 5 administration penalties and 2 cautions. This means that the council is recovering a combined total of Housing Benefit/Council Tax Benefit/Support overpayments £425,340.81 against these 12 sanctions and other overpayments determined as fraudulent. A further £6,109.54 in overpayments of Department for Work &amp; Pensions benefits was also identified.</li> </ul>
	<p><b>Objective:</b> Enhance the economic well-being of East Herts</p>	<ul style="list-style-type: none"> <li>• Celebrated 'Love Your Local Market' week by holding a special market where locally made ice-cream, meats and games, cheeses, pickles, sausages alongside the weekly fishmonger and greengrocer could be enjoyed. The council also provided spaces free of the usual rental charge, to encourage and support as many small businesses to take part.</li> <li>• Following extensive public consultation agreed to implement free short stay parking (30 minutes) for visitors to East Herts Council car parks in Bishop's Stortford, Hertford and Ware. As part of the council's ambition to increase the vibrancy of the district's town centres, 30 minutes free</li> </ul>

		<p>parking has been introduced in most car parks, adding to the free bays on street and increasing availability and convenience. Visitors needing to park for more than half an hour will receive more parking time for the same price.</p> <ul style="list-style-type: none"> <li>• Supported ‘Small Business Saturday’ – a national day held annually on the first Saturday of December – by allowing free parking all day in East Herts car parks in Bishop’s Stortford and Hertford to encourage shoppers. Market traders in the two towns also received a reduced rent.</li> <li>• Held our first urban conference. The event brought together town, district and county councillors, town clerks and chief officers to discuss how best to tackle issues in our urban areas. Discussion topics included the best ways to communicate with town residents, night time economy, sustainable community transport and leisure and cultural provision.</li> <li>• Contributed to an East Herts Local Strategic Partnership project called “Get East Herts Working” to help people between the ages of 25 – 49 who were looking for work. Led by Jobcentreplus participants were able to take part in activities such as facilitated work clubs in Bishop’s Stortford, Hertford and Ware, recruitment events and work placements. The project was a success and supported 2,471 participants, against an original target of 500. Of those that participated 44% of attendees were recorded as coming off active benefits at the end of the project.</li> </ul>
	<p><b>Objective:</b> Deliver sustainable rural</p>	<ul style="list-style-type: none"> <li>• Successful in securing an offer of £1.8m from the Rural Payments Agency for a further RDP programme across East Herts, Uttlesford,</li> </ul>







	business growth	Epping Forest and North Herts. It will support the development of rural businesses and East Herts Council are the lead agency.
	<b>Objective:</b> Protect the environment	<ul style="list-style-type: none"> <li>Produced a new Buildings at Risk register. Farm buildings, thatched cottages and traditional stone walls whose future is at risk are among the historic structures that have been listed, along with milestones, bridges, churches and many other distinctive features of the built landscape. To compile the register, the council carried out a survey using Historic England's checklist of criteria. Buildings are usually at risk of loss due to neglect, decay and inappropriate development. In addition to the register owners of such building could qualify for a special grant towards repairs and maintenance.</li> </ul>

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## 2014/15 Service Planning Report - January - March 2015

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
<b>Corporate Priority: People</b>							
<b>Objective: Deliver strong and relevant services</b>							
14-IPCS02	Southmill Road Resident Permit Zone (RPZ) (Bishop's Stortford)	<p><b>Target:</b> To survey, plan, consult and progress a resident permit scheme in response to resident concerns in the Southmill Road area of Bishop's Stortford.</p> <p><b>Outcome:</b> An RPZ is implemented that delivers resident satisfaction.</p> <p><b>Critical Success Factors:</b> Funding, resident engagement in consultation, formal Traffic Regulation Order process.</p> <p><b>Environmental Impacts:</b> Improved resident amenity, potential displacement of existing commuter parking.</p>	30-Sep-16	Action On Target	Revised Completion Date (to 31 October 2015)	Revised Completion Date (to 30 September 2016)	January - March 2015. Excellent progress has been made to the Traffic Regulation Order stage. However following portfolio holder instruction progress of the scheme has been placed on hold. Original completion date of 30 September 2016 to be reinstated.
14-IPCS03	Car Park Management System	<p><b>Target:</b> To implement a cost effective car park management system for the Council to manage its car parks for the next 10 years.</p> <p><b>Outcome:</b> A cost effective and customer focussed solution running our car parks for the next 10 years.</p> <p><b>Critical Success Factors:</b> Funding, geographic infrastructure, political priorities, procurement process (OJEU).</p> <p><b>Environmental Impacts:</b> To be considered in terms of solutions available. Car parking provision impacts our towns in terms of pollution.</p>	30-Sep-16	Action On Target	Action On Target	Action On Target	January - March 2015. Action on target with reporting to Environmental Scrutiny Committee scheduled for 2015/16 to authorise progression of specification and procurement based on options appraisal.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
<b>Corporate Priority: Place</b>							
<b>Objective: Maintain our clean streets and reduce litter</b>							
14-ES16	Develop full business case for the refurbishment and management of Bell Street public conveniences in partnership with Sawbridgeworth Town Council	<p><b>Target:</b> Review complete. Business case agreed.</p> <p><b>Outcome:</b> Improved public toilet provision at reduced operating costs.</p> <p><b>Critical Success Factors:</b> Staff resources; agreement with Town Council.</p> <p><b>Environmental Benefits:</b> N/A</p>	31-Mar-15	 Action On Target	 Action On Target	 Revised Completion Date (to 30 September 2015)	January - March 2015. Revised completion date to 30 September 2015. Discussions with Sawbridgeworth Town Council (STC) ongoing. Latest meeting saw agreement with STC on design presented by East Herts Council. Next meeting booked for end of April 2015. Material use to be agreed, timetable and cost for works will then be compiled. Works date not yet agreed.
<b>Objective: Maintain our parks, play areas and open spaces in good order</b>							
14-ES07	Work with Sawbridgeworth Town Council to design town centre open space enhancement (Bell Street).	<p><b>Target:</b> Agreed plans for improvement in place within available funding.</p> <p><b>Outcome:</b> Work with Town Council to explore the potential for a scheme to create a central community space (Forelands Place).</p> <p><b>Critical Success Factors:</b> Staff Resources; funding; agreement with STC.</p> <p><b>Environmental Impacts:</b> Improved public amenity supporting the viability of the town centre.</p>	30-Sep-14	 Revised Completion Date (to 31 March 2016)	 Action to be suspended	Suspended	October - December 2014. Action suspended until 2015-16. Meeting held with Sawbridgeworth Town Council (STC) in December 2014. Both authorities committed to improving the space given its importance for the Town Centre. Funding sources yet to be identified so project delayed until 2015/16. East Herts Council will work with STC on developing objectives and design criteria for the space in the current financial year prior to public consultation.
<b>Objective: Reduce residual waste and increase our recycling rate</b>							
14-ES11	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles	<p><b>Target:</b> Campaign delivered.</p> <p><b>Outcome:</b> Reduced disposal to landfill, increase in collection of Waste Electrical and Electronic Equipment (WEEE) and textiles reuse/recycling.</p> <p><b>Critical Success Factors:</b> Support from contractors and partners.</p> <p><b>Environmental Impacts:</b> Reduction in disposal to landfill. Increase in WEEE and textile recycling.</p>	30-Dec-14	 Action To Be Suspended	Suspended		Action agreed for suspension by CMT on 28 October 2014 and Environment Scrutiny Committee on 11 November 2014. Reason for suspension - Project delayed due to other priority projects and staff shortages. To be reviewed in 2015/16.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status		January - March 2015 Status		Notes
14-ES13	Investigate feasibility of trade waste recycling via new commingled collection system	<p><b>Target:</b> Report evaluating feasibility.</p> <p><b>Outcome:</b> Provide report on contractor capacity, charges, benefits, impacts on income.</p> <p><b>Critical Success Factors:</b> Contractor capacity; financial viability.</p> <p><b>Environmental Benefits:</b> Increased recycling of non domestic waste stream.</p>	31-Mar-15		Action On Target		Action On Target		Revised Completion Date (to 31 March 2016)	January - March 2015. Revised completion date to 31 July 2015. Project report completed during 2012 and needs to be updated. Cost of service and contractor capacity need to be taken into consideration. Service provided by some District and Borough Councils within Hertfordshire, information from other councils would assist in project implementation. Markets for recycling is low and any additional service would need to be sustainable. Project involving North Herts District Council regarding a business for joint waste collection and street cleansing service taking officer time and is due to be completed during July 2015. The trade waste recycling feasibility report can then be reviewed and updated. Summary report available for project requirements.
14-ES14	Review performance of recycling services following SPARC implementation and extend to communal properties	<p><b>Target:</b> Review complete. Flats receiving cardboard collection service.</p> <p><b>Outcome:</b> Maximise recycling and composting and reduce waste going to landfill.</p> <p><b>Critical Success Factors:</b> Staff resources; funding.</p> <p><b>Environmental Benefits:</b> Reduced landfill, reduced carbon footprint.</p>	30-Sep-14		Revised Completion Date (to 31 March 2015)		Action On Target		Revised Completion Date (to 31 July 2015)	January - March 2015. Project to extend SPARC to communal properties requires a revised completion date to 31 July 2015. Containers need to be updated with stickers identifying material separation. Container survey required in communal areas. Inspection Team approached and asked to be involved with project along with contract staff. Dates to go out on site to be agreed with Inspection Team and Contractor. Waste Service Team to identify areas for survey.
<b>Corporate Priority: Prosperity</b>										
<b>Objective: Deliver value for money and reduce our reliance on central government funding</b>										
14-ES21	Following the implementation of Remote & Mobile working and Self service in Environmental Services, review impact on business efficiency and produce a plan for roll out to other staff	<p><b>Target:</b> Review by August 2014. Plan by December 2014.</p> <p><b>Outcome:</b> Ensure new technologies to improve service to customers are fully utilised.</p> <p><b>Critical Success Factors:</b> Support from ICT Services and Web Team.</p> <p><b>Environmental Impacts:</b> N/A.</p>	31-Dec-14		Action On Target		Revised Completion Date (31 January 2015)		Revised Completion Date (30 April 2015)	January - March 2015. Release fix of 31 January 2015e not met. Met with supplier on 2 April 2015 who advises that the fix release has now been completed and is due to be released mid April 2015. Revised completion date 30 April 2015.



Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
<b>2014/15 Service Planning Report - Outstanding 2013/14 Service Plan Actions (January - March 2015)</b>							
<b>Corporate Priority: Place</b>							
<b>Objective: Reduce residual waste and increase our recycling rate</b>							
13-ES11	Establish pattern for programme of improvements to Local Environmental quality, identifying specific areas and working on multi agency basis to bring about visual improvement.	<p><b>Target:</b> Identify specific areas and work with partners to deliver improvements to infrastructure and visual amenity.</p> <p><b>Outcome:</b> Improve visual amenity of one area whilst establishing a transferrable pattern for others.</p> <p><b>Critical Success Factors:</b> Multi agency cooperation.</p> <p><b>Environmental Benefits:</b> Cleaner, less cluttered streets.</p>	31-Mar-2014	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Action On Target - work to start last quarter of 2014/15	Action On Target - work to start last quarter of 2014/15	 Action to be deleted January - March 2015. Action to be cancelled. Activity has now been replaced with new actions in 2015/16 Environmental Services Service Plan.
<b>Corporate Priority: Prosperity</b>							
<b>Objective: Deliver value for money</b>							
13-ES18	Implement web based 'self service' systems and improve access to services for customers	<p><b>Target:</b> Self service systems operational</p> <p><b>Outcome:</b> Customers have improved access to service information and the ability make appointments / pay for services outside working hours through the web. Reduce number of telephone calls and associated staff resources, achieving MTFP targets.</p> <p><b>Critical Success Factors:</b> Staff resources; Support from IT Services; IT capital and revenue funding.</p> <p><b>Environmental Impacts:</b> Improved speed of response when dealing with environmental problems (in combination with Remote Working)</p>	30-Dec-2013	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Revised Completion Date (30 November 2014)	Revised Completion Date (31 March 2015)	 Revised Completion Date (31 July 2015) January - March 2015. Revised completion date to 31 July 2015. Proof of concept testing completed in February 2015 but sign off delayed due to fix request delay from supplier. Fix now ready for release together with fix for 14-ES21. Date agreed with IT for taking the system to live subject to successful fix testing - June/July 2015.
13-PBC04	DC and BC - procurement process for replacement IT systems	<p><b>Target:</b> Replacement and updated software for both service areas.</p> <p><b>Outcome:</b> More resilient and customer focussed service.</p> <p><b>Critical Success Factors:</b> Cost of software and implementation process.</p> <p><b>Environmental Impacts:</b> Increased customer self-service</p>	31-Mar-2014	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Action Deleted		Action agreed for deletion by CMT on 28 October 2014 and Environment Scrutiny Committee on 11 November 2014 as the activity is being monitored through action 14-PBC05, as part of the 2014/15 Planning and Building Control Service Plan.




Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
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## 2014/15 Service Planning Report - Outstanding 2011/12 Service Plan Actions (January - March 2015)

## Corporate Priority: Pride in East Herts

## Objective: By 2015 - Reduce by 25% the carbon dioxide emissions from local authority operations by 2020.

11-ES21	Implement the Castle Weir Micro Hydro Scheme at Hertford Theatre.	<p><b>Target:</b> Facility commissioned.  <b>Outcome:</b> Exempla project. Production of sustainable energy and income generated from the sale of green electricity and feed in tariffs. Contributes to the enhancement of the town centre of Hertford.</p> <p><b>Critical Success Factors:</b> Staff resources. Design and build of facility by Contractor. Support from the Council's Engineering and Property teams. Planning approval agreed.</p> <p><b>Environmental Impacts:</b> Reduce Council's carbon footprint. Demonstration project for businesses in Hertfordshire.</p>	31-Oct-11	There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.	Action Off Target	Action Off Target		Action Off Target	January – March 2015. Action off target. Following resubmission of draft proposals including Flood Risk Assessment and Eel Pass design to the Environment Agency (EA) for their informal comment, the EA's February 2015 response recommended that a revised full Flood Risk Assessment is undertaken for the project using the newly published River Lee 2D Mapping and Flood Risk Study Data 2014. They also recommended that the assessment also now includes the potential impact of the recently installed automatic control of the East Herts Hertford Theatre Sluice Gates, prior to further consultation with the EA. Therefore it is proposed that the completion date is revised to 31 March 2016.
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## EAST HERTS COUNCIL

### ENVIRONMENT SCRUTINY COMMITTEE – 9 JUNE 2015

#### REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

#### ENVIRONMENT SCRUTINY HEALTHCHECK – JANUARY 2015 TO MARCH 2015

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WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To set out a report on the performance of the key indicators that relate to Environment Scrutiny for the period January 2015 to March 2015 and the 2014/15 performance indicator outturns.
- Overall 10 out of the 14 Environment Scrutiny committee's basket of performance indicators are either on target or exceeding their targets as at March 2015/Quarter 4 for 2015. Only one performance indicator was off target, two performance indicators are trend only and one indicator did not have any performance data available to analyse.

<b><u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY</u></b>	
<b>That:</b>	
<b>(A)</b>	<b>The reported performance for the period January 2015 to March 2015 and the 2014/15 performance indicator outturns be noted.</b>
<b>(B)</b>	<b>The Executive be advised of any further recommendations.</b>

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### 1.0 Background

1.1 The council uses performance indicators and targets to help monitor progress against key objectives, understand how it is impacting upon the lives of residents and help inform decisions about directing resources to areas of need. East Herts Council's performance management framework was reviewed by Members in 2013 to make it more streamlined and more closely aligned with the objectives and priorities set out in the Corporate Plan. In 2014/15 there were 63

performance indicators, of which 14 were monitored by Environment Scrutiny Committee.

