



MEETING : EXECUTIVE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : MONDAY 16 OCTOBER 2017
TIME : 7.00 PM

MEMBERS OF THE EXECUTIVE

Councillor Linda Haysey	-	Leader
Councillor Eric Buckmaster	-	Executive Member for Health and Wellbeing
Councillor Gary Jones	-	Deputy Leader and Executive Member for Economic Development
Councillor Graham McAndrew	-	Executive Member for Environment and the Public Space
Councillor Suzanne Rutland-Barsby	-	Executive Member for Development Management and Council Support
Councillor Geoffrey Williamson	-	Executive Member for Finance and Support Services

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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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AGENDA

1. Leader's Announcements

2. Apologies

To receive apologies for absence.

3. Minutes

To approve as a correct record the Minutes of the meeting held on 5 September 2017 (previously circulated in the Council Agenda of 18 October 2017)

4. Declarations of Interest

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

5. Waste, Recycling and Street Cleansing Contract Award (Pages 7 – 40)

Note – Please note that Essential Reference Papers B – E are enclosed for Members only as they contain exempt information as defined in paragraph 3 of Part I of Schedule 12A to the Local Government Act 1972.

6. Bishop's Stortford Neighbourhood Plan for All Saints, Central, South and part of Thorley, 2016-2032 (Pages 41 – 154)

7. Priorities for Parking Enforcement (Pages 155 – 190)

8. Hertfordshire 100% Business Rates Retention Pilot 2018-19 (Pages 191 – 198)

9. General Fund Revenue and Capital Outturn 2016/17 (Pages 199 – 244)

10. Quarterly Corporate Healthcheck (April – June 2017) (Pages 245 – 288)

11. Risk Management Monitoring (April – June 2017) (Pages 289 – 298)

12. District Planning Executive Panel: Minutes – 21 September 2017
(Pages 299 – 306)

To consider recommendations on the following matters:

- (A) Open Spaces and Sports Facilities Assessment Technical Study
(September 2017)

Minute 1 refers

- (B) Draft Affordable Housing Supplementary Planning Document (SPD)

Minute 2 refers

- (C) Agreement for the Principle of Using the Council's Compulsory
Purchase Powers in Respect of Land Required to Support
Development of the Gilston Area

Minute 3 refers

- (D) Harlow and Gilston Garden Town Update

Minute 4 refers

- (E) Local Development Scheme (LDS) September 2017

Minute 5 refers

- (F) East Herts Approach to Masterplanning

Minute 6 refers

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.

14. Exclusion of Press and Public

To move that under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the discussion of item 15 on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the said Act of the following description:

Information relating to the financial or business affairs of any particular person (including the authority holding that information).

15. Development of Maidenhead Street, Hertford (Pages 307 – 312)

EAST HERTS COUNCIL

EXECUTIVE – 16 OCTOBER 2017

REPORT BY EXECUTIVE MEMBER FOR ENVIRONMENT AND
PUBLIC SPACE

WASTE, RECYCLING AND STREET CLEANSING CONTRACT
AWARD

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- In June this year, North Herts District Council commenced an OJEU procurement in order to procure a new waste and street cleansing contract (Lot 1) and recycling contract (Lot 2) on behalf of both Authorities to start in May 2018 for 7 years with the option to extend for a further 7 years. The new contract will provide combined services for North Herts and East Herts as both Councils look to achieve economies of scale and efficiencies through joint working.
- This report asks the Executive to agree the acceptance of the most economically advantageous tender (MEAT) for the Lot 1 contract Waste collection and street cleansing.
- This report also seeks decisions and recommendations on the 'options' for the contract.
- The tender period for Lot 2 has been extended and Executive is asked to delegate authority for the award of this contract, on the basis that this will be awarded to the most economically advantageous tender (MEAT).

RECOMMENDATIONS FOR EXECUTIVE: That:

(A)	approval be provided to award the Waste collection and Street Cleansing (Lot 1) Contract based on the Most Economically Advantageous Tender;
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(B)	subject to recommendation (A), it is agreed that North Herts District Council are authorised to issue notification of intention to award and subsequently award the Lot 1 contract to the bidder upon conclusion of the standstill period on behalf of East Herts Council;
(C)	the Executive consider options for the contract and recommendations as described in paragraphs 4.1 and 4.2;
(D)	the Executive note that the request to fund vehicles previously agreed in principle by Council through capital funding is no longer required;
(E)	the Executive consider the option to introduce a chargeable green waste service alongside a weekly food collection service; and refer the recommendation to Council for a decision;
(F)	the Executive provide delegated authority to the Chief Executive in consultation with the Executive Member for Environment and Public Space to accept the MEAT for Lot 2;
(G)	subject to recommendation (F), it is agreed that North Herts District Council are authorised to issue notification of intention to award and subsequently award the Lot 2 contract to the bidder upon conclusion of the standstill period on behalf of East Herts Council; and
(H)	the Executive agree in principle to a change in the way that materials are collected, from separated paper to separated glass if this provides material financial savings.

1.0 Background

1.1 Minute 156 of Executive on 26/7/16 RESOLVED that

- (A) a Shared Waste and Street Cleansing Service with North Herts District Council (NHDC) be implemented and a joint contract for these services be procured

- (B) a report be brought forward in the Autumn 2016 advising of progress and recommending award criteria for the joint contract; and
- (C) the Ambassador and Executive Member for Shared Services be given delegated authority to make minor changes to the scope of the shared service in consultation with North Herts District Council
- 1.2 The contract documentation has been produced and agreed by the Waste Partnership Project Board and meetings with councillors and the chairmen of the waste task and finish group have been arranged to ensure there has been awareness of the process.
- 1.3 Procurement documents were jointly produced and bidders were invited to tender on date 30th May 2017. Closing date for receipt of all bids was Wednesday 9th Aug 2017, followed by an evaluation process.
- 1.4 There is an Intermediate Inter Authority Agreement (IIAA) in place between East Hertfordshire District Council (EHC) and North Hertfordshire District Council (NHDC) and a more detailed Inter Authority Agreement (IAA) which will legally set out the formal arrangements including management finance and resources is currently under development and will be in place prior to the contract commencing.
- 1.5 The main depot for the contractors for both lots 1 and 2 is Buntingford and this will also be the location for the new joint Client team that will be fully operational prior to the contract commencing. There will be satellite depot(s) due the large geographical size of both authorities. For North Herts these facilities will be used for the street cleansing contract and storage for many of the vehicles used within the District.
- 1.6 The contracts consist of
- Lot 1 – Main contract for collection of all waste and recycling and street cleansing
 - Lot 2 – Contract managing the recycled materials collected from Households, which will include transportation of all recycled materials stores at Buntingford depot or other facilities to a processing plant that will separate the materials (MRF Material Recovery Facility)

- 1.7 These contracts are for seven years, commencing May 2018 with an option to extend for a further seven years.
- 1.8 Normally any significant changes will occur at contract renewal (2025 or 2032) as this is usually the best opportunity to maximise any potential savings &/or improvements. Up to a year before contract renewal, officers will benchmark and research opportunities for service improvement and further efficiencies.
- 1.9 The process agreed for procurement of these contracts was:-
1. Agree to the appointment of the contractors on the basis of the core contract which is the subject of this report.
 2. Consider and agree any dependent options for the preferred bidders for Lots 1 & 2 and independent options. Decisions in respect of such options are the subject of a separate report.
- 1.10 The main driver for both authorities is to make financial savings whilst not adversely impacting on performance and to consider overall “whole system cost”. Therefore, there has been consultation with the disposal authority (Hertfordshire County Council) in particular with regard to the dependent and independent options.
- 1.11 All bidders were guided to consider how they could realise efficiency savings and were directed to look at maximising the utilisation of all of their resources and reducing vehicle movement by optimising routes. Therefore, there will be some impact on residents and this may include different day &/or time of collection. However, there will be a communication campaign to ensure all our residents are informed of any such changes.

Report

- 2.0 A quality and price evaluation was undertaken for Lot 1 which is the main contract for shared waste and street cleansing with 40% awarded for quality and 60% for price.
- 2.1 Three bids were evaluated for Lot 1 and the following table shows the results.

Lot/Service 1 Bidder	Score %		
	Quality X% (out of 40%)	Price Y% (out of 60%)	Total max 100%
A	32.7%	48.9%	81.6%
B	30.3%	60.0%	90.3%
C	33.1%	54.2%	87.2%

- 2.3 For lot 1 the bidder that provides the highest overall score is bidder B and accordingly bidder B offers the MEAT for lot 1.
- 2.4 The procurement timetable for Lot 2 was extended by a further 3 weeks and award of contract is scheduled for early November Further information regarding Lot 2 can be found in **Essential Reference paper B**.
- 2.5 Whilst Lot 1 will be awarded completely independently of Lot 2 because they are separate contracts, there are options within Lot 2 that will impact on the ability of the Lot 1 contractor to fully mobilise for the new contract. The successful bidder is unlikely to meaningfully mobilise the contract for Lot 1 until there is certainty on the outcome for Lot 2 primarily because the collection arrangement for recyclable materials must correspond with the successful Lot 2 bid.
- 2.6 Therefore, the Executive are asked to approve delegated authority to the Chief Executive in consultation with the Executive member for Environment and Public Space for the award of lot 2. The Executive are also asked to approve that North Herts District Council are authorised to issue notification of intention to award and subsequently award the Lot 2 contract to the bidder upon conclusion of the standstill period on behalf of East Herts Council.
- 2.7 The financial implications on the base bid for both authorities for the bidder that offers the MEAT is shown in **Essential Reference Paper C**.
- 2.6 East Herts Council have identified savings of £213k as part of the medium term financial planning and North Herts District Council have identified savings of £494k. These are not incorporated in the current budget totals above. We are all aware of the increasing financial pressures on both authorities and there is a one off opportunity to make further savings with the options and

optional items that will be considered in the following sections of the report.

3.0 Optional Items

- 3.1 The options to be included within the procurement were agreed by both Councils, with some options only relevant to one of the Councils. The Executive can choose to not take up the options, with some decisions being dependant on agreement from North Herts Council.
- 3.2 A public consultation was undertaken where 8016 (2314 from EH residents) responses were received key findings are described within this report.
- 3.3 A questionnaire was circulated to local authorities across the Country who currently charge for garden waste collection to inform officers on the impacts of the service.
- 3.4 The options that needs a joint decision between the two authorities relates to the collection of recycling materials. This is a choice between:
- Separated paper (AS IS- current practice)
 - Separated glass
 - Fully comingled (all dry materials in one bin with no separation)
- 3.5 The preferred option is dependent on the costs of collection, the costs of haulage and processing materials and the income received from materials. The difference in the costs of collection are minimal, broadly speaking separate glass costs the same as separate paper, and fully co-mingled is cheaper with the preferred bidder (cost reflected in **Essential Reference Paper D**). Based on market information it is expected that the increased processing costs and potential for lower quality material (separately collected material will have a higher value in the market place, due to reduced cross contamination) will more than off-set the reduced collection costs for fully co-mingled. Officers therefore recommend the exclusion of fully commingled for consideration and propose a choice between separate paper (current service for both districts) and a service change to separate glass. A final decision cannot be made until the final lot 2 bids are received.

- 3.6 From Lets Recycle indicator values there is sufficient confidence that there could be reasonable savings in material income from a service change to separate glass. The increased income from glass separated at source is significantly higher than the glass that has to be mechanically separated (£6.50 income versus £20 cost per tonne based on August 2017 indicator values). The difference in the price that can be achieved between separated paper and co-mingled paper is much lower (less than £5 per tonne), albeit that the current paper contract procured as part of the Hertfordshire Waste Partnership Consortium consistently achieves above the indicator prices. Residents also currently put some paper in the co-mingled bin rather than use the box and this generates an even lower level of income per tonne. Looking at material prices over the last 20 months (since January 2016) shows that in all months the separated glass would have provided the Council with the most financial return. Although market prices are driven by global economic factors and cannot be fully predicted. Advice from consultants is that they cannot foresee any significant change in these cost/ income differences in the future.
- 3.7 Actual the processing costs can only be determined once the winning Lot 2 bidder is known, as it will depend on how each bidder will deal with the material and the technology within their plant that they have available.
- 3.8 The feedback from the public consultation of 8016 responses (both Authorities), in relation to this service option was that 91% of residents agreed that they would be willing to continue to separate one material from their main recycling if it helps reduce the cost of the service and 69% agreed they would be prepared to separate one material even if it didn't save additional money.
- 3.9 Tonnages associated with the collection of paper have shown a steady decline over recent years due to an increase in digital technology use leading to reduced income for the Council despite securing favourable prices from recently let contracts. Although it is expected that separating paper will still provide the Council with an improved financial position over a fully commingled collection. The decline in paper use is likely to continue reducing the financial advantage in later years of the contract.
- 3.10 Collection of glass as part of our commingled collection has not been in decline and currently makes up approximately a fair portion of the commingled material. The removal of the glass from the commingled bin should adequately compensate for paper in the bin

in terms of bin capacity as it is estimated that 35-40% of the commingled material would be paper.

3.11 The award of Lot 2 and the decision in relation to the collection option (i.e. separate paper or glass) should be made as soon as possible. This then enables the Lot 1 contractor to start their mobilisation (e.g. procurement of vehicles which currently have minimum lead times of 6 months). This is the only dependent option i.e. East Herts and North Herts have to make the same decision.

3.12 The Executive are therefore asked to:

- Agree in principle to a change in the way that materials are collected, from separated paper to separated glass if this provides material financial savings.
- That authority is delegated to the Chief Executive (in consultation with the Executive Member for Environment and Public Space) to determine the collection option once the financial impact is known, and following consultation with North Hertfordshire District Council

4.0 Options Specific to East Herts

Markets

4.1 For East Herts Council an option was included for the Markets Cleansing service. The collection costs for this per year are reflected in **Essential Reference Paper D**. On the basis that the Council is exploring devolving this service to Town Councils (subject to further discussions and confirmation from Town Councils) it is recommended that this option is not taken up for the life of the contract. The Council may consider negotiating a shorter term for this option or explore another provider/s to carry out this function.

Public Conveniences

4.2 Another option for East Herts is for the Public Conveniences opening, closing and cleansing service, the cost of this is reflected in **Essential Reference Paper D**. Similar to the markets the Council is exploring alternative methods of delivery, it is therefore recommended that this option is not taken up for the life of the contract. The Council may consider negotiating a shorter term for this option or explore another provider/s to carry out this function

Vehicle Purchase

- 4.3 Both Councils have set aside funding in their capital programme for the potential purchase of the vehicles that would be required for the contract (NHDC £3.6 million, EHC £3.5 to 4m). It was expected that by funding the purchase of the vehicles, the Councils would gain from the financing costs that the contractor would have incurred. The purchase of the vehicles also converts the cost from revenue to capital, although under accounting rules it is possible that this would be required anyway. As the lot 1 bidder is planning on hiring the vehicles to give them greater flexibility, they are not offering any benefits to the Council for purchasing the vehicles.
- 4.4 The Executive are asked to note that that there is not a realistic option for the Council to purchase the vehicles.

Chargeable Greenwaste alongside weekly food collection

- 4.5 There is an independent option for both Councils to implement charging for green garden waste. This would be accompanied by a change to separate weekly food collection, this and would therefore result in an increase to the annual price for collection. The Council would keep the income that was generated from charging residents for the garden waste collection service. For East Herts, the income would be collected by the customer service team.
- 4.6 There would also be up-front costs to acquire the food waste containers, which are estimated to be £2.50 per unit. This would equate to around £125k. This would require approval by Full Council for inclusion within the capital programme. There would also be costs associated with container delivery (for the food waste containers) and the likely need for the collection of for the mixed organic bins (brown bins) from those not taking up the garden waste service costs.
- 4.7 The feedback from the public consultation in relation to this was that 83% of East Herts residents disagreed or strongly disagreed with introducing a chargeable garden waste service alongside weekly food waste collections. Overall 25% of all residents said they would be likely to use a paid for green waste service, which is the same percentage as those that responded to a similar survey in a 'nearest neighbour' authority who have implemented a similar service. The actual proportion of the residents in that authority that

are now signed up is 74% of eligible properties.