- 1.2 The report contains a breakdown of the following information by each Corporate Priority:
- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they should refer to that month's Executive Corporate Healthcheck report available on the council website.
  - The indicators where data is collected monthly, with performance for March 2015 presented in detail (the most up to date available) with previous months summarised in a trend chart.
  - The indicators where data is collected quarterly, with performance for Quarter 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
  - The indicators where data is collected annually, with performance for 2014/15 detailed in **Essential Reference Paper 'C'**.
- 1.3 All councillors have access to Covalent (the council's performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team are able to provide support and training on using the Covalent system if required.
- 1.4 **Essential Reference Paper 'B'** Shows the full set of performance indicators that are reported on a monthly or quarterly basis to this committee. Essential Reference Paper B has been sorted by status e.g. all performance indicators that are 'red' are listed first etc.  
**Essential Reference Paper 'C'** Shows the 2014/15 performance indicator outturns for performance indicators specific to Environment Scrutiny.  
**Essential Reference Paper 'D'** Provides guidance notes and definitions for the performance indicators relating to Environment Scrutiny Committee.

## 2.0 Performance analysis

### 2.1 SHORT TERM TREND ANALYSIS

Table one shows movement in performance when compared to the last reporting period for the measures where there is a RAG status. Seven indicators are showing an improvement. One indicator has maintained the same level of performance and three indicators show a decline in performance. One indicator did not have any performance data to analyse (**EHPI 2.1e – Planning Enforcement: Service of formal notices**) as no notices were served in March 2015.

**Table One:**

<b>Indicator and Current Performance (RAG)</b>	<b>Movement since last month</b>
<b>EHPI 157c</b> – Processing of planning applications: Other applications.	<b>Improved</b>
<b>EHPI 2.1d</b> – Planning Enforcement: Initial Site Inspections.	<b>Improved</b>
<b>EHPI 2.2</b> – Waste: missed collections per 100,000 collections of household.	<b>Improved</b>
<b>EHPI 2.23</b> – Planning decisions delegated to officers	<b>Improved</b>
<b>EHPI 2.5</b> – Total waste collected by the district (kg per household).	<b>Improved</b>
<b>EHPI 6.8</b> – Turnaround of Pre NTO PCN challenges	<b>Improved</b>
<b>EHPI 157b</b> – Processing of planning applications: Minor applications.	<b>Declined</b>
<b>EHPI 2.4</b> – Fly-tips: removal.	<b>Declined</b>
<b>EHPI 2.6</b> – Percentage of residual waste (refuse) sent for disposal.	<b>Declined</b>

<b>EHPI 6.9 – Turnaround of NTO Representations.</b>	<b>Stayed the same</b>
<b>EHPI 157a – Processing of planning applications: Major applications</b>	<b>Improved</b>
<b>EHPI 2.1e – Planning Enforcement: Service of formal Notices.</b>	<b>No data for this period</b>

## 2.2 TREND ONLY PERFORMANCE INDICATORS

Table two shows movement in performance when compared to the last reporting period for the measures where no targets have been set, e.g. only trend data is analysed. There are two indicators that have declined and these measures relate to household waste. Currently only February 2015 data is presented as March 2015 data was not available at the time of writing this report as data is always one month in arrears.

**Table Two:**

<b>Indicator and Current Performance (Trend only)</b>	<b>Movement since last month</b>
<b>EHPI 191 – Residual household waste per household.</b>	<b>Declined</b>
<b>EHPI 192 – Percentage of household waste sent for reuse, recycling and composting.</b>	<b>Declined</b>

## 2.3 LONG TERM TREND ANALYSIS

<b>Service and Indicator</b>	<b>Commentary</b>
<b>Planning and Building Control</b>	
<b>EHPI 157a – Processing of planning applications: Major applications.</b>	Despite performance being 'Red' for March 2015 and off target for the fourth time this year, analysis of the 2014/15 outturn position shows that EHPI 157a is within its annual target threshold i.e. 'Green' (see paragraph 2.5). Performance was off target in March 2015 as 2 major applications (out

	<p>of 5) were determined on time. Those not determined within the timescale included site ASR5 at Bishop's Stortford north - which required extensive legal agreement negotiation, although subsequently refused, and a variation application relating to a site at North Street, Bishop's Stortford. This also required a legal agreement variation.</p>
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## 2.4 POTENTIAL ISSUES IN FUTURE

Further analysis shows that the following measures are at risk of moving to a 'Red' or 'Amber' status in the future if performance continues to decline based on their current long term trend. They are:

- EHPI 157a – Processing of planning applications: Major
- EHPI 157b – Processing of planning applications: Minor applications.
- EHPI 157c – Processing of planning applications: Other
- EHPI 2.6 – Percentage of residual waste (refuse) sent for disposal.

Please refer to **Essential Reference Paper 'B'** for the full performance indicator analysis.

## 3. 2014/15 PERFORMANCE INDICATOR OUTTURN POSITION

3.1 There are a total of **21** performance indicators in the Environment Scrutiny basket of indicators for 2014/15. Of these:

- 14 are showing as "green" (i.e. met their target)
- 6 is still awaiting for their RAG status to be determined as the outturn position is not available yet (see **Essential Reference Paper C** for more information)
- 1 will not have an outturn for 2014/15 which relates to EHPI 90b – satisfaction with household waste (due to no Residents Survey in 2014/15. Next survey due in 2015/16)

3.2 Full details of each indicator in terms of performance and commentary can be found in **Essential Reference Paper C**. For reference, performance against the 2013/14 targets is also included.

## CONCLUSION

3.3 In conclusion Members are asked to:

- Note the performance indicator analysis for the period January 2015 to March 2015 in **Essential Reference Paper 'B'**.
- Note the 2014/15 performance indicator outturns in **Essential Reference Paper 'C'**.
- Advise the Executive of any further recommendations.

4.0 Implications/Consultation

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

Background Papers:

- 2013/14 Estimates and Future Targets Report – Executive 4 March 2014.

Contact member:

Councillor G Williamson – Executive Member for Finance and Support Services

Councillor G McAndrew – Executive Member for Environment and Public Space

Councillor S Rutland-Barsby – Executive Member for Development Management and Council Support

Councillor G Jones – Executive Member for Economic Development

Contact Officer:

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Report Author:

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p><b>Place – Safe and Clean</b>  <i>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</i></p> <p><b>Prosperity –</b> Improving the economic and social opportunities available to our communities  <i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications arising from this report.</p>
<p>Financial:</p>	<p>Financial discussions have taken place between Directors and Heads of Service and any implications have been highlighted in the report.</p>
<p>Human Resource:</p>	<p>There are no human resource implications arising from this report.</p>
<p>Risk Management:</p>	<p>By not having effective performance management arrangements in place puts the Council at risk of not being clear whether it's priorities and objectives are being met and if there are any service delivery issues, that could impact on their delivery. The Corporate Healthcheck report is one tool designed to help mitigate against this risk. Also effective performance management arrangements help to support transparency and increase local accountability.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>A number of the council's performance indicators do support/contribute to the health and wellbeing agenda. Any relevant indicators that are 'Red' rated are highlighted in the report and mitigating actions will be taken.</p>

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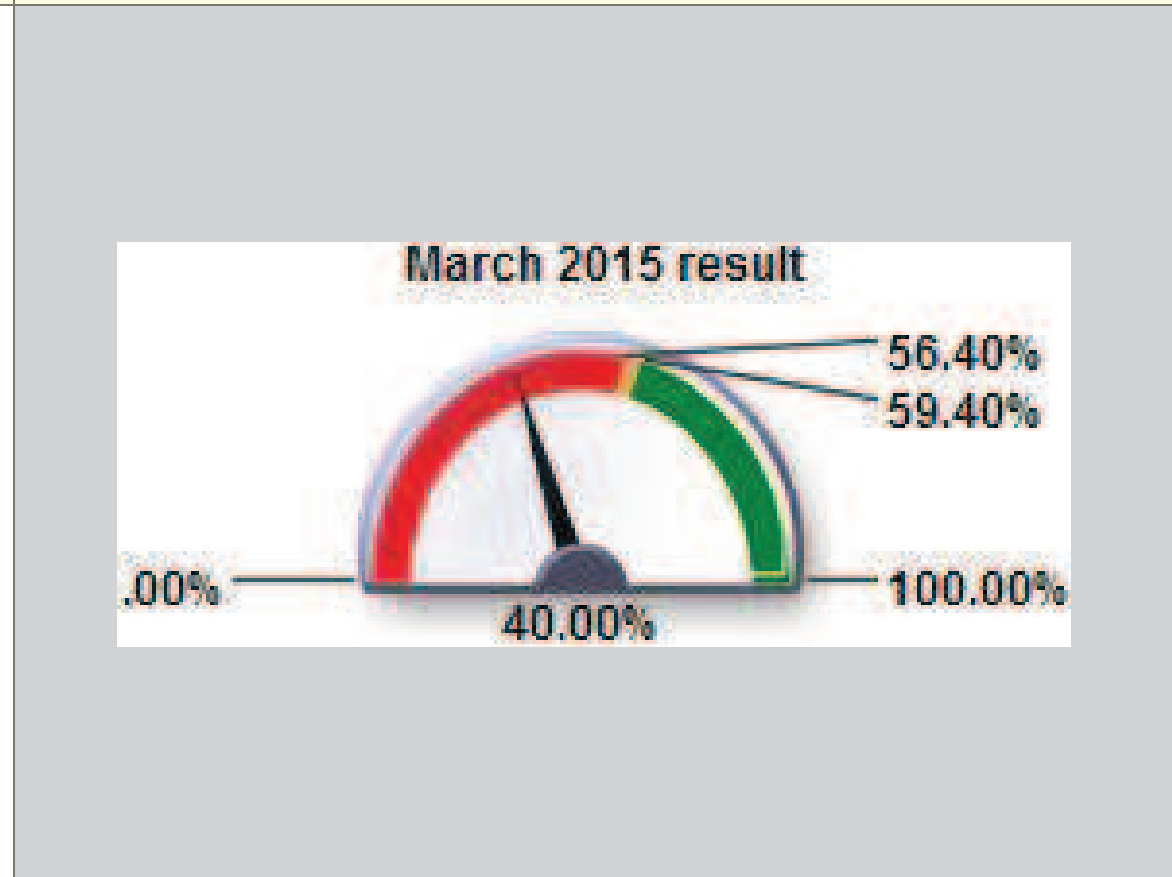
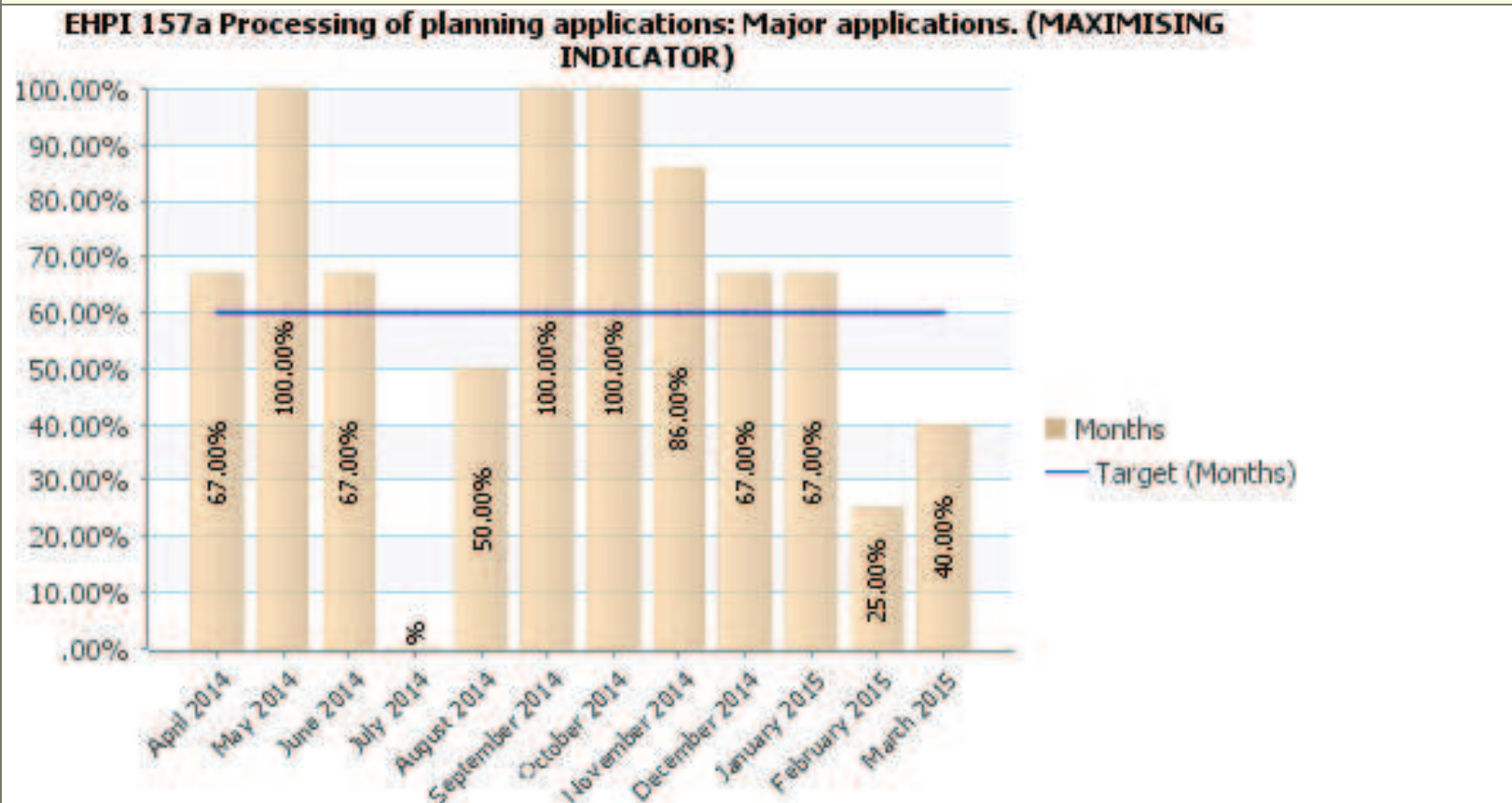
# Environment Scrutiny Healthcheck 2014/15

**Traffic Light Red**  
**Corporate Priority: Place**

## Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 157a	Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		40.00%	60.00%		Performance was off target with the determination of 2 major applications (out of 5) within target. Those not determined within the timescale included site ASR5 at Bishop's Stortford north - which required extensive legal agreement negotiation, although subsequently refused, and a variation application relating to a site at North Street, Bishop's Stortford. This also required a legal agreement variation.	None