- 4.8 When asked what they would be likely to pay for the green waste service, 35% of residents indicated they would be very or quite likely to pay up to £40 a year, with 13% saying they would be very or quite likely to pay £41-55, and 6% saying they would be very or quite likely to pay between £56-£70. Given the high drop off between £40 (35%) and £41-£55 (13%), a charge of £40 has been assumed in assessing the financial impact. A lot of Authorities that have introduced green waste charging have chosen to charge £35 in the current financial year (2017/18), although this will be subject to review as to what they charge next year. Some authorities charge £40 or more.
- 4.9 The table in **Essential Reference Paper D** demonstrates potential income and is based on 40% take-up of the garden waste service as this was the used for the tender. The amounts are based on both Councils taking up the option. This was based on consultant advice that this was a prudent conservative level of take-up based on experience in other Authorities (monetary amounts are in £000).
- 4.10 The option of a weekly food collection service alongside a chargeable green waste service in the tender documents is an 'independent' item meaning that each Authority does not require the other to select the same position on the introduction of the service. The driver for the joint waste and street cleansing service is savings and therefore optimal efficiency is achieved if both Authorities have the same position. However, efficiencies can be achieved with differing positions. Should one Authority agree to adopt the weekly food collection and chargeable green waste service and other did not it would be difficult and costly to introduce such a service during the 7 year contract period, should the other Authority later wish to make a decision post contract award. Contract negotiations to vary the contract would almost inevitably result in a cost to the service and the vehicles procured for the service at the beginning of the contract may not be fit for purpose for future changes and therefore will result in further additional capital and/or revenue costs for new vehicles. Efficiencies anticipated from a joint client team would need to be reviewed to ensure sufficient capacity is available to manage two essentially different services. Any income/savings will solely benefit the Authority which achieves income levels from such a service over the 7year contract life.

- 4.11 Recycling credits are only received for dry recycling, so this change has no impact. It is currently anticipated that a proportion of the increased food waste collected would off-set some of the reduction in garden waste, and therefore there would be no little detrimental impact on the Alternative Finance Model (AFM). However this is dependent on higher take up more closely resembling the experience of neighbouring authorities, than the baseline 40% with take up needing to be in the region of 60-70%.
- 4.12 The table below details the expected ongoing revenue implications at various levels of take-up (with a £40 annual charge). The capital costs will be the same as at 40%. Up-front revenue costs will also reduce with increasing levels of take-up as the number of mixed organic bins to be collected will reduce.

	East Herts
26% take-up	(210)
30% take-up	(260)
40% take-up	(386)
50% take-up	(512)
60% take-up	(638)
70% take-up	(764)

- 4.13 During the public consultation 21% of residents indicated that they would be interested in having more than one chargeable garden waste bin.
- 4.14 Compostable waste tonnages are difficult to predict accurately due to fluctuations in the growing season. Data from the ‘nearest neighbour’ previously referenced, is that tonnages for compostable waste during the first year of service change did not show a significant drop in the amount collected once a chargeable garden waste came into effect. Although this would be affected by levels of take-up and this is now 74% of eligible authorities in that Authority.
- 4.15 There is a perception of the risk of increased fly tipping as a result of the change however, data from the same ‘nearest neighbour’ in relation to fly tipping shows no noticeable increase following the introduction of a chargeable green waste service. Reports of fly tipping across the county from Oct 2016 – May 2017 have generally reduced every month (apart from March 2017). In at least two of the Authorities that have introduced a chargeable green waste service the recorded number of fly tips in those Authorities has reduced; although there is insufficient evidence to

draw a correlation or conclusion between the introduction of a chargeable green waste service and its impact on fly tipping.

- 4.16 A number of residents responding to the public consultation indicated that they would utilise the Household Waste Recycling Centres for the disposal of garden waste and Hertfordshire County Council has been consulted on the introduction of green garden waste charging. As part of this they provided some information on the likely impact on Household Waste Recycling Centres (HWRC) from introducing green garden waste charging. This showed confirmed that they would expect an initial increase in HWRC visits following the introduction of green garden waste charging. However, anecdotal data suggests the general behaviour has been that residents have soon opted into the paid service over a weekly visit to the local recycling centre. As with fly tipping it is difficult to ascertain whether there is an evidence based relationship between the two. Both of these concerns raised will be monitored by the Council in partnership with the Herts Waste Partnership.
- 4.17 If introduced, the charge for green garden waste collection should be treated in the same way as other fees and charges. This means that it will increase each year in line with the agreed Medium Term Financial Strategy (MTFS).
- 4.18 Work undertaken in 2016 by a neighbouring District to determine the proportion of Councils currently charging for garden waste revealed the following:-

Charging for Green Waste in England 201 District Councils, 36 Metropolitan Districts, 32 London Borough and 55 Unitary Authorities	Number of Council's	% of Council's
No	109	38%
Unknown	23	8%
Yes	156	54%
Grand Total	288	100%

- 4.19 Questionnaires were sent to Councils who currently charge for garden waste. 19 responses were received all of which indicated that that would still have made the decision to charge given the information they know now about the implementation of the service, all Councils indicated that the service was either cost neutral or producing a surplus.

- 4.20 The charge levied by the Councils which responded ranged from

£24 to £96 for a 240L bin, with the average price from response being £47.42. If the two extremes of the range are excluded (range £30-£65) the average charge becomes £45.94.

4.21 Other concerns raised during the consultation period include:

- Affordability for all members of the community
- Charging for an existing service
- An additional bin to manage
- Weekly food collections

Each of these concerns is considered in detail below.

Affordability for all members of the community

4.22 There have been some concerns over the affordability of the service for East Herts residents. As with other chargeable services a concession could be provided for those members of the community who wish to take up the service who are unable pay £40 a year for the service, in addition payment in instalments could be provided. Residents who do not wish to take up a chargeable green waste service will not be required to pay towards the weekly food collection service. An equalities impact assessment has been carried out for this option, which can be found in **Essential Reference Paper E**.

Charging for an existing service

4.23 As mentioned previously, just over 50% of councils across England either already charge for green waste, or are committed to doing so in the next 12 months. Three of these are in Hertfordshire. A number of Authorities report that introducing the charge has taken place to raise funds after central government budgets cuts to support operational costs of the waste collection service. In East Herts the waste collection and street cleansing service is the single biggest revenue cost to the Council. Introducing a chargeable green waste collection service could support some of the funding pressure for this area. There is naturally some concern over the public perception of such a decision. Communicating the reasons for a potential change in service may mitigate some of these concerns, including the environmental benefits of a weekly food collection service and supporting the sustainability of a discretionary garden waste collection service.

An additional bin to manage

4.24 The introduction of a weekly food collection service would result in residents receiving an additional 23litre food waste caddy (bin) to

ensure food waste is not placed into the black bins (and therefore taken to landfill.) To provide some context in terms of size, the inner paper boxes as part of the blue lidded bins are 45 litres. A table is provided in **Essential Reference Paper F** to simplify the advantages and disadvantages of a weekly food collection service. The table also provides images of the different scenarios.

- 4.25 Given that the additional food waste caddy will be a secure bin to leave outside (preventing pests), in theory residents will be able to manage their food waste in the same manner as they currently do, i.e. using the kitchen caddy to then dispose of its contents in an outside bin. Alternatively the food caddy could be placed in the kitchen and taken out weekly.
- 4.26 The Overview and Scrutiny Committee recommended more detail was provided to the Executive to help inform the recommendation to Council and that weekly food collection was considered separately and the option simplified. In addition, a table has been provided to simplify the current and future option in **Essential Reference Paper F**.
- 4.27 Food waste would not be acceptable in chargeable garden waste collection as this could be perceived as charging for food waste collection – UK law does not permit allow Councils to charge for the collection of food waste.
- 4.28 It is more expensive to divert waste (including food waste) to landfill. This option is highly likely to create more waste for landfill and therefore incur costs to the County and tax payer. A weekly food collection service alongside a chargeable green waste service is recommended over not providing a weekly food collection service.
- 4.29 Based on the information provided, the Executive are asked to make a recommendation to Council regarding the introduction of chargeable green waste service alongside a weekly food collection service. The Executive are also asked to note that the recommended option will require a capital investment of £125k.

5.0 Implications/Consultations

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

Background Papers

None

Contact Member: Cllr Graham McAndrew – Executive member of
Environment and Public Space
graham.mcandrew@eastherts.gov.uk

Contact Officer: Jess Khanom – Head of Operations
Contact Tel No x 1693
jess.khanom@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Priority 1 – Improve the health and wellbeing of our communities Health and wellbeing will not be affected by the items in this report.</p> <p>Priority 2 – Enhance the quality of people's lives Quality of life will not be affected by the items in this report.</p> <p>Priority 3 – Enable a flourishing local economy Local economy will not be affected by the items in this report.</p>
<p>Consultation:</p>	<p>A public consultation has been carried out both online and via the acceptance of a completed paper submission for Green Waste Charging.</p>
<p>Legal:</p>	<p>This contract award has been noted on the Council's forward plan as a key decision and therefore Executive is authorised to accept the most economically advantageous tenders for Lot 1 and Lot 2 respectively. The Executive is also authorised to approve that North Herts Council will issue notification of award on behalf of East Herts Council.</p> <p>Regarding Lot 2, Executive may delegate a key decision to Council Officer(s)</p> <p>The Council has a statutory duty to collect household waste under section 45 of the Environmental Protection Act 1990 and a further statutory duty to collection recyclable waste under section 45A of this Act. The acceptance of these tenders ensures the Council fulfils its statutory duty.</p> <p>Section 67 of the Public Contracts Regulations 2015 requires the Council to base the award of public contracts on the MEAT assessed according to the prescribed evaluation methodology. The evaluation methodology was set out in the invitation to tender and the recommendations in this report ensure the Council in</p>

	<p>partnership with NHDC meets this legal requirement.</p> <p>Upon communication of acceptance of the MEATS for Lot 1 and Lot 2 respectively, the Council would need to observe a 10 clear day standstill period. Upon expiry of this period, the Council may then proceed to formally award contracts (via NHDC)</p> <p>The procurement process may be challenged by any bidder under Chapter 6 of the Public Contracts Regulations 2015 or by judicial review.</p> <p>The North Herts Council will be the administrative authority with respect to the working arrangement with East Hertfordshire District Council. This means that the new waste contracts will be between the Council and the bidders for Lot 1 and Lot 2 and an Inter Authority Agreement will be signed between the Councils in order to regulate the relationship between both Councils and secure the financial arrangement. As lead authority, the North Herts Council will also be the employer of the shared client team and the Inter Authority Agreement will provide for the costs of the shared client team to be shared equally between the Councils.</p> <p>The power to charge for the collection of garden waste is embedded in the Environmental Protection Act 1990 Section 45 (3) and the Controlled Waste (England and Wales) Regulations 2012. These regulations revoked the Controlled Waste Regulations 1992 which also contained the power to charge for garden waste. This power is the same power used to charge for bulky waste collections.</p>
<p>Financial:</p>	<p>As highlighted in the Medium Term Financial Plan (MTFP) the Council needs to identify and deliver savings of at least £1.1 million by 2021/22. Some of these savings have been identified but not yet delivered. The report highlights savings of around £190k from the core contract for Lot 1. This means that the Council still needs to identify and deliver a further savings. The options presented could contribute a good proportion of this.</p> <p>Bidders were asked to provide an option for the Council to purchase the vehicles that would be used on the</p>

	<p>contract. Although this option cannot taken up it is still possible that an element of the contract would be treated as capital expenditure. This is due to the substantial use that the Councils would be making of the vehicles involved.</p>
<p>Human Resource:</p>	<p>For both the contractor of Lot 1 and the shared client team, there will be some impact on staff. The contractor of Lot 1 will be responsible for all staff engaged within the contract to ensure it complies with employment law. Both Councils have assessed the bidder's proposals as part of the quality evaluation and will be liaising closely with the contractor during mobilisation. Although the Councils are not responsible for the TUPE implications and requirements, we will work with the contractor where appropriate to ensure a smooth transition because this is in all parties' interests.</p> <p>With regard to both Councils, we are in the process of setting up a shared client team and have undertaken a consultation with all staff affected. It is not practical to have separate client teams managing a single contract and therefore it is intended to have the new shared client team in place as soon as possible and operational prior to contract commencement. Clearly, over the next few months, there will be challenges to maintain the existing contract whilst mobilising the new contract. The Council's Human Resources Department has assisted with the process and the staff consultation.</p>
<p>Risk Management:</p>	<p>There are many risks associated with these major contracts which have been subject to Scrutiny by both Councils over recent years and identified as corporate risks. These risks have been managed and reported accordingly. In addition, Project Board, consisting of senior Councillors and Officers, has been regularly updated with risk and issue log and has taken measures, where appropriate, to mitigate and manage risks for both Councils. Broadly these risks have been regarding financial, operational, governance, contractual, legal and reputational.</p> <p>The main risk from this report relates to charging for green waste charging. There is uncertainty over the reaction to the introduction of charging, and the level of</p>

	take-up of the new service.
Health and wellbeing – issues and impacts:	There are none for this report.

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

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Essential Reference Paper F - Green Waste Collection Service Options

<p>Service</p>	<p>Current:</p>  <p>Fortnightly organic waste collection in brown bin (food and garden waste) and dry recycling (cans, glass etc) collection in blue lidded bin with paper box</p> <p>Fortnightly residual (black bin) bin collection (non-recyclables and food)</p> <p>Food is effectively collected every week</p>	<p>Proposed: Chargeable Green Waste alongside weekly food collection</p>  <p>Fortnightly garden waste collection for residents who opt to pay into the service (but no food in this bin)</p> <p>Fortnightly blue lidded bin collection and paper box</p> <p>Fortnightly black bin collection (not for food waste)</p> <p>Weekly food collection continues for residents regardless of paying for green waste</p>	<p>Not recommended: Chargeable Green waste without weekly food waste collections</p>  <p>Fortnightly garden waste collection for residents who opt to pay into the service (but no food in this bin)</p> <p>Fortnightly blue lidded bin collection and paper box</p> <p>Fortnightly black bin collection including food (all food goes into black bin, potentially resulting in more waste to landfill and bins reaching capacity)</p> <p>No weekly food collection</p>
<p>Cost to resident</p>	<p>£0</p>	<p>£40 per annum</p>	<p>£40 per annum</p>
<p>Annual Cost to Council</p>	<p>Over £800k for Organic collection</p>	<p>Income of approx. £385k per annum</p>	<p>Income increased by approx. £100k</p>
<p>End Destination</p>	<ul style="list-style-type: none"> • Brown bin – composted • Blue lidded - recycled • Black bin – landfill or energy from waste site 	<ul style="list-style-type: none"> • Brown bin – composted • Food caddy – composted • Blue lidded recycled • Black bin – landfill or energy from waste site 	<ul style="list-style-type: none"> • Brown bin – composted • Blue lidded recycled • Black bin including increased food waste – more waste to landfill or energy from waste site
<p>Bin collections</p>	<p>Alternate week for brown bin and blue lidded bin/paper box</p> <p>Alternate week for black bin</p>	<p>Alternate week for brown bin (if customer has chosen paid for service) and blue lidded bin/paper box + food caddy</p> <p>Alternate week for black bin + food caddy</p>	<p>Alternate week for brown bin (if customer has chosen paid for service) and blue lidded bin/paper box</p> <p>Alternate week for black bin</p>
<p>Advantages</p>	<ul style="list-style-type: none"> • No extra cost to resident • No change to current service 	<ul style="list-style-type: none"> • Safeguards a discretionary service from potential cuts by making it self-sustaining • Supports Council medium term financial plan • Diverts food waste from landfill therefore in line with waste hierarchy • Allows more food waste to be recycled/composted • Disposal Authority recommends separate food waste collections alongside a chargeable green waste service 	<ul style="list-style-type: none"> • Same number bins to manage if customer has chosen the paid for service).