### Trend Chart Performance Gauge

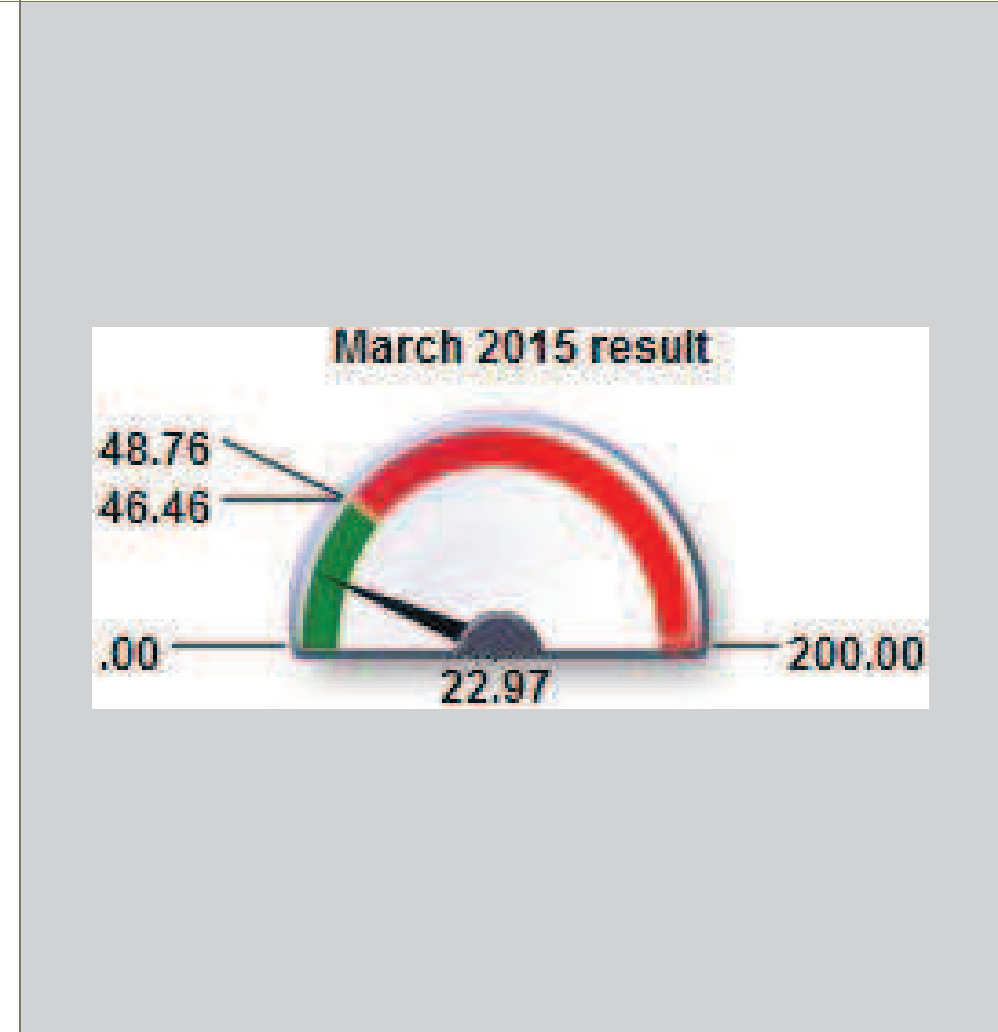
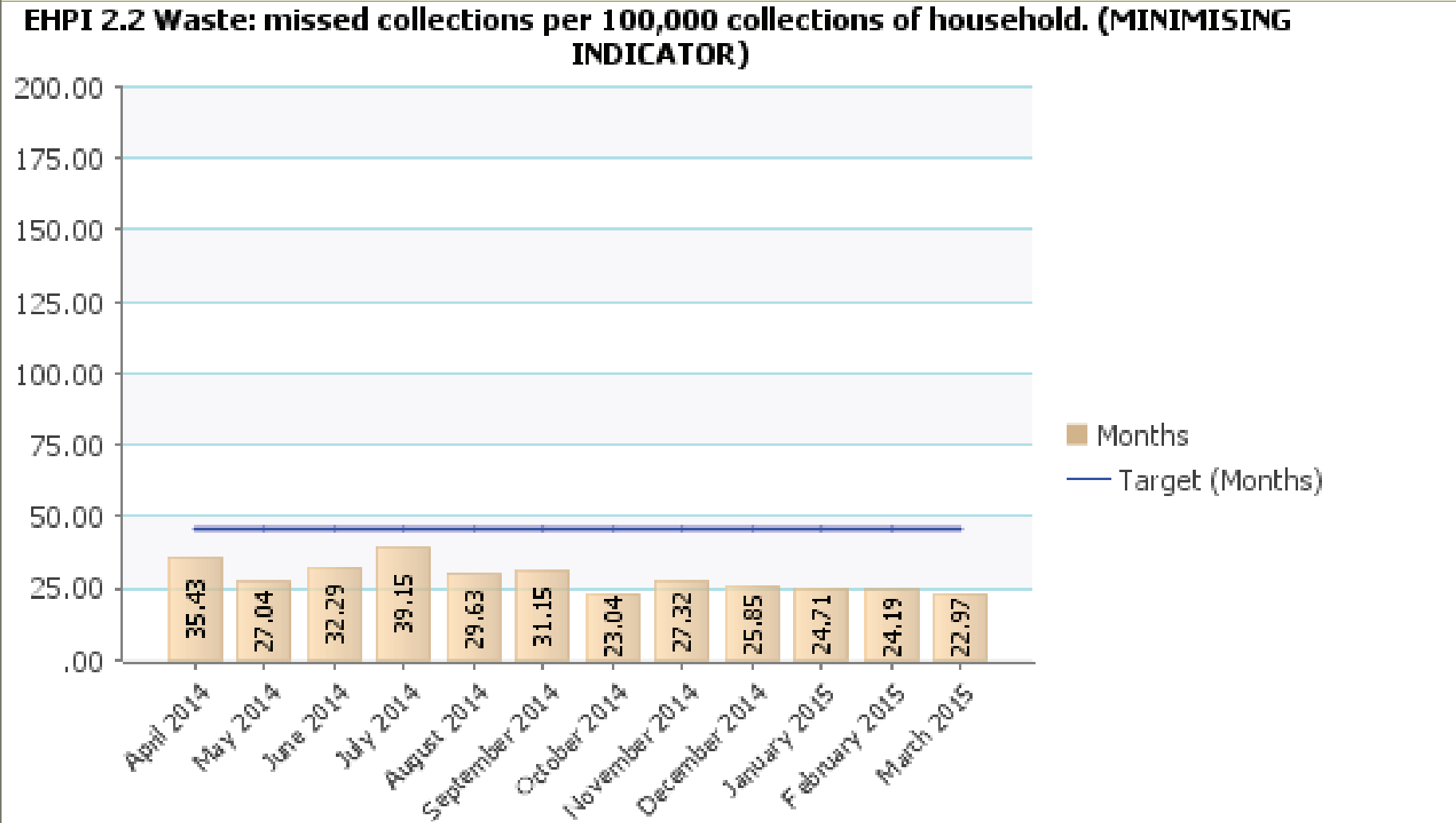


**Traffic Light Green**  
**Corporate Priority: Place**

**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 2.2	Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		22.97	46.00		Best performance of the year, more than halved the target of 46.	<b>None</b>

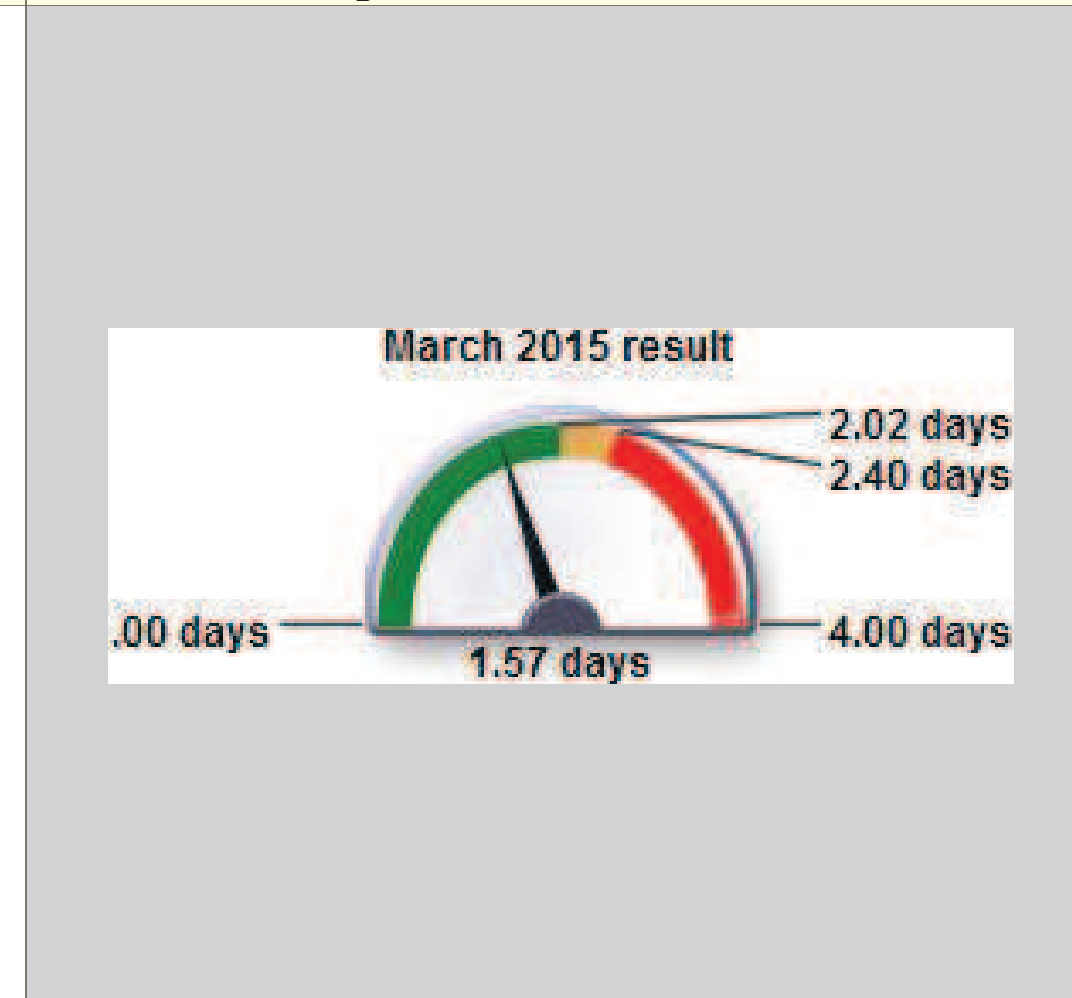
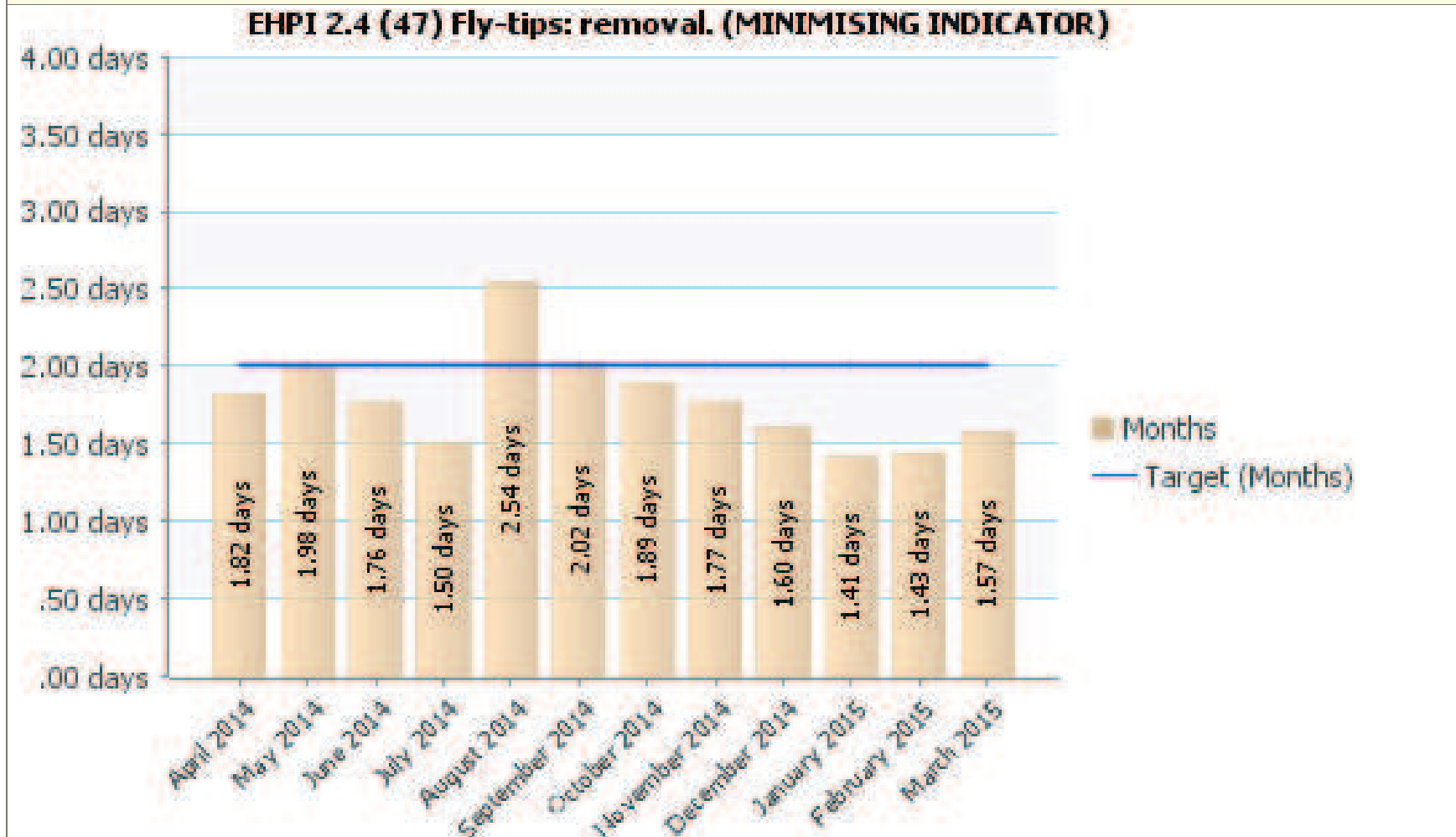
**Trend Chart** **Performance Gauge**



**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 2.4 (47)	Fly-tips: removal. (MINIMISING INDICATOR)	✓	1.57 days	2.00 days	↓	Performance was not as good this month as on a few occasions contractor took slightly longer to remove larger fly tips, but was still better than the target.	None