Disadvantages	<ul style="list-style-type: none"> Discretionary Garden waste collection Service could be at risk of being removed for future savings 	<ul style="list-style-type: none"> Extra Cost to resident One more bin to manage 	<ul style="list-style-type: none"> Goes against the direction of travel for the Herts Waste partnership and the waste hierarchy as it will lead to more waste going to landfill Food waste will not be collected weekly but fortnightly – change to current practice Recycling rates will drop
Additional Comments		<p>Education and Comms strategy key and must ensure the reasons why the service is changing.</p> <p>IT crucial</p> <p>Opportunity to encourage residents with gardens to compost, which is the most effective way of dealing with this waste stream</p> <p>Consultation based on this option.</p>	<p>Food waste would not be acceptable in chargeable garden waste collection as this could be perceived as charging for food waste collection – UK law does not permit Council's to charge for food waste.</p> <p>It is more expensive to divert waste (including food waste) to landfill. This option is highly likely to create more waste for landfill.</p> <p>No consultation carried out for this option.</p>

EAST HERTS COUNCIL

EXECUTIVE – 16 OCTOBER 2017

REPORT BY LEADER OF THE COUNCIL

BISHOP'S STORTFORD NEIGHBOURHOOD PLAN FOR ALL SAINTS, CENTRAL, SOUTH AND PART OF THORLEY, 2016-2032

WARD(S) AFFECTED: BISHOP'S STORTFORD ALL SAINTS, CENTRAL, SOUTH AND PART OF THORLEY

Purpose/Summary of Report

- To adopt the Bishop's Stortford Neighbourhood Plan for All Saints, Central, South and Part of Thorley following the Referendum of 7th September 2017.

<u>RECOMMENDATION FOR EXECUTIVE:</u> that Council, via the Executive, be advised that:	
(A)	the Bishop's Stortford Neighbourhood Plan for All Saints, Central, South and Part of Thorley wards, as detailed at Essential Reference Paper 'B' to this report, be formally 'made' and used as part of the Development Plan.

1.0 Background

1.1 Neighbourhood Planning was introduced by the Government under the Localism Act in 2011. Bishop's Stortford Town Council submitted a request for Neighbourhood Area Designation of the All Saints, Central, South and Part of Thorley wards in July 2012 which was subsequently agreed in December 2012.

1.2 The Town Council submitted the draft Neighbourhood Plan to East Herts Council in July 2016. Following this, a six week consultation took place between November and December 2016. Then the Neighbourhood Plan was assessed by an Independent Examiner in May 2017 and was recommended to proceed, subject to recommended modifications, to Referendum.

1.3 The Referendum took place on 7th September 2017 with a 15.8% turnout. There was an overall ‘yes’ vote of 2,512 against 680 who voted ‘no’. As outlined within Paragraph the Planning and Compulsory Purchase Act 2004, (as amended by the Neighbourhood Planning Act 2017) the Council is able to make the Neighbourhood Plan if more than half of those voting in the referendum have voted in favour of the plan being used to help decide planning applications in the area.

2.0 Report

The Referendum

2.1 The residents within the All Saints, Central, South and Part of Thorley voted on the following question:

“Do you want East Hertfordshire District Council to use the Neighbourhood Plan for Bishop’s Stortford All Saints, Central, South and Part of Thorley to help it decide planning applications in the neighbourhood area?”

2.2 With an overall successful ‘yes’ vote, the Council are now able to formally adopt the Neighbourhood Plan as part of the East Herts Development Plan.

Adoption

2.3 If the Neighbourhood Plan for All Saints, Central, South and Part of Thorley Wards is adopted, it will become part of the Development Plan for East Herts District Council. Consequently, any planning applications within the Neighbourhood Area will be assessed alongside the current Local Plan 2007 policies, the policies within the emerging Draft District Plan, the National Planning Policy Framework (NPPF) and all other material planning considerations.

2.4 It is considered that the Bishop’s Stortford Neighbourhood Plan for All Saints, Central, South and Part of Thorley Wards positively contributes to the East Herts Development Management process providing a strong community vision that seeks to contribute to sustainable development.

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

[The Neighbourhood Planning \(General\) Regulations 2012](#)

[The Neighbourhood Planning \(Referendum\) Regulations 2012](#)

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives:	Priority 1 – Improve the health and wellbeing of our communities Priority 2 – Enhance the quality of people's lives Priority 3 – Enable a flourishing local economy
Consultation:	The report relates to a neighbourhood plan which has undergone two rounds of public consultation, a formal inspection by an independent Examiner and a Referendum.
Legal:	N/A.
Financial:	N/A.
Human Resource:	None.
Risk Management:	None
Health and wellbeing – issues and impacts:	The link between planning and health has long been established. The built and natural environments are major determinants of health and wellbeing. The Neighbourhood Plan is seeking to ensure the most sustainable outcomes for its residents, thus improving health and wellbeing opportunities.

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Bishop's Stortford Town Council Neighbourhood Plan for All Saints, Central, South and part of Thorley

2016–2032

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Neighbourhood Plan for All Saints, Central, South and part of Thorley Parish © Bishop's Stortford Town Council 2016.

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Ordnance Survey

2 Introduction

2.1 WHAT IS A NEIGHBOURHOOD PLAN?

2.1.1.1 A Neighbourhood Plan is a part of the overall planning system, i.e. the system used to regulate and control building and development. The right to create one was introduced by the Localism Act 2011. A Neighbourhood Plan is created at a local level, in our case by Bishop's Stortford Town Council. Once a Neighbourhood Plan is formally adopted (made¹) it sits alongside other planning policy documents and forms part of the statutory Development Plan for use by East Herts District Council as Local Planning Authority in determining planning applications. The Development Plan currently consists of the 2007 Local Plan and the Hertfordshire Minerals Local Plan 2007. The Neighbourhood Plan has been developed with regard to the National Planning Policy Framework and the East Herts 2007 Local Plan.

2.1.1.2 This Neighbourhood Plan has been prepared at a time when a new District Plan is in the course of preparation². Once adopted this will supersede the current Local Plan. Accordingly, and in order to give a degree of 'future proofing', this Neighbourhood Plan has been written having regard to policies in the emerging District Plan available at the time of preparation.

¹ Technically the process of bringing a Neighbourhood Plan into force is called making the plan and the plan is then said to be 'made'.

² The most recent information is available at www.eastherts.gov.uk/article/29006/Draft-District-Plan-Consultation

2.1.1.3 In particular this plan includes policies in relation to areas of land to the east of Manor Links and at Land South of Bishop's Stortford, which are allocated for development in the emerging District Plan. The Neighbourhood Plan does not specifically advocate development on these sites, however it does include policies which will apply (and therefore influence the development) should the allocations in the emerging District Plan be confirmed by East Herts District Council. This Neighbourhood Plan also contains policies in respect of the major development site at the Goods Yard, which appears as a development site both in the 2007 Local Plan and the emerging District Plan.

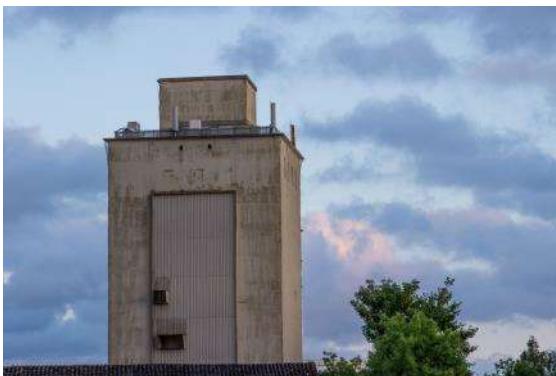
2.1.1.4 The Neighbourhood Plan can only deal directly with any land use matters which would be the subject of a planning application. These could include, for example, design standards, community facilities, transport and access, the protection of important buildings and historic assets such as archaeological remains, green spaces and many more areas. The Neighbourhood Plan can comment on matters which are not strictly planning matters, but any influence over these matters will be indirect only.

2.1.1.5 There are some legal limitations to Neighbourhood Planning. A Neighbourhood Plan must be 'in general conformity' with the strategic policies of the adopted Local Plan. It cannot block development that is part of the Local Plan or amend the boundaries of Green Belt. It must not conflict with the NPPF or EU legislation. It cannot deal with major infrastructure or national projects for which central government has a separate system. Finally, because it is part of the planning system, it can only directly influence matters which would be dealt with as part of a planning application and cannot force any particular development to take place.

2.1.1.6 Before a Neighbourhood Plan is made³ it must be subjected to a formal consultation process and appropriate amendments made based on the consultation feedback. Formal consultation took place between 3rd March and 19th April 2016. It must then be considered by an independent examiner who will check that it meets the legal requirements outlined above. The Plan will then go to referendum and must achieve a simple majority. Electors in the Neighbourhood Area will be entitled to vote and the examiner may decide that the referendum area should be larger than the Neighbourhood Area.

2.2 WHY ARE WE PREPARING THIS PLAN?

2.2.1.1 A Neighbourhood Plan allows the local community to have a direct say about the development within the Neighbourhood Area. This Plan covers three of the five electoral wards in Bishop's Stortford. A



Neighbourhood Plan has already been prepared and made for the two wards in the northern part of the town: Silverleys and Meads. The new plan will complete the process for the rest of the town and also part of Thorley Parish which includes an area of

³ 'made' is the technical term used for the process by which the plan formally comes into force

Green Belt, earmarked for development by East Herts Council in their draft District Plan.

2.3 VERSION NOTES

2.3.1.1 The Examination Copy of the Neighbourhood Plan was issued on 26th July 2016 following approval by the Town Council, as qualifying body, on 25th July 2016.

2.3.1.2 This version includes changes and modifications suggested by an Independent Examiner to ensure that the plan complies with the Basic Conditions.

2.4 THE PLAN IN CONTEXT

2.4.1 Bishop's Stortford as a whole

2.4.1.1 Bishop's Stortford is a prosperous market town with a distinctive character, situated on the River Stort. With approximately 38,000 residents, it is the largest town in East Hertfordshire and the population has grown quickly over the last thirty years owing to its strategic location: close to Stansted Airport and the M11. It is well served by rail to London and Cambridge and by road in most directions. It has excellent schools, a thriving community and good employment opportunities both in the town and through commuting. The main employment in the town itself is a flourmill, distribution services, light industry, office-based and leisure services and retail.

2.4.1.2 Bishop's Stortford is widely viewed as a desirable location for young families and this has created a problem balancing demand for housing and services with the need to protect the heritage of a medieval town, which is a large part of what makes it desirable.

2.4.1.3 Thorley parish, a part of which is included in the Neighbourhood Area, is a

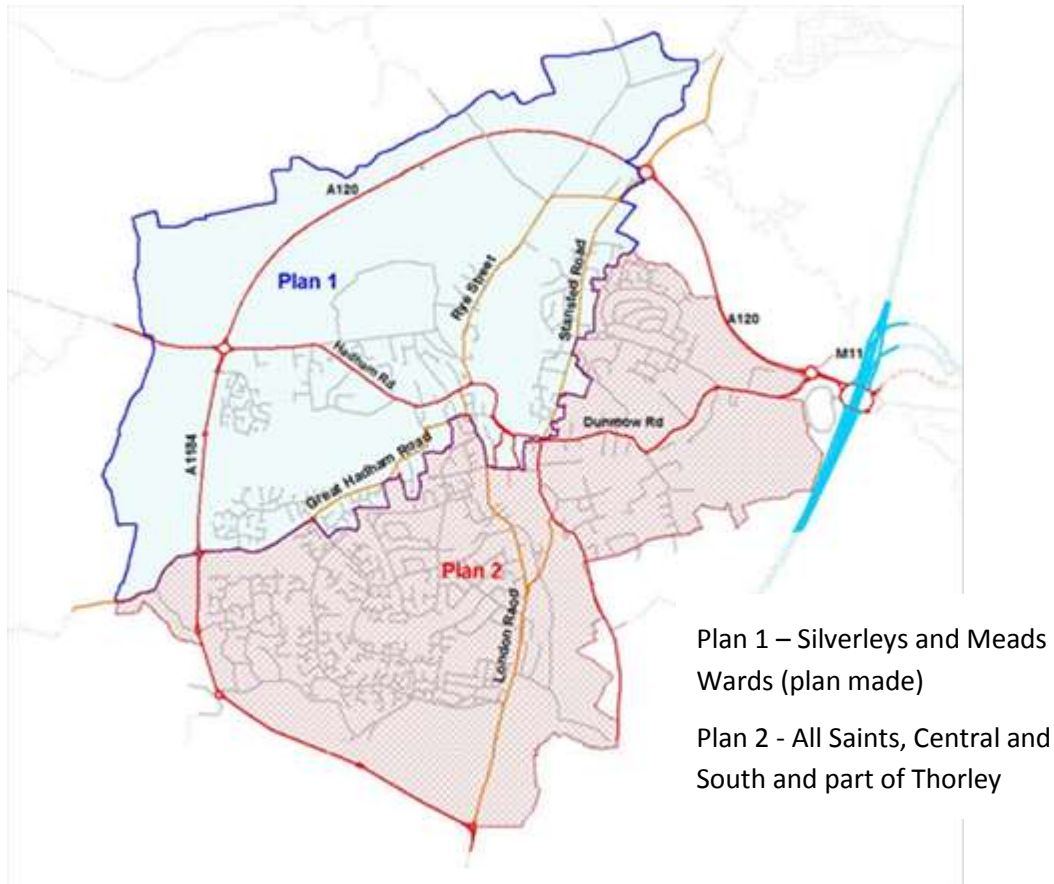


Figure 1 – Neighbourhood Areas

the South of Bishop's Stortford.

2.4.2 The Neighbourhood Area

2.4.2.1 This Neighbourhood Plan includes the wards of All Saints, Central, South and part of Thorley Parish. The Neighbourhood Area comprises a mix of residential, green spaces and part of the town centre, some of which is in a conservation area but with other parts in vital need of regeneration. The River Stort runs through the town from north to south and supports a wide variety of wildlife. Residents of the area have excellent access to a number of rural areas around the town and to the riverside, and there are well-maintained rights of way to facilitate this, including the Hertfordshire Way which runs

spaces within the area, including Thorley Wedge and Northern Country Park, and Southern Country Park.

2.4.2.2 Like the rest of Bishop's Stortford, the Neighbourhood Area has an ageing population and as the average life expectancy grows there will be increased needs for care of the elderly. There is also a clear need for affordable housing for young families and individuals, including low cost market housing for private purchase, and more shared ownership properties. Retail is focussed on the town centre and, whilst there is some turnover, the occupancy rate of town centre retail space remains favourable relative to comparable locations.

2.4.2.3 The emerging District Plan envisages three major developments within the Neighbourhood Area:

- A development of 750 homes and supporting infrastructure including a primary and secondary school on the land between Whittington Way and the bypass, predominantly in Thorley Parish
- A mixed commercial/residential development on the former Goods Yard site
- A development of 50 homes on land east of Manor Links.

In order for the developments at Land South of Bishop's Stortford and at Manor Links to come forward, they would need to be removed from Green Belt through the District Plan process. The emerging District Plan envisages that this will occur.

2.4.2.4 The removal of land from Green Belt is a very controversial part of the emerging District Plan and likely to face severe opposition. The Neighbourhood Plan cannot influence this decision; it can only deal with the consequences by way of policies if the development takes place.

2.4.2.5 As there is a state of uncertainty in regards to the outcome of the emerging District Plan, we are providing for the two possible outcomes namely either that the land in question is removed from the Green Belt, or it is not. Certain policies in this plan apply only in the former case.

2.5 HOW WAS THE PLAN DEVELOPED?

2.5.1 The Neighbourhood Plan Team

2.5.1.1 The development of the Neighbourhood Plan was led by a

Neighbourhood Plan Team (NPT), under the general guidance of Bishop's Stortford Town Council. The NPT has comprised representatives of local residents' associations, the Bishop's Stortford Civic Federation, the Bishop's Stortford Chamber of Commerce, three Town Councillors (two of whom are also East Herts Councillors and one County Councillor), a Thorley Parish Councillor, a representative of Bishop's Stortford Schools Consortium, and two developer/landowners. Volunteers were sought through newspaper advertisements and three un-affiliated volunteers joined the NPT. The NPT has been supported by planning officers from East Herts Council and officers from Bishop's Stortford Town Council.

2.5.1.2 All team members were briefed to consult with other residents and interested parties during all phases of plan preparation to supplement the formal consultation stages which are described in detail in the accompanying Consultation Statement. In addition a series of consultation events were held throughout the period during which the plan was being developed.

2.5.2 The Town Plan and 2020 Vision

2.5.2.1 Although becoming dated, the NPT also had at its disposal a survey of residents of the town (The 'Town Plan Survey') that had been conducted in October 2008. Around 4,000 completed questionnaires were received and this led to the creation of a Town Plan setting out numerous actions, many of which have been implemented. The plan was updated in 2011 and several of the longer term actions continue.