**Trend Chart** **Performance Gauge**

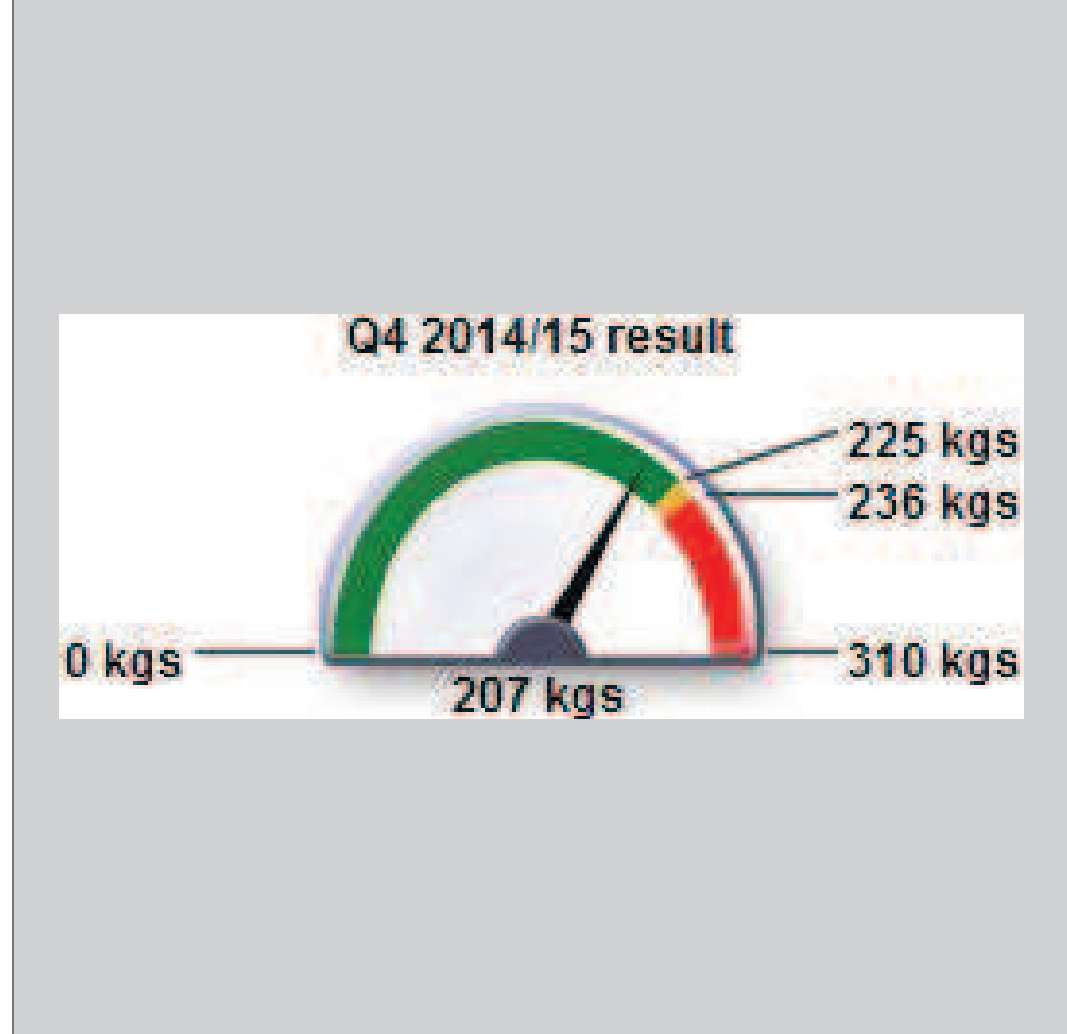
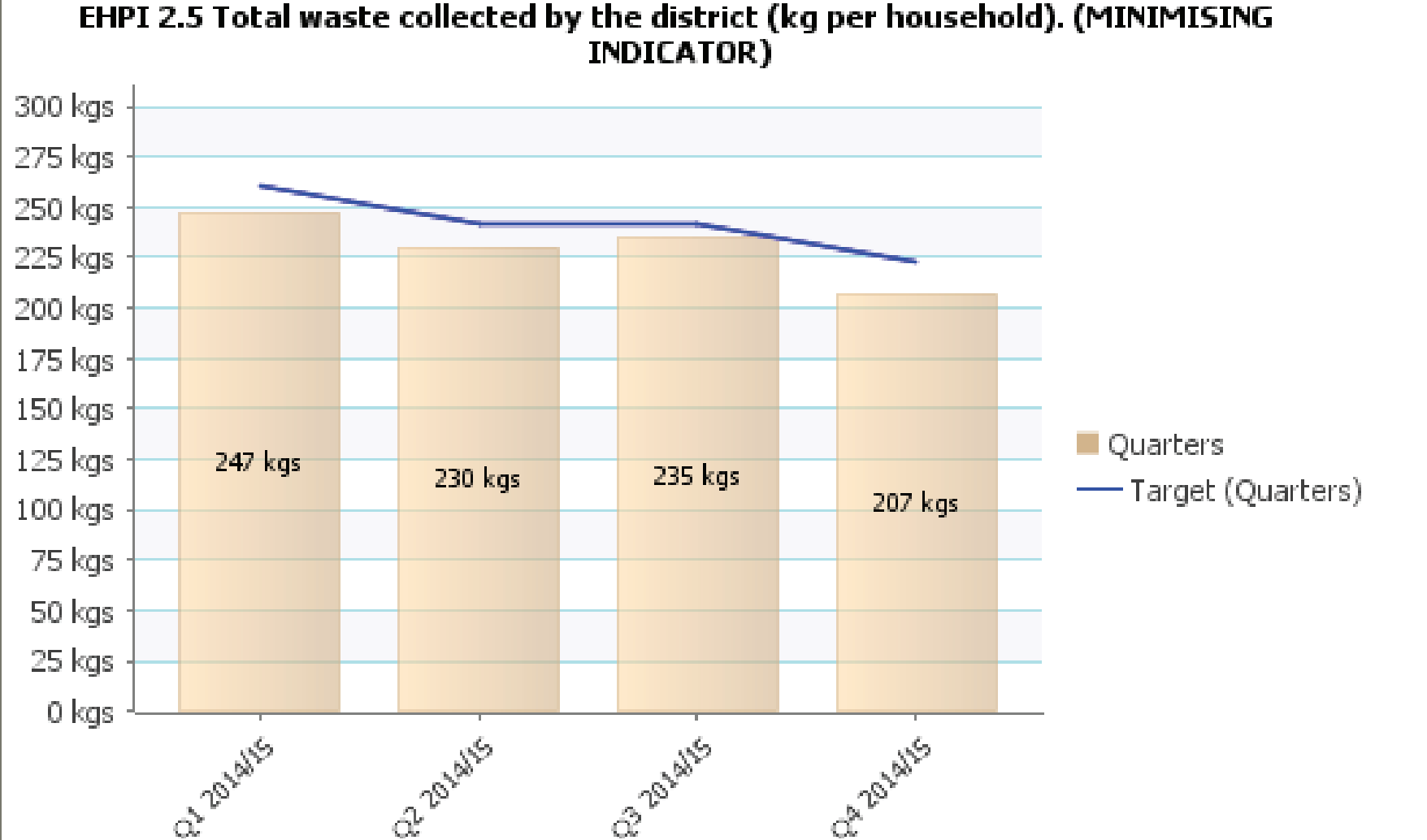


**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 2.5	Total waste collected by the district (kg per household). (MINIMISING INDICATOR)		207 kgs	223 kgs		Performance is exceeding target. Waste data is for a three month rolling quarter for the periods from December 2014 to February 2015. This period has traditionally had the lowest waste of year due to lack of green waste being presented for collection.	<b>None</b>

**Trend Chart**

**Performance Gauge**

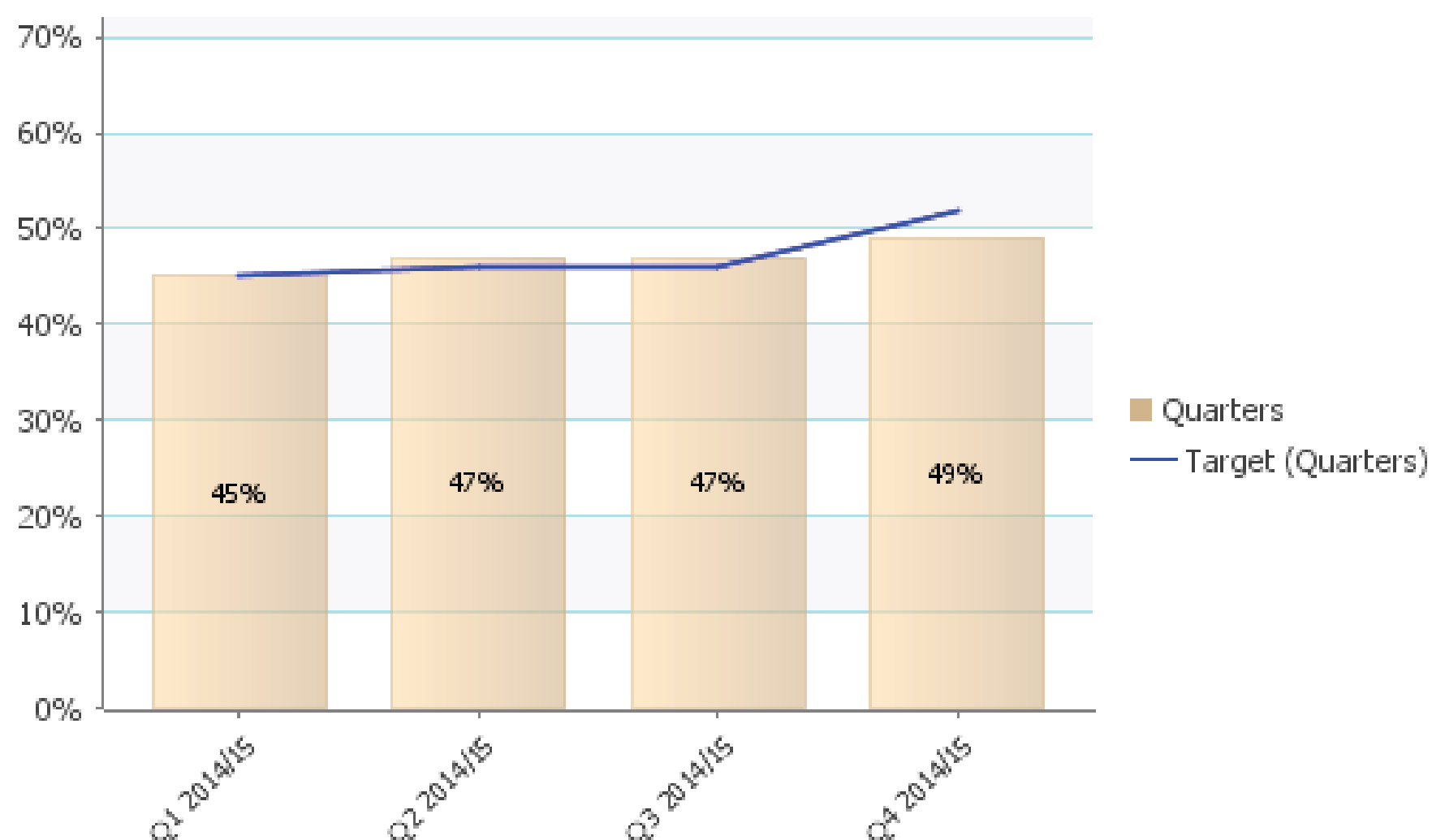


**Environment Services**

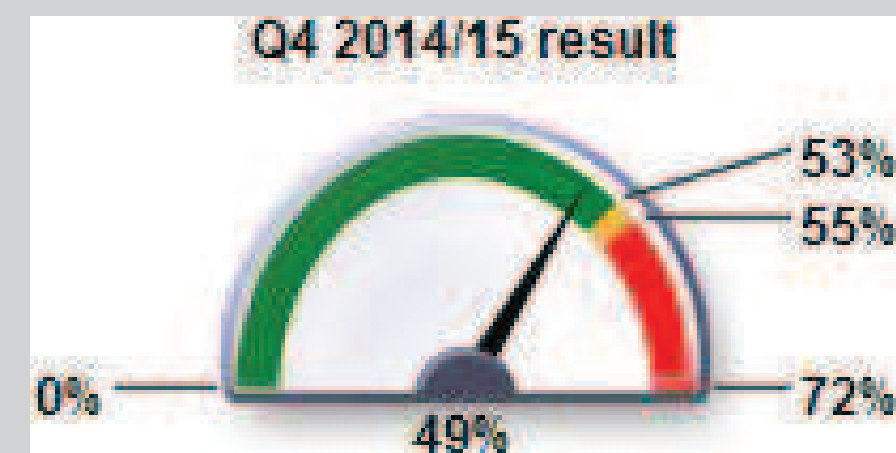
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)		49%	52%		Performance is exceeding target. Performance data is based on a rolling quarter which covers data for the periods from December 2014 to February 2015. Contamination issues are being addressed, but have not affected the residual waste figure.	None

**Trend Chart**

**EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)**



**Performance Gauge**

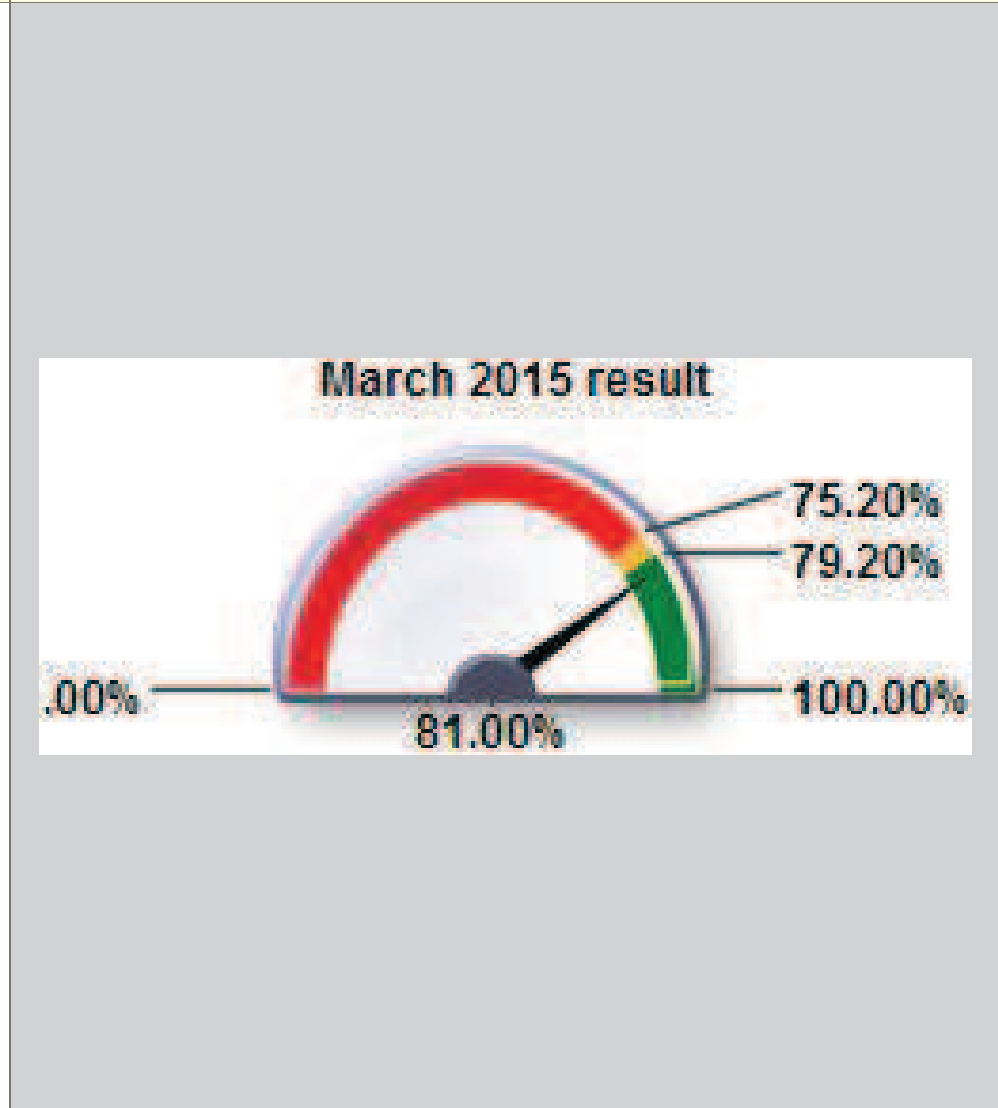
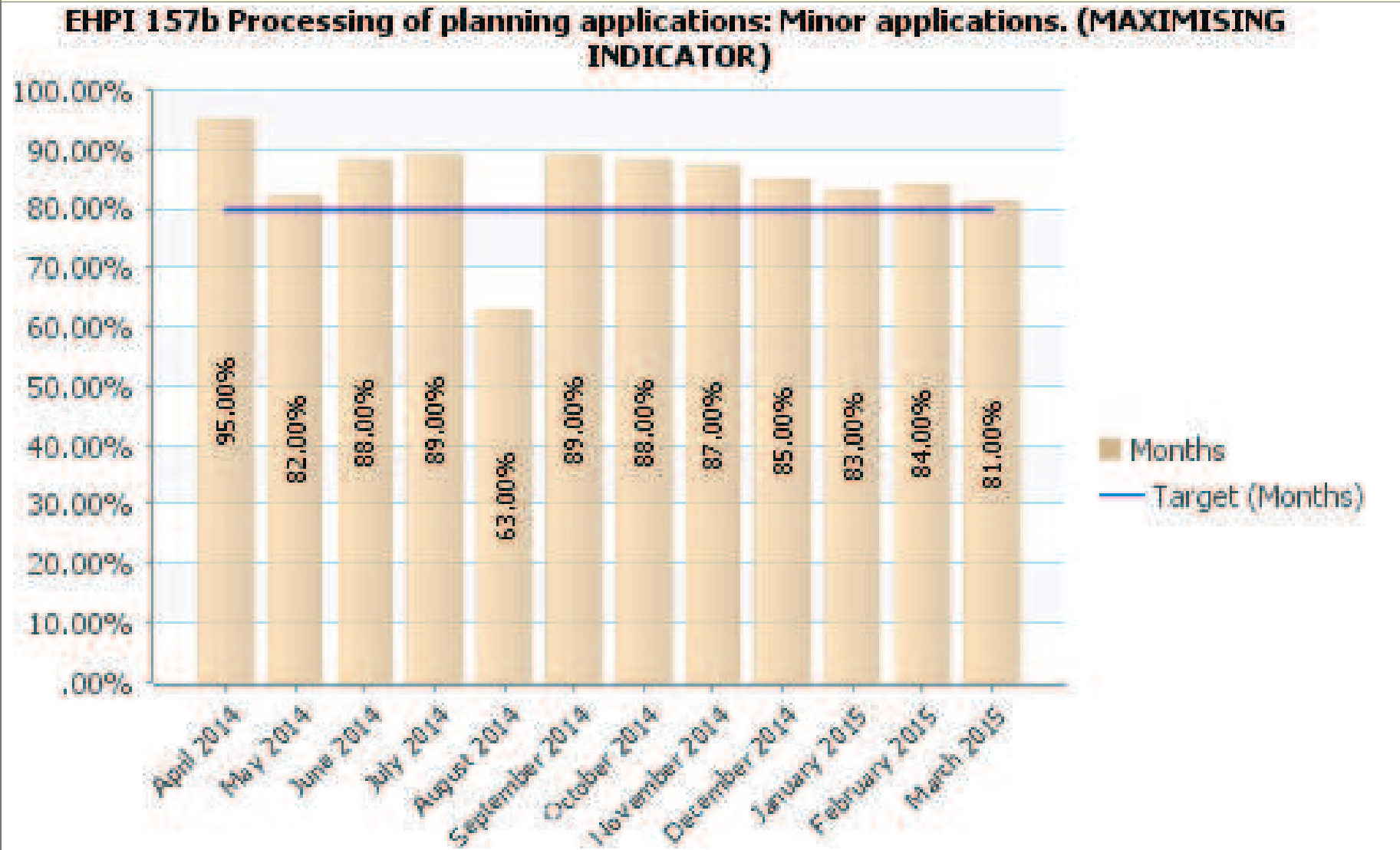