2.5.2.2 Around the same time as the Town Plan Survey (and based on the same data), a vision for Bishop's Stortford, the '2020 Vision', was created by a group led by East Herts

All Saints, Central, South & part of Thorley

Council and which included representatives from many organisations connected with the town. This Vision document, although also dated, has provided some further high level input to the Neighbourhood Plan.

2.5.3 Neighbourhood Plan for Silverleys and Meads Wards

2.5.3.1 The Neighbourhood Plan for Silverleys and Meads Wards formed a further important input to the current plan. The areas are adjacent and, whilst there are differences, there are also commonalities. As a consequence many of the objectives and policy themes, and many of the policies in the Silverleys and Meads Ward plan, reappear in this plan. Some policies have wording which is identical (or very similar) to that in the Silverleys and Meads plan, while others have been modified to reflect local differences or evolution in thinking. Policy numbering has been carried over. Policies in this plan will always have the same number as the corresponding policy in the Silverleys and Meads Ward plan where they are identical, similar or cover the same topic area. Policies in this plan which are wholly distinct from those in the Silverleys and Meads Ward plan have policy numbers which do not appear in the latter. In some cases this results in deliberate gaps in policy numbering.

2.5.4 The Neighbourhood Plan Questionnaire

2.5.4.1 A survey of all residents and businesses in Bishop's Stortford and Thorley Parish was carried out in late 2014. Around 1,700 completed questionnaires were received and the results were analysed and used to identify the main issues and objectives. The various options were considered and groups formed around the topic areas.

2.5.4.2 The engagement of the wider public began in October 2014. During this stage a Questionnaire was created online and printed copies were delivered to all households and businesses in Bishop's Stortford. Posters were created and displayed advertising both the questionnaire and open days to be held regarding the questionnaire. On 23rd October and 8th November consultation days were held in Jackson Square to promote the questionnaire. The public was engaged in various forms, including Facebook and Twitter, an e-newsletter, the production of postcards and the advertisement of consultation days online. In November leafleting of commuters at Bishop's Stortford Railway Station also took place. In total the questionnaire received 1,744 responses.

2.5.5 Focus Groups

2.5.5.1 In November 2014 to February 2015 Focus Groups were held regarding Green Infrastructure, Housing & Design, the Goods Yard, Sports, Leisure, Education, Health, Land South of Bishop's Stortford and East of Manor Links, Transport and Business and Employment each lasted approximately two hours. These focus groups helped in the preparation of a first draft of the plan.

2.5.6 Further Public Engagement

2.5.6.1 During the following months, there was a further campaign to promote the plan and engage specific sections of the public.

2.5.6.2 A consultation Day was held at Rhodes Arts Complex with regular presentations throughout the day on 27th June 2015. This was followed up with a repeat of the consultation day on 17th and 19th September 2015 at Jackson Square.

2.5.7 Focus Groups Phase 2

2.5.7.1 New Focus Groups were held on the autumn of 2015 regarding the pre-consultation draft of the Neighbourhood Plan. Focus Groups for Business & Employment, Education, The Goods Yard, East of Manor Links, Land South of Bishop's Stortford and Transport were held.

2.5.7.2 Additionally, a Focus Group for Housing & Design was held to initiate the Heritage Character Assessment, hosted by AECOM Infrastructure & Environment UK Ltd (AECOM).

2.5.8 Formal Consultation and Examination Copy

2.5.8.1 The formal ('Regulation 14') consultation period for the plan commenced on 3rd March 2016 and ended on the 19th April 2016.

2.5.8.2 Following consultation the comments made were individually logged and assessed. Where appropriate, changes were made to the policies and supporting text. The team also engaged further with selected consultees in order that their comments could be better understood. Further details can be found in the Consultation Statement Summary.

2.5.8.3 The amended text was approved by Bishop's Stortford Town Council on 25th July 2016.

2.5.8.4 All information was then submitted for independent examination by East Herts District Council.

2.5.8.5 The Neighbourhood Plan was examined by an Independent Examiner in May 2017. Recommendations set out in the Examiner's Report have been incorporated in this final referendum version.

3 Vision and Objectives

3.1 OVERALL VISION

3.1.1.1 The overall vision for the Neighbourhood Plan is that the Neighbourhood Area should be a great place to live, work and play, embracing development and relating to Bishop's Stortford as a whole in a way that retains the unique market town characteristics and medieval charm, but at the same time provides the additional infrastructure and housing needed to support growth. There are some principles to the vision:

- Development must be suitable, sustainable and demonstrate excellent design so that people's quality of life both now and in the future is enhanced by well thought out housing, infrastructure, and other facilities creating a sense of local community;
- Development should complement and support the existing character and cultural heritage of the market town and its river and create an attractive mix of well-maintained residential and green spaces within a safe environment;
- Major development on the edge of the current built up area should be designed with Garden City principles, specifically incorporating its own green infrastructure (gardens, parks and landscaping) so as to create a smooth transition between the historic centre and the rural hinterland beyond;
- The River Stort is widely recognised as an under-used asset for the town; it should be developed as a focus for the town, in terms of leisure use, pedestrian and cycle usage, and wildlife diversity;
- Development within the town centre should seek to enhance and complement

existing provision through sensitive regeneration, renovation and conservation;

- The transport infrastructure with its improved links should evolve in a way which facilitates economic and social activity without undermining the features that makes the town desirable;
- Schooling and health infrastructure should meet the needs of the population and be accessible;
- The town centre should remain the primary location for retail and service provision and be attractive, prosperous and vibrant. It should remain the heart of the town with appropriate connections to it;
- Businesses should be attracted to Bishop's Stortford due its highly skilled local workforce and high quality premises.

3.1.1.2 This Vision is supported by a set of objectives under individual policy themes as set out below.

3.2 HOUSING AND DESIGN

3.2.1.1 Housing, and the design of the urban environment, has a direct impact on quality of life and excellent design is critical to creating desirable and sustainable neighbourhoods with a sense of community and place. This Neighbourhood Plan does not allocate housing land; this is the responsibility of the current Local Plan and emerging District Plan being prepared by East Herts Council. Instead this Neighbourhood Plan seeks to influence development to ensure that it complements the town, is of a high quality, and is supported by appropriate infrastructure. The Neighbourhood Plan includes policies which will apply to new developments within the

Neighbourhood Area including those on land allocated in the emerging District Plan.



3.2.2 Objectives

- Promote an attractive and harmonious living environment recognising the town's heritage
- Promote high functionality and quality within the living environment
- Provide housing for all and create community cohesion
- Protect and enhance newly discovered archaeological sites

3.3 GREEN INFRASTRUCTURE

3.3.1.1 The residents of Bishop's Stortford are fortunate to live in a town surrounded by a mix of attractive rural areas which provide a great variety of opportunities for healthy and enjoyable activities. The River Stort provides valuable leisure activities and biodiversity. New development should protect existing green spaces, other than those specifically identified as development sites, improve biodiversity and should take the opportunity to create and exploit new green infrastructure and leisure facilities whilst minimising environmental risks.

3.3.2 Objectives

- Enhance and protect green spaces; utilise appropriately for leisure
- Protect and enhance wildlife and biodiversity, including the River Stort
- Improve access and connections to green spaces and the surrounding countryside
- Provide essential community facilities
- Maintain and enhance the flood mitigation function of green spaces

3.4 TRANSPORT

3.4.1.1 High levels of car ownership and an underdeveloped sustainable travel network have contributed to a reliance on car transport in the area and resulting congestion at peak periods. In addition to concerns over traffic volumes, community feedback has also highlighted key concerns about pedestrian and cyclist safety, parking and public transport provision. Whilst this plan contains policies to improve sustainable travel, the overall aspiration is to improve movement by all transport modes including walking, cycling, public transport and car.

3.4.2 Objectives

- Support solutions to congestion
- Create and promote sustainable travel networks
- Provide adequate car parking
- Manage traffic speeds and promote road safety
- Improve town centre access, connectivity, amenity and vitality



3.5 EDUCATION

3.5.1.1 Schools in Bishop's Stortford are generally recognised to have very good standards and attract pupils from a wide catchment area. There is a demand for both primary and secondary places which exceeds the places available and this gap is forecast to widen as the population of the town grows. The unbalanced geographical distribution of secondary schools contributes to traffic congestion in the town. There is poor provision of adult education and vocational training.