**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 157b	Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	✓	81.00%	80.00%	↓	Performance is on target with 22 out of 26 applications in time.	None

**Trend Chart**

**Performance Gauge**



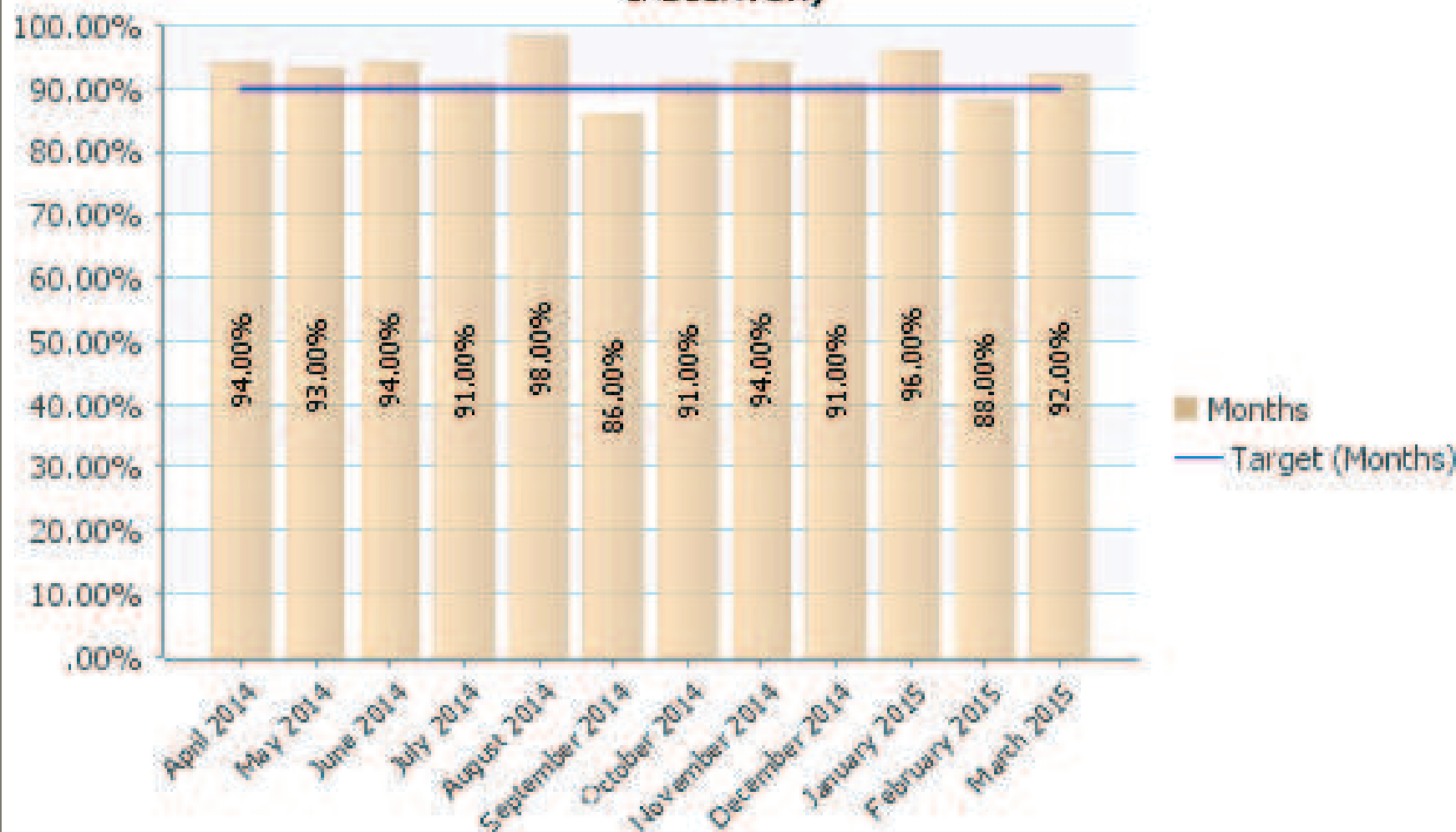


**Planning and Building Control**

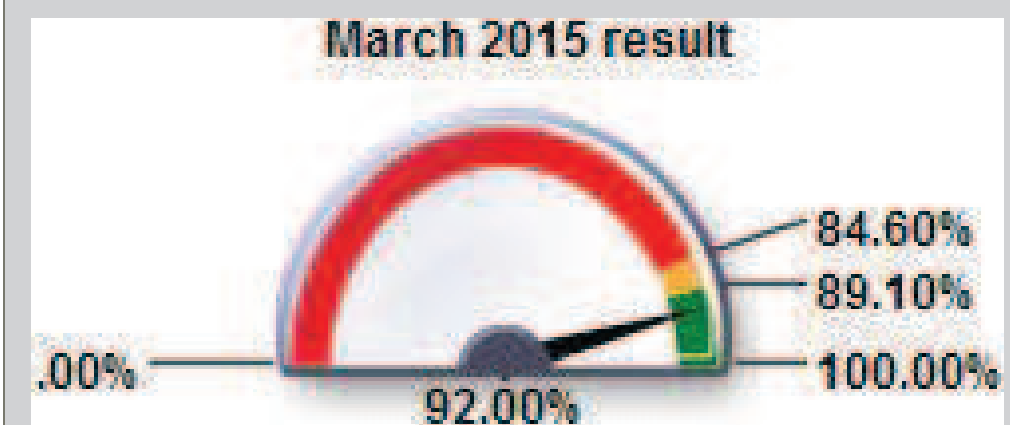
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 157c	Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	✓	92.00%	90.00%	↑	Performance is exceeding target with 94 out of 102 applications in time.	None

**Trend Chart**

**EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)**



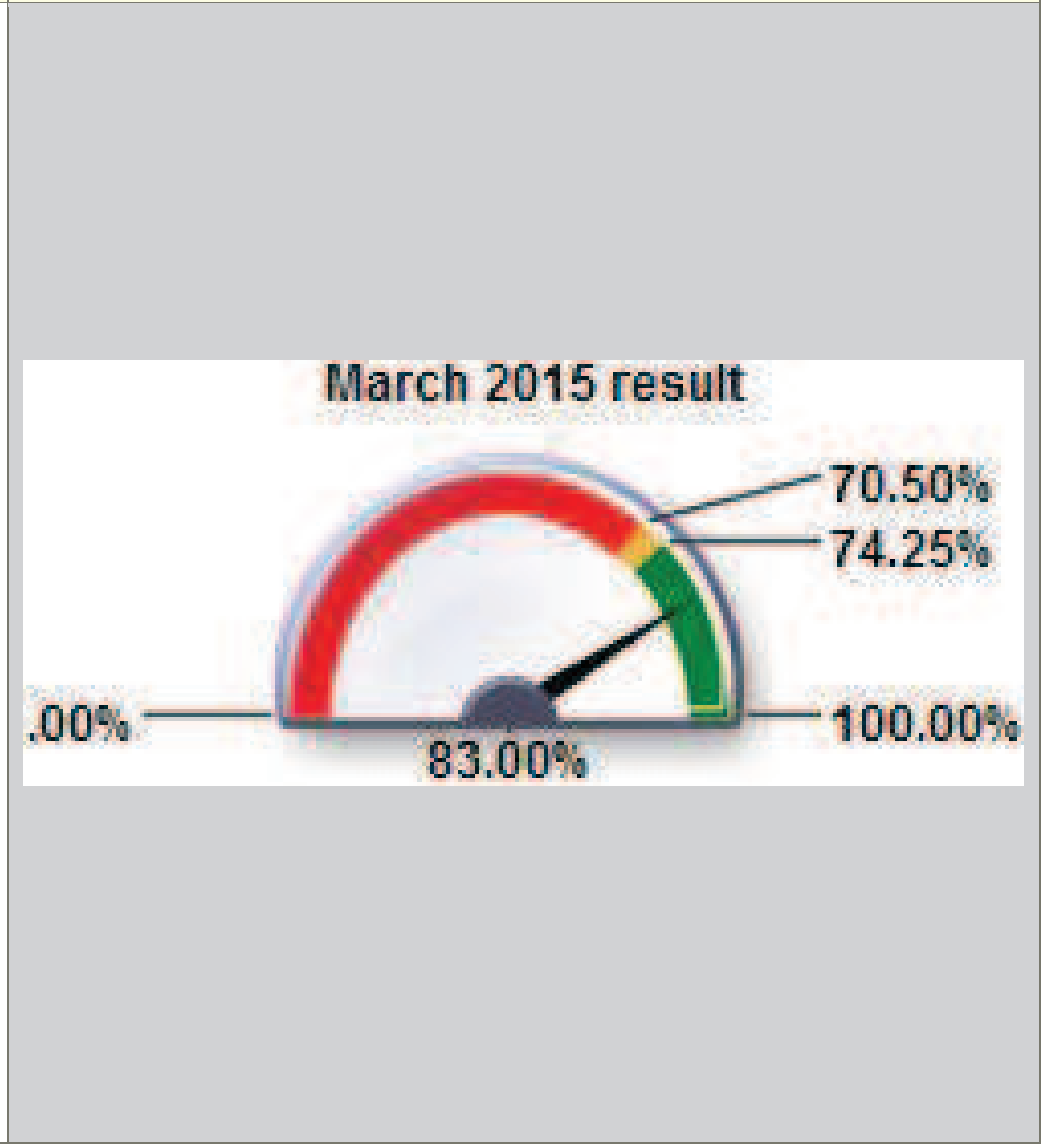
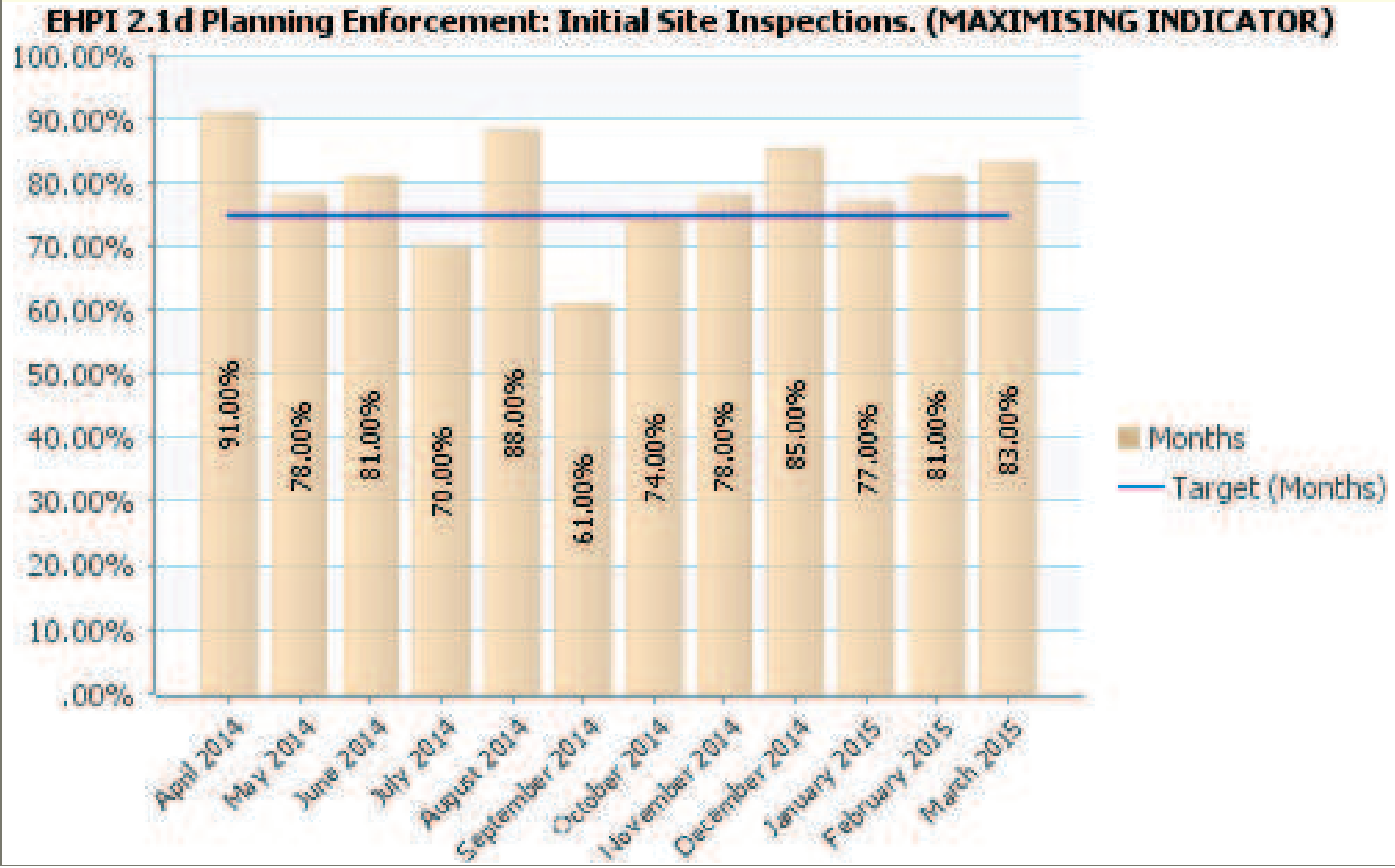
**Performance Gauge**



**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)		83.00%	75.00%		Performance is exceeding target with 25 out of 30 visits undertaken within target timescale.	None

**Trend Chart** **Performance Gauge**

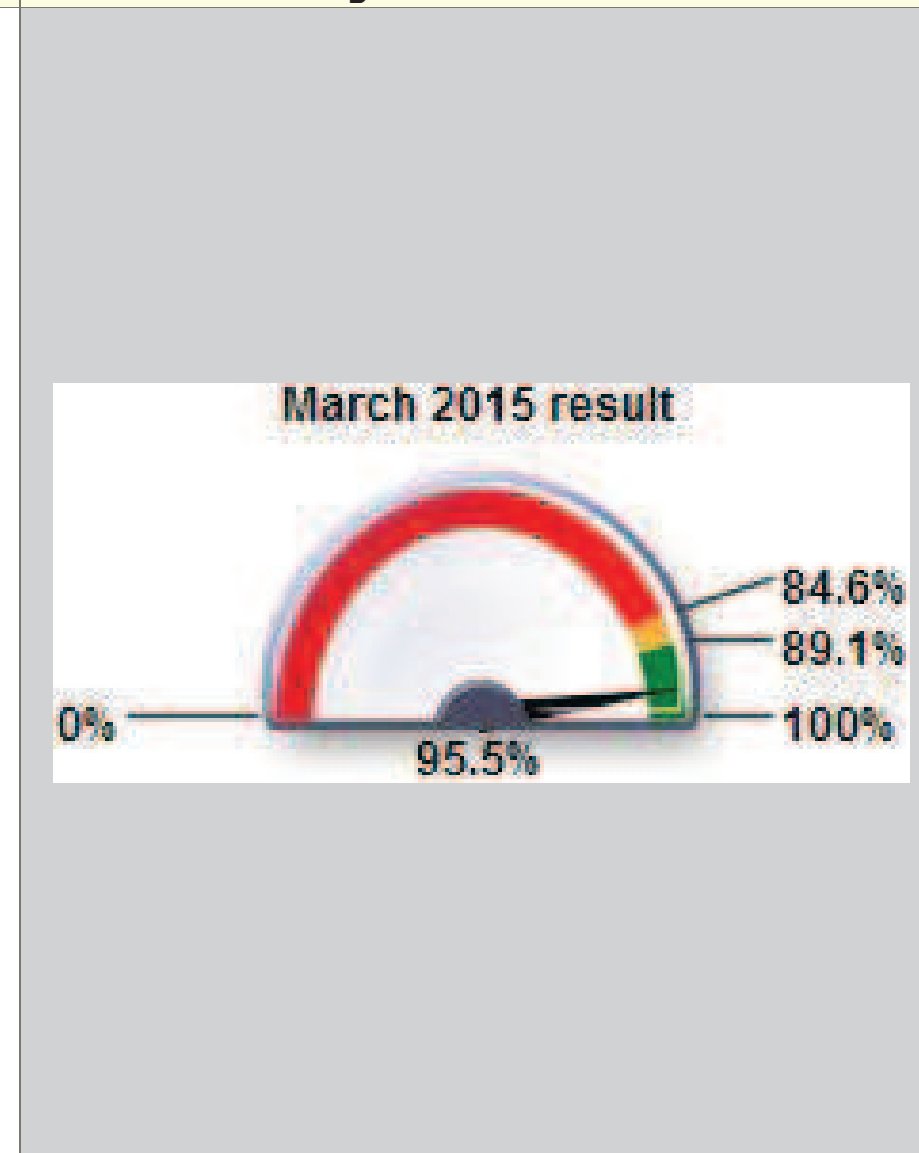
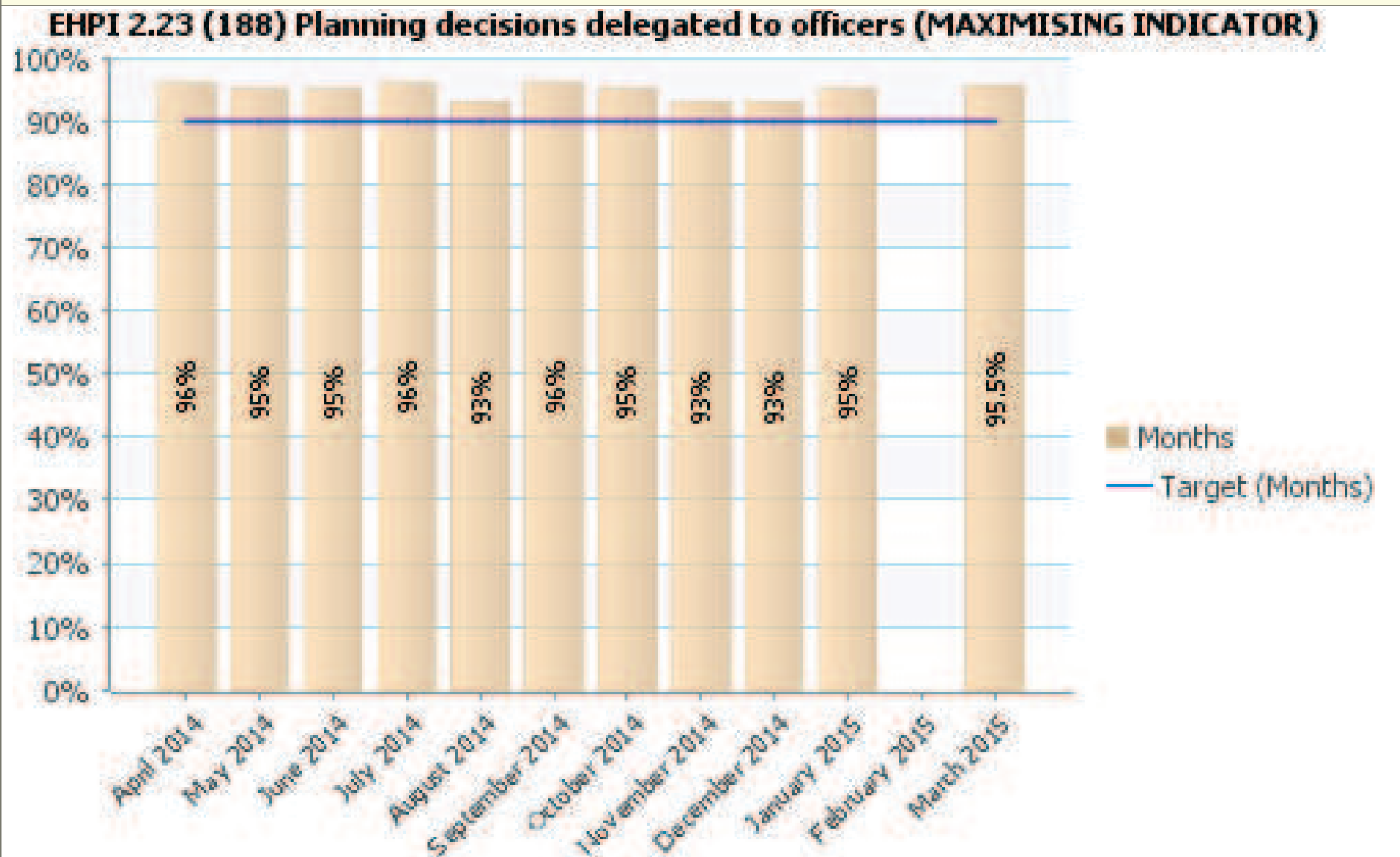


**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 2.23 (188)	Planning decisions delegated to officers (MAXIMISING INDICATOR)	✓	95.5%	90%	?	Performance is exceeding target with 155 out of 162 delegated Decisions.	None

**Trend Chart**

**Performance Gauge**



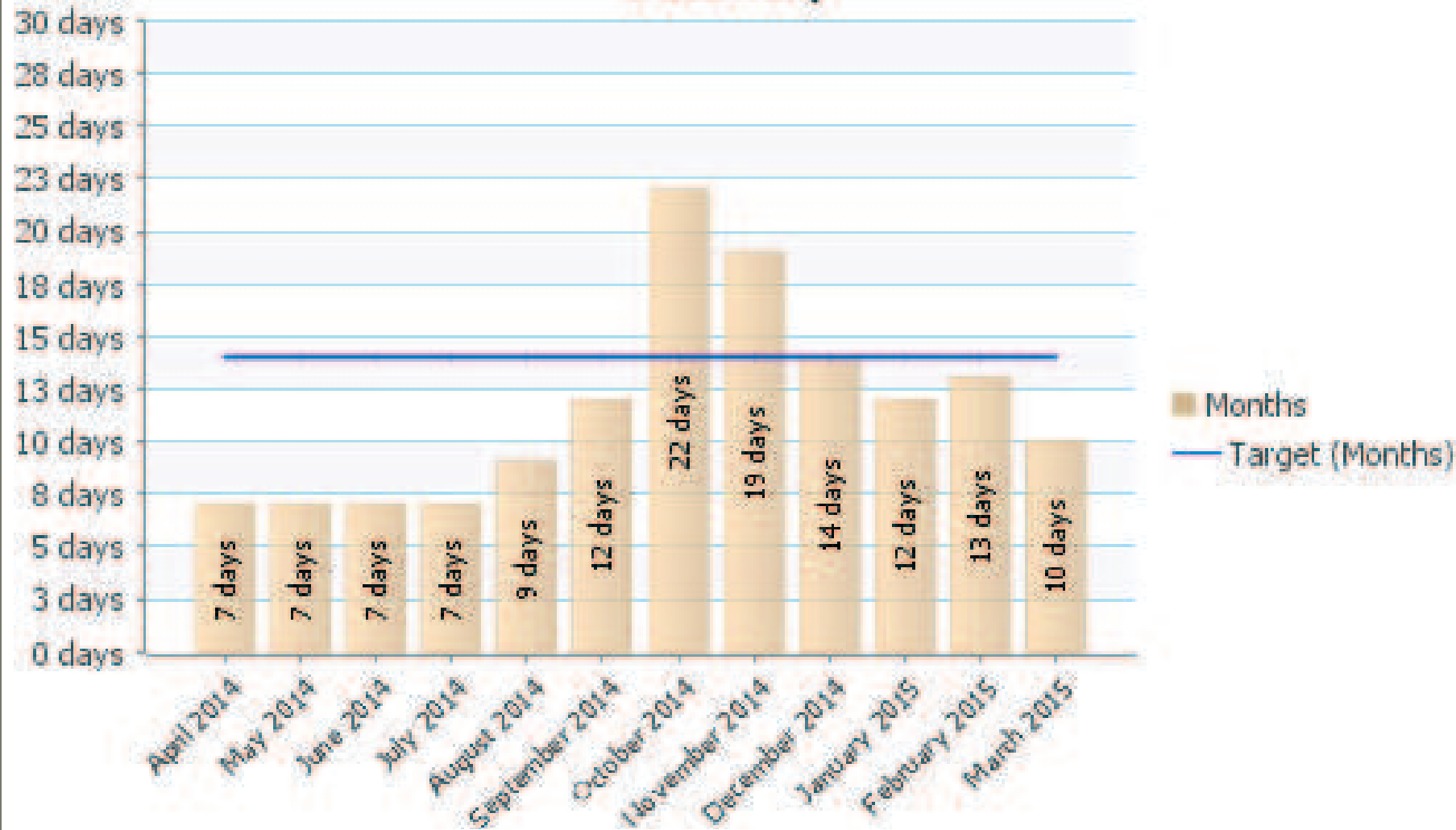
**Traffic Light Green**  
**Corporate Priority: Prosperity**

**Parking Services**

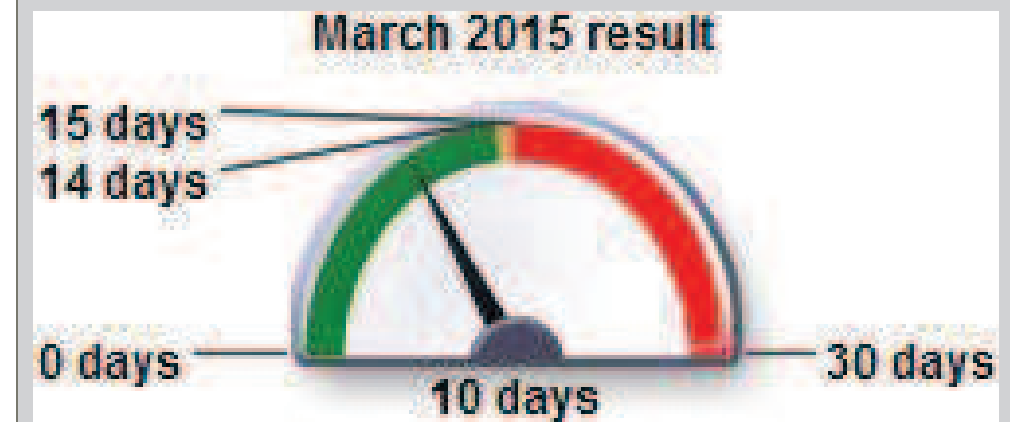
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)		10 days	14 days		Performance is exceeding target.	<b>None</b>

**Trend Chart**

**EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)**



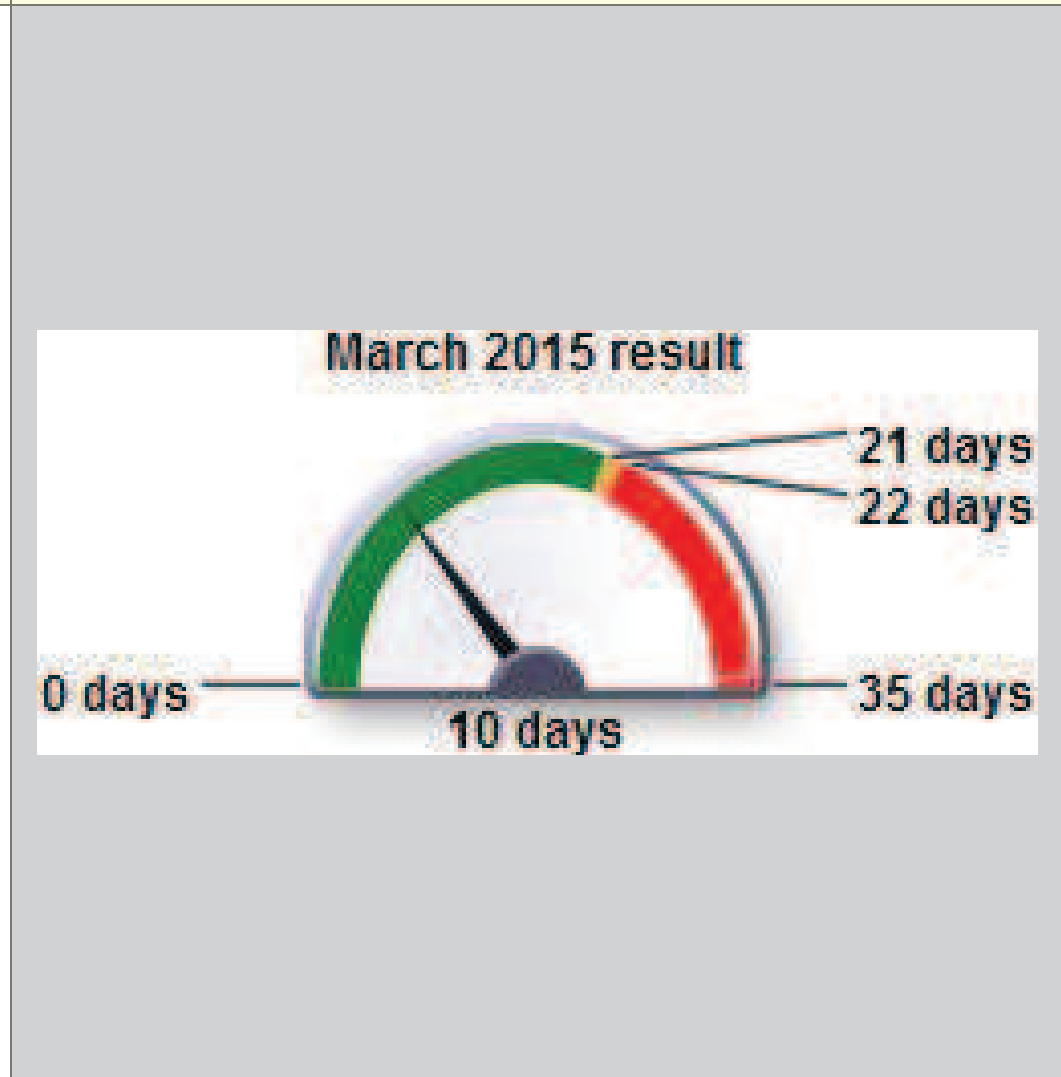
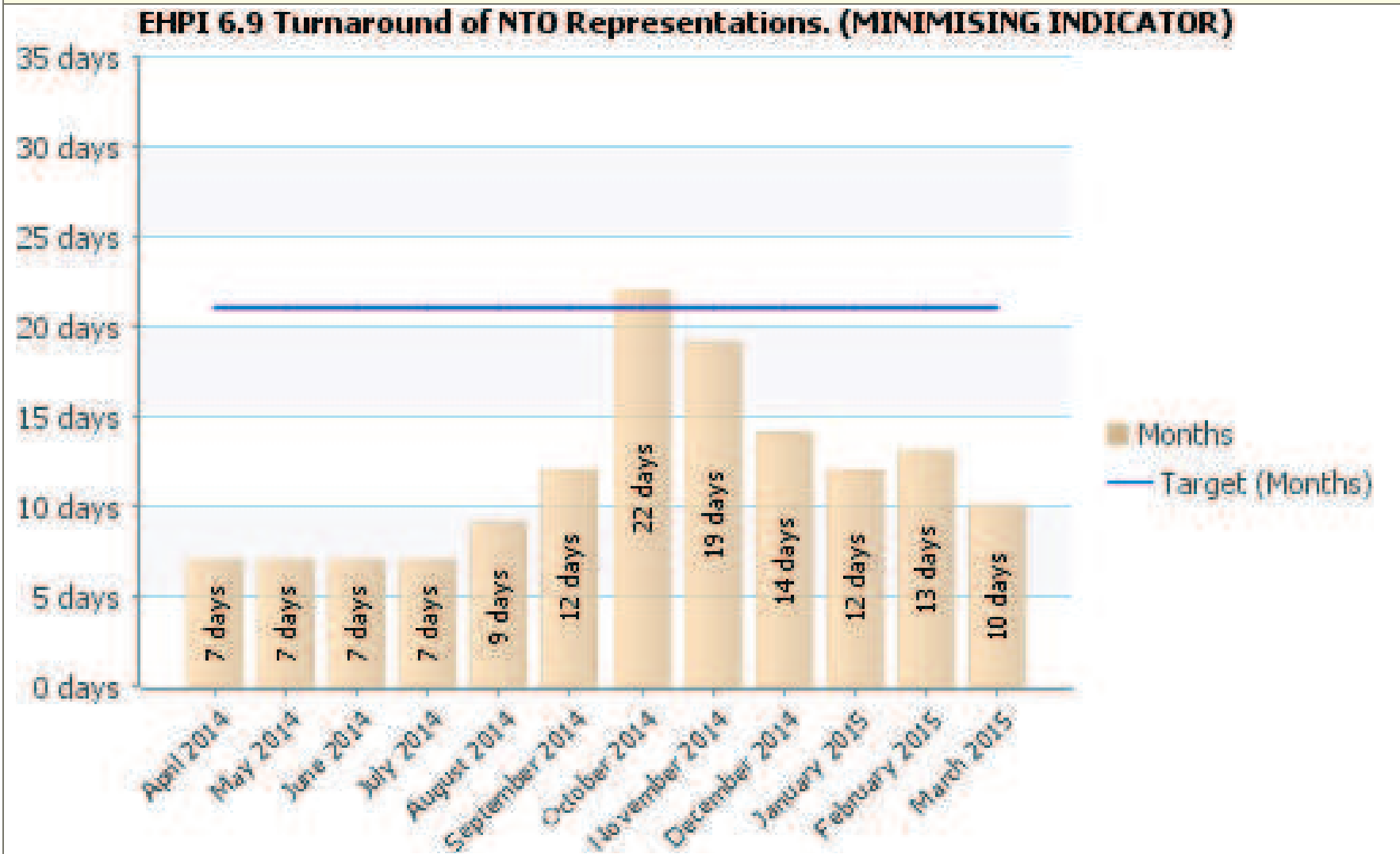
**Performance Gauge**



**Parking Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 6.9	Turnaround of NTO Representations. (MINIMISING INDICATOR)	✔	10 days	21 days	↑	Performance is exceeding target.	None

**Trend Chart** **Performance Gauge**



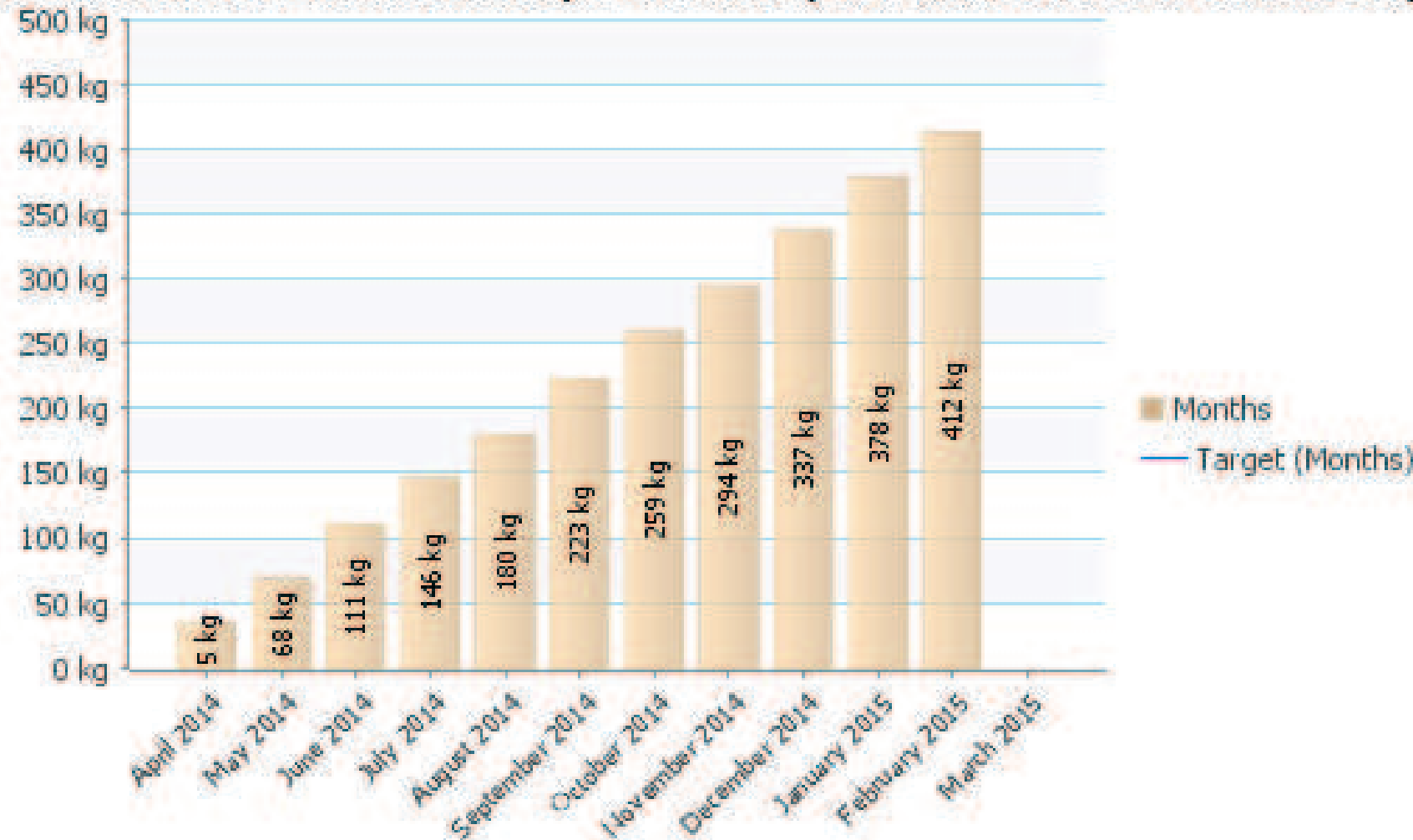
**Traffic Light Unknown**  
**Corporate Priority: Place**

**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 191	Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)	N/A	412 kg	N/A	↓	Performance in February 2015 is 5 kgs better than the same period last year where February 2014 was 417 kgs.	<b>None</b>

**Trend Chart**

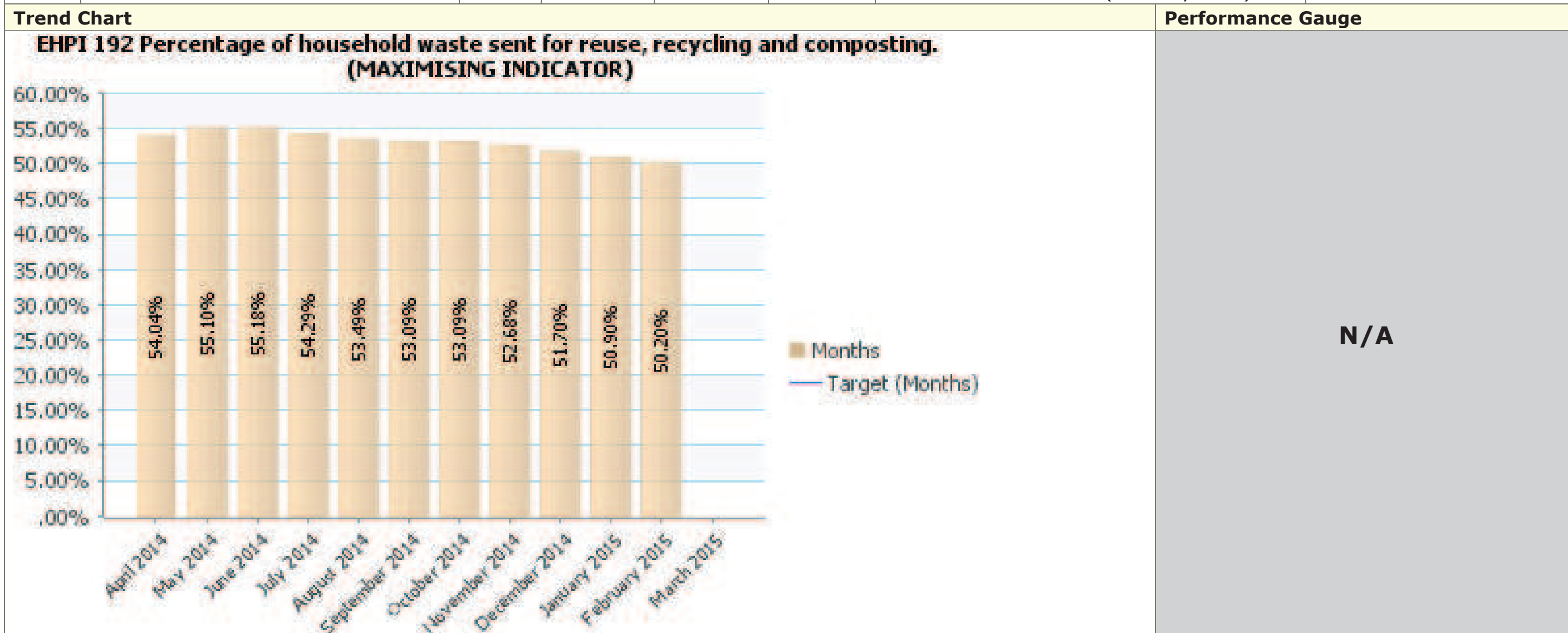
**EHPI 191 Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)**



**Performance Gauge**

**N/A**

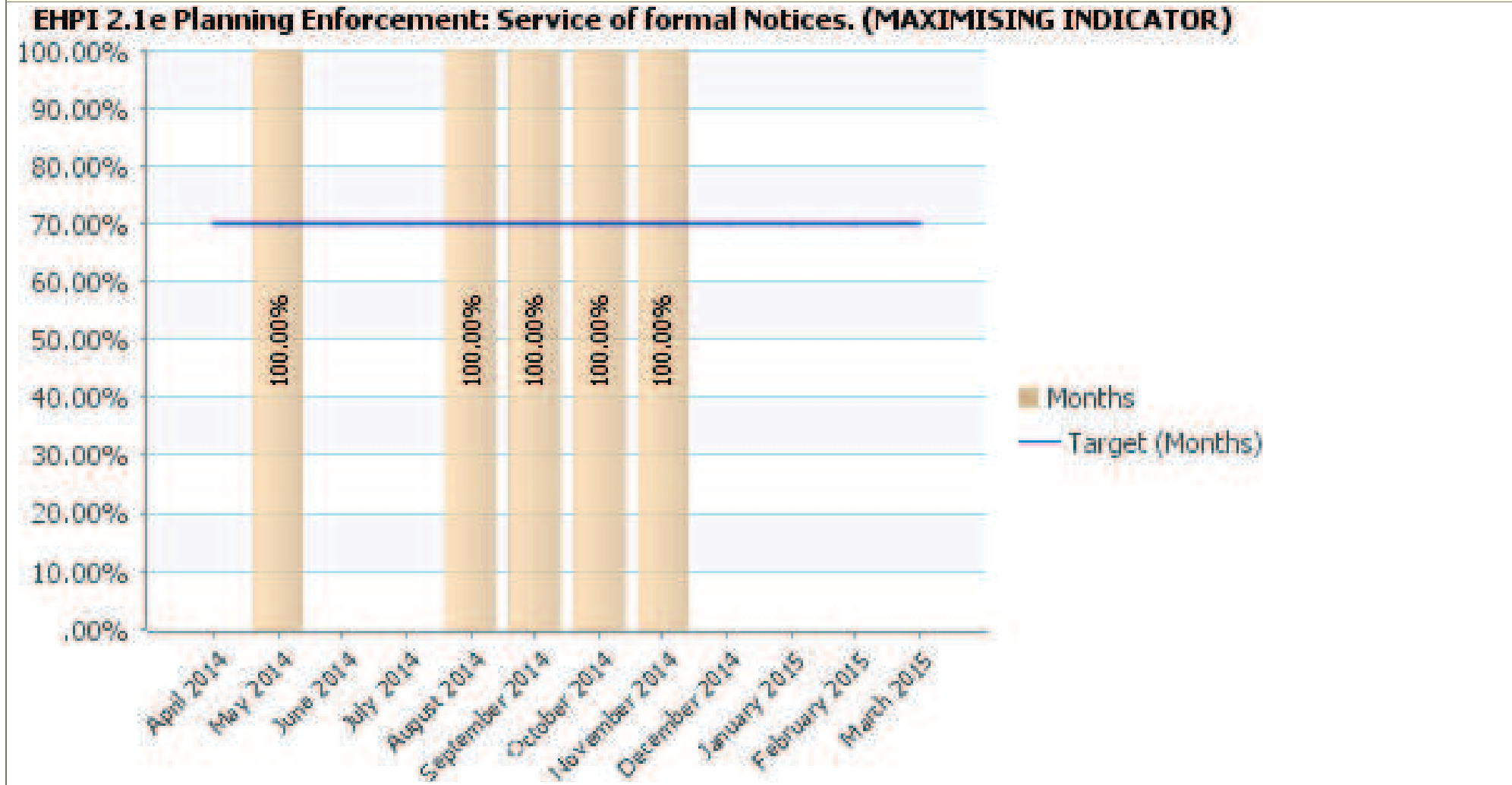
Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	N/A	50.20%	N/A	↓	Although performance in February 2015 is lower than the previous month, performance is better than the same period last year which achieved 49.15% (February 2014).	None



**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 17 February 2015.
EHPI 2.1e	Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)	N/A	N/A	70.00%	N/A	No notices were served in March therefore no performance is available to analyse.	<b>None</b>

**Trend Chart** **Performance Gauge**













**N/A**





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

Short Term Trends	
	Improving
	No Change
	Getting Worse



Code	Indicator	Past Performance	Current Performance					Lead Service
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance Short term trend	Status	Notes	
<b>Corporate Priority: Place</b>								
EHPI 157a	Processing of planning applications: major applications	57.00%	60.00%	<b>63.00%</b>			Performance exceeded target at 63% - 27 out of 43 applications were processed in time.	Planning and Building Control
EHPI 157b	Processing of planning applications: minor applications	81.00%	80.00%	<b>85.55%</b>			Performance exceeding target at 85.55% - 314 out of 367 applications were processed in time.	Planning and Building Control
EHPI 157c	Processing of planning applications: other applications	93.00%	90.00%	<b>92.24%</b>			Performance exceeded target at 92.24% - 1273 out of 1380 applications were processed in time.	Planning and Building Control
EHPI 159	Supply of ready to develop housing sites	68.0%	N/A (Trend only)	<b>TBA (due mid June 2015)</b>	TBA	N/A	The council's published position is set out in the Authority Monitoring Report, dated December 2014. This assesses the 5 year supply position for the 5 years commencing in 2015/16 and ending in 2019/20. This assumes a level of housing delivery in the 2014/15 year of 581 and against a target delivery of 750 per annum (included in draft District Plan). On that basis of supply figure of 3.4years is available (applying the Sedgefield method) and 3.9 years (applying the Liverpool method). Further assessment of the supply position will not be possible until the actual 2014/15 outturn figure for housing delivery is available (EHPI 154) in June/July this year (2015).	Planning and Building Control
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	79.50%	75.00%	<b>75.80%</b>			Performance exceeded target.	Planning and Building Control
EHPI 2.1e	Planning Enforcement: Service of formal Notices	100.00%	70.00%	<b>100.00%</b>			Performance exceeded target.	Planning and Building Control

Page 2280 Code	Indicator	Past Performance	Current Performance				Lead Service	Essential Reference Paper 'C'
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance			
			Short term trend	Status				
EHPI 2.23	Planning decisions delegated.	96%	90%	96%	—	😊	Performance exceeding target. 2045 out of 2127 delegated decisions.	Planning and Building Control
EHPI 191	Residual household waste per household	461 kgs	448 kgs	TBA (end June 2015)	TBA	TBA	Performance outturn is not available at the time of writing this report as the service is still waiting recycling bank data from Hertfordshire County Council which will not be available until late June 2015.	Environmental Services
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	48.98%	51.00%	TBA (end June 2015)	TBA	TBA	Performance outturn is not available at the time of writing this report as the service is still waiting recycling bank data from Hertfordshire County Council which will not be available until late June 2015.	Environmental Services
EHPI 195a	Improved street and environmental cleanliness: Litter	3%	2%	2%	⬆️	😊	Performance on target and has improved this year, particularly in the last 4 months, due to improved litter picking of residential roads, rural roads and industrial areas. This has resulted in the annual outturn being better than expected.	Environmental Services
EHPI 195b	Improved street and environmental cleanliness: Detritus	5%	7%	5%	—	😊	Performance exceeding target and better than anticipated mainly due to last 4 months not being as wet/cold as previous winters so less detritus, particularly on rural roads.	Environmental Services
EHPI 195c	Improved street and environmental cleanliness: Graffiti	0.17%	1.00%	0.00%	⬆️	😊	Performance exceeding target. Performance shows continuing low levels of graffiti and swift removal when it occurs.	Environmental Services
EHPI 195d	Improved street and environmental cleanliness: Fly-posting	0%	1%	0%	—	😊	Performance exceeds target. Performance reflects continuing low levels of fly posting and swift removal when it does occur.	Environmental Services

Code	Indicator	Past Performance	Current Performance					Lead Service
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance		Notes	
			Short term trend	Status				
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	53.54	46.00	<b>29.18</b>			Performance exceeding target. End of year figure the second best figure since records began. A strong contract management procedure has been put in place which is reflected in the yearly figure.	Environmental Services
EHPI 2.4	Fly-tips: removal	1.41 days	2 days	<b>1.70 days</b>			Performance exceeding target. The average fly tipping clearance time was higher than previous years due to some problem fly tips which involved more investigation than usual but performance is still within the target of 2 days.	Environmental Services
EHPI 2.5	Total waste collected by the district (kg per household)	N/A (New measure for 14/15)	N/A	<b>TBA (end June 2015)</b>	N/A	N/A	Performance outturn is not available at the time of writing this report as the service is still waiting recycling bank data from Hertfordshire County Council which will not be available until late June 2015.	Environmental Services
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal	N/A (New measure for 14/15)	N/A	<b>TBA (end June 2015)</b>	N/A	N/A	Performance outturn is not available at the time of writing this report as the service is still waiting recycling bank data from Hertfordshire County Council which will not be available until late June 2015.	Environmental Services
EHPI 86	Cost of household waste collection	£40.92	£48.05	<b>TBA (due in line with closure of accounts)</b>	TBA	TBA	Performance outturn was not available at the time of writing this report as the finance accounts for 2014/15 have not been closed. The service expects to have the outturn available by the end of May 2015.	Financial and Support Services and Performance
EHPI 90b	Satisfaction with waste recycling	80.00%	N/A (Next survey 2014/15)	<b>N/A</b>	N/A	N/A	No Residents Survey in 2014/15. Next survey due in 2015/16.	Environmental Services

Page 2300 Code	Indicator	Past Performance	Current Performance				Lead Service	Essential Reference Paper 'C'
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance	Notes		
				Short term trend	Status			
<b>Corporate Priority: Prosperity</b>								
EHPI 6.8	Turnaround of Pre Notice To Owner (NTO) Penalty Charge Notice (PCN) challenges (calendar days)	8 days	14 days	<b>12 days</b>	▼	😊	Performance exceeded target. Indicators agreed for deletion on 3 March 2015 by the Executive and a new indicator covering both activities agreed for implementation in 2015/16.	Information, Parking and Customer Services
EHPI 6.9	Turnaround of PCN Representations (calendar days)	8 days	21 days	<b>12 days</b>	▼	😊		Information, Parking and Customer Services

Status	
<b>The 'smiley faces' reflect performance against target</b>	
☹️	indicator is 6% or more off target
😐	indicator is 1-5% off target
😊	indicator is on or above target
<b>The 'arrows' reflect performance against 2013/14</b>	
⬆️	performance is improving
—	performance is the same
⬇️	performance in worsening



For information only: Performance indicator guidance

<b>EHPI 157a</b> - Processing of planning applications: Major applications
<b>PI Definition</b>
<p><b>Percentage of planning applications by type determined in a timely manner.</b>                  A timely manner is defined as</p> <ul style="list-style-type: none"> <li>• within 13 weeks for Major applications;</li> <li>• within 8 weeks for Minor and Other applications; and</li> </ul> <p><b>Good performance</b>                  Good performance is typified by reaching or exceeding the target.</p>
<b>Data Source</b>
Planning and Building Control

**EHPI 157b** - Processing of planning applications: Minor applications

**PI Definition**

Percentage of planning applications by type determined in a timely manner.

A timely manner is defined as

- within 13 weeks for Major applications;
- within 8 weeks for Minor and Other applications; and

**Good performance**

Good performance is typified by reaching or exceeding the target.

**Data Source**

Planning and Building Control

**EHPI 157c** - Processing of planning applications: Other applications

**PI Definition**

Percentage of planning applications by type determined in a timely manner.

A timely manner is defined as

- within 13 weeks for Major applications;
- within 8 weeks for Minor and Other applications; and

**Good performance**

Good performance is typified by reaching or exceeding the target.

**Data Source**

Planning and Building Control

**EHPI 191** - Residual household waste per household

### PI Definition

**This indicator is the number of kilograms of residual household waste collected per household.**

The **Numerator** (X) for this indicator is total kilograms of household waste less any household waste arisings sent for reuse, sent for recycling, sent for composting, or sent for anaerobic digestion.

The **denominator** (Y) is the number of households as given by the dwelling stock figures from the Council Taxbase. The number of dwellings in each band at the end of the financial year (March figures) to which the indicator pertains, as provided by the Valuation Office, will be used. These are available from [Local government finance statistics council tax and national nondomestic rates, dwelling numbers on valuation list \(external link\)](#).

Residual waste is any collected household waste that is not sent for reuse, recycling or composting.

### Good performance

Good performance is typified by a lower figure per household

### Data Source

Environment Services



**EHPI 192** - Percentage of household waste sent for reuse, recycling and composting

**PI Definition**

**The percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion.**

The numerator is the total tonnage of household waste collected which is sent for reuse, recycling, composting or anaerobic digestion.

The denominator is the total tonnage of household waste collected.

**Good performance**

Good performance is typified by a higher percentage

**Data Source**

Environment Services

**EHPI 2.1d** - Planning Enforcement: Initial Site Inspections**PI Definition**

Sum of enforcement cases where working days elapsed between date of receipt of enforcement case to initial site inspection date is equal to/less than 15 divided by total number of initial site inspections undertaken

**Other Guidance**

**Enforcement case:** each individual potential breach of planning control brought to the attention of the service. **Initial Site Inspection:** the first visit to and inspection of the location of the enforcement case to establish relevant information.

<b>EHPI 2.1e</b> - Planning Enforcement: Service of formal Notices
<b>PI Definition</b>
Sum of Formal Notices where the Date of Service is within 30 working days of the date of the DC Committee by which its service is authorised
<b>Other Guidance</b>
<b>Formal Notice:</b> Planning Enforcement notices authorised to be served by the DC Committee (Does not include any other form of notice such as Listed Building of Advertisement) <b>Date of Service:</b> Date on which a Formal Notice is first served on any relevant party which has an interest in relation to it.

<b>EHPI 2.2 (45)</b> - Waste: missed collections per 100,000 collections of household waste
<b>PI Definition</b>
Number of properties served by refuse, recycling and composting collections multiplied by frequency of each collection type, divided by 100,000 then divided into nos. of missed collections.
<b>Data Source</b>
Environment Services

**EHPI 2.23 (188)** - Planning decisions delegated to officers

**PI Definition**

Number of applications decided by planning officers under a scheme of delegation and without referral to committee. APAS - Formula:  $PS2 \text{ (Total Decisions)} \text{ minus } GAFquery \text{ (total Committee Decisions)} = No \times 100 / \text{Total Decisions} = \%$

**Data Source**

Planning and Building Control

**EHPI 2.4 (47)** - Fly-tips: removal

**PI Definition**

This PI is measured by the total time taken to clear fly-tips divided by number of fly-tips recorded on Mayrise, plus those reported and cleared same day by MRS.

**Data Source**

Environmental Services

**EHPI 6.8** - Turnaround of Pre Notice to Owner (NTO) Parking Charge Notice (PCN) challenges (10 working days)

**PI Definition**

Sum of days elapsed from receipt of challenges (scanning date used as proxy for challenge received date) to response / total number of challenges.

**Data Source**

Parking Services

**Other Guidance**

Data for this PI taken from ICPS which works in calendar days; therefore adjust target to 14 days when calculating figure to allow for weekends.

<b>EHPI 6.9</b> - Turnaround of Notice to Owner (NTO) Representations
<b>PI Definition</b>
Sum of days elapsed from receipt of NtO representations (scanning date used as proxy for representation received date) to response / total number of NtO representations.
<b>Data Source</b>
Parking Services
<b>Other Guidance</b>
Calculated from ICPS but using calendar days not working days.

<b>Formula Guidance</b>
<b>PI code and description</b>
EHPI 159 Supply of ready to develop housing sites
<b>PI Definition</b>
The total number of net additional dwellings that are deliverable as a percentage of the planned housing provision (in net additional dwellings) for the 5 year period.
The indicator assesses the degree to which authorities are maintaining a 5 year supply of

deliverable sites as required by PPS3 (Planning Policy Statement 3 – link in 'Further Guidance')

Net additional dwellings are defined as future new build plus future gains and losses from conversions change of use and demolitions.

The indicator provides a forward look in terms of there being enough deliverable sites to meet planned housing provision over a 5 year period. So, for AMRs submitted in December 2008, the 5 year period will be April 2009 to March 2014, and so on.

**Formula**

$$(x/y) * 100$$

where,

X = the amount of housing that can be built on deliverable sites for the 5 year period (net additional dwellings)

Y = the planned housing provision required for the 5 year period (net additional dwellings)

**Good performance**

Good performance is where the percentage is 100% or greater

**Data Source**

Planning & Building Control

<b>Formula Guidance</b>
<b>PI code and description</b>
EHPI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter
<b>PI Definition</b>
This is reported as the percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level.
<b>Good performance</b>
The lower the percentage score the better the standard of cleanliness
<b>Data Source</b>
Environment Services

<b>Formula Guidance</b>
<b>PI code and description</b>
EHPI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus
<b>PI Definition</b>
This is reported as the percentage of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level.
<b>Good performance</b>
The lower the percentage score the better the standard of cleanliness



<b>Data Source</b>
Environment Services

<b>Formula Guidance</b>
<b>PI code and description</b>
EHPI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti
<b>PI Definition</b>
This is reported as the percentage of relevant land and highways that is assessed as having deposits of graffiti that fall below an acceptable level.
<b>Good performance</b>
The lower the percentage score the better the standard of cleanliness
<b>Data Source</b>
Environment Services

<b>Formula Guidance</b>
<b>PI code and description</b>
EHPI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting
<b>PI Definition</b>
This is reported as the percentage of relevant land and highways that is assessed as having deposits of fly-posting that fall below an acceptable level.
<b>Good performance</b>
The lower the percentage score the better the standard of cleanliness
<b>Data Source</b>
Environment Services

<b>Formula Guidance</b>
<b>PI code and description</b>
EHPI 2.5 Total waste collected by the district (kg per household). (MINIMISING INDICATOR)
<b>PI Definition</b>
<p><b>This indicator is the total waste collected by the district per household.</b></p> <p>The <b>Numerator</b> (X) for this indicator is total kilograms of household waste less any waste arisings sent for reuse, sent for recycling, sent for composting, or sent for anaerobic digestion.</p> <p>The <b>denominator</b> (Y) is the number of households as given by the dwelling stock for the Council Taxbase. The number of dwellings in each band at the end of the financial year (March figures) to which the indicator pertains, as provided by the Valuation Office, will be used. These are available from <a href="#">Local government finance statistics council tax and national non-domestic rates, dwelling numbers on 1 April 2019 (external link)</a>.</p> <p><b>Good performance</b> Good performance is typified by a lower figure per household</p>
<b>Data Source</b>

Environment Services

<b>Formula Guidance</b>
<b>PI code and description</b>
EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)
<b>PI Definition</b>
<p><b>The percentage of residual waste (refuse) which have been sent by the authority for disposal.</b></p> <p>The numerator is the total tonnage of household waste collected which is sent for reuse.</p> <p>The denominator is the total tonnage of household waste collected.</p> <p><b>Good performance</b> Good performance is typified by a higher percentage</p>
<b>Data Source</b>

Environment Services

<b>Formula Guidance</b>
<b>PI code and description</b>
EHPI 90b Satisfaction with waste recycling
<b>PI Definition</b>
The percentage of people satisfied with household waste collection
<b>Data Source</b>
Environment Services

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