3.5.2 Objectives

- Support the creation of sufficient new school places to accommodate population growth.
- Maintain or improve current high standards of education in the Neighbourhood Area.
- Enable the provision of vocational training, adult education and wide community use.



3.6 HEALTH

3.6.1.1 Primary health care in the town is already stretched and many residents complain about difficulties with getting timely appointments with GPs, about a lack of mental health services, A&E facilities and care for the elderly. The expansion of the town and the ageing population will put additional strain on these facilities.

3.6.2 Objective

- Provide reasonable access to health services for residents of all ages

3.7 SPORT, LEISURE & COMMUNITY

3.7.1.1 Whilst the Neighbourhood Area and the town as a whole benefit from a number of sports facilities there is a high demand for additional or enhanced space, both indoor and outdoor, and a relatively low public satisfaction rating for current sports facilities within the town. The competing demands for land use create real challenges in meeting the need.

3.7.2 Objectives

- Provide standards-compliant community facilities to meet the needs of the residents
- Encourage appropriate use of Green Belt for sensitively designed outdoor sport, leisure and community facilities

3.8 BUSINESS AND EMPLOYMENT

3.8.1.1 Bishop's Stortford has excellent transport links to London, the M25, Cambridge and, due to its proximity to Stansted Airport, many international destinations. It is well positioned in relation

to the UK's most dynamic economies. There is an inadequate supply of modern business space to accommodate the potential for employment growth but relatively low unemployment. There is some tension between those who wish to see local employment opportunities expand, and those who are concerned that expansion does not damage the attributes which make the town attractive.

3.8.1.2 The town centre still has the character of a historic market town. Whilst it has suffered, like many others, from a movement towards online and out of town shopping, the occupancy rates remain high. The Neighbourhood Plan contains policies which seek to ensure that the centre remains a vibrant and attractive focus for both retail and other activities.

3.8.2 Objectives

- Create new employment opportunities for local residents while protecting amenities for residents
- Create a welcoming, prosperous and dynamic town centre through attractive development and integrated refurbishment
- Support development in the town and commercial areas to ensure sustainable employment diversity

3.9 THE GOODS YARD

3.9.1.1 Sensitive re-development of the Goods Yard presents a huge opportunity to provide a welcoming gateway to Bishop's Stortford and to greatly improve the accessibility of the town centre from the southern side of the town. Coupled with improvements to surrounding areas there is the chance to transform the site from a barren vista of cars into a vibrant contributor to the life and soul of the town.

3.9.2 Objectives

- Create a welcoming and pleasant public realm, enhancing the river environment and acknowledging the longstanding links of the area with travel and transport
- Provide a transport interchange to promote better connections between all means of transport
- Improve vehicle access routes to the site and connections with the rest of the town
- Provide sufficient car and cycle parking for users throughout the period covered by the Neighbourhood Plan
- Provide easy and safe pedestrian and cycle links to and from the site

3.10 LAND SOUTH OF BISHOP'S STORTFORD

3.10.1.1 According to the 2007 Local Plan, the area between Whittington Way and the bypass is designated Metropolitan Green Belt. Within the emerging District Plan it is proposed that the Green Belt boundaries are amended and the site allocated for development. It is referred to in the emerging District Plan as 'Land South of Bishop's Stortford' although colloquially it is also known as 'Bishop's Stortford South'

3.10.1.2 The emerging District Plan proposes 750 dwellings, a secondary school and a primary school. Supporting infrastructure, access and a business park are also proposed.

3.10.1.3 A decision by the District Council to amend the Green Belt boundaries would be controversial. This site is additionally controversial because of its prominent location, the effects of congestion and the fact that the take-off flightpath from Stansted Airport passes immediately adjacent to the site and aircraft which have departed from the

All Saints, Central, South & part of Thorley

Noise Preferential Routes from time to time fly over at low altitude. However the Neighbourhood Plan has no influence over the decision to amend the Green Belt boundaries; it can deal only with the consequences should it occur.

3.10.1.4 As there is a state of uncertainty in regards to the outcome of the emerging District Plan, this Neighbourhood Plan provides for the two possible outcomes namely either that the land in question is removed from the Green Belt, or it is not. Certain policies in this plan apply only if the land is removed from development as part of the emerging District Plan process and in this case the Neighbourhood Plan focuses on shaping development to ensure that growth complements and enhances the surrounding area and does not undermine the integrity of the Green Belt that surrounds it.

3.10.2 Objectives

- Ensure that any development is in keeping with surrounding areas, presents a graduated edge to the surrounding Green Belt areas, includes inclusive community facilities and has adequate traffic planning
- Ensure any development does not have a negative impact on the local features of the natural landscape and neighbouring green spaces

3.11 THE BISHOP'S STORTFORD HIGH SCHOOL SITE

3.11.1.1 The governors of the Bishop's Stortford High School have expressed an interest in moving to the Land South of Bishop's Stortford site, should this site be approved for development (see above). This proposal received formal support from

Hertfordshire County Council on 11th July 2016.

3.11.1.2 As there is a state of uncertainty in regards to the outcome of the emerging District Plan, we are providing for the two possible outcomes namely either that the land at Land South of Bishop's Stortford is removed from the Green Belt, or it is not. The policies specific to the Bishop's Stortford High School site apply only in the former case.

3.11.1.3 If this occurs, then 200–250 houses could be built on the current site of the Bishop's Stortford High School, which is bounded by existing housing estates on three sides and the main London Road on the other.

3.11.2 Objectives

- Ensure any new housing is in keeping with the surrounding area
- Ensure the inclusion of sustainable leisure, recreational and other public facilities on site

3.12 EAST OF MANOR LINKS

3.12.1.1 Manor Links is an area of large low-rise mature bungalows on large plots with open aspects.

3.12.1.2 Within the emerging District Plan, it is proposed that the Green Belt boundaries are amended and two adjacent areas currently within the Green Belt areas are allocated for development. The area in question backs directly on to the gardens of bungalows in Manor Links and two storey properties in Cecil Close and Shortcroft.

3.12.1.3 A decision by the District Council to amend the Green Belt boundaries would be controversial; however the Neighbourhood Plan has no influence over this decision. It can deal only with the consequences should it occur.

3.12.1.4 As there is a state of uncertainty in regards to the outcome of the emerging District Plan, we are providing for the two possible outcomes namely either that the land in question is removed from the Green Belt, or it is not. The policies specific to the East of Manor Links site apply only in the former case.

3.12.2 Objectives

- Ensure development sits comfortably, presents favourable vistas, provides community facilities which include open spaces and play areas and has adequate traffic planning.

4 Policies

4.1 HOUSING AND DESIGN

4.1.1 Introduction

4.1.1.1 The Neighbourhood Area comprises All Saints, Central and South wards of Bishop's Stortford and a part of Thorley Parish including a section lying within the bypass. Although part of Central ward lies within the town centre, the remainder of the Neighbourhood Area within Bishop's Stortford is characterised by a number of housing estates built in different periods and styles over the last 150 years. Central ward has a network of small streets and mostly terraced cottages built from Victorian times up to the First World War. All Saints and South wards both have a wide range of housing largely built from the First World War up to the post Second World War era, whilst South Ward alone has major estates, such as Thorley and St Michael's Mead, built after 1980.

4.1.1.2 Although each housing estate retains a character typical of the period in which it was built, subsequent infill and modernisation have resulted in an enormous variety of styles and appearances.

4.1.1.3 The part of Thorley Parish within the Neighbourhood Area is largely undeveloped at present, though is allocated to take up to 1000 new homes in the emerging District Plan.

4.1.1.4 The District Plan (currently emerging) will establish the amount of development required to meet needs in Bishop's Stortford and across the district. The exact scale of development will need to be established through the District Planning process and is not something that can be meaningfully influenced by this Neighbourhood Plan.

4.1.1.5 The Neighbourhood Plan focuses on shaping how development is brought forward to ensure that growth which complements and enhances the unique character of the town can take place in a way which does not undermine the main purpose of the Green Belt in preventing uncontrolled urban sprawl.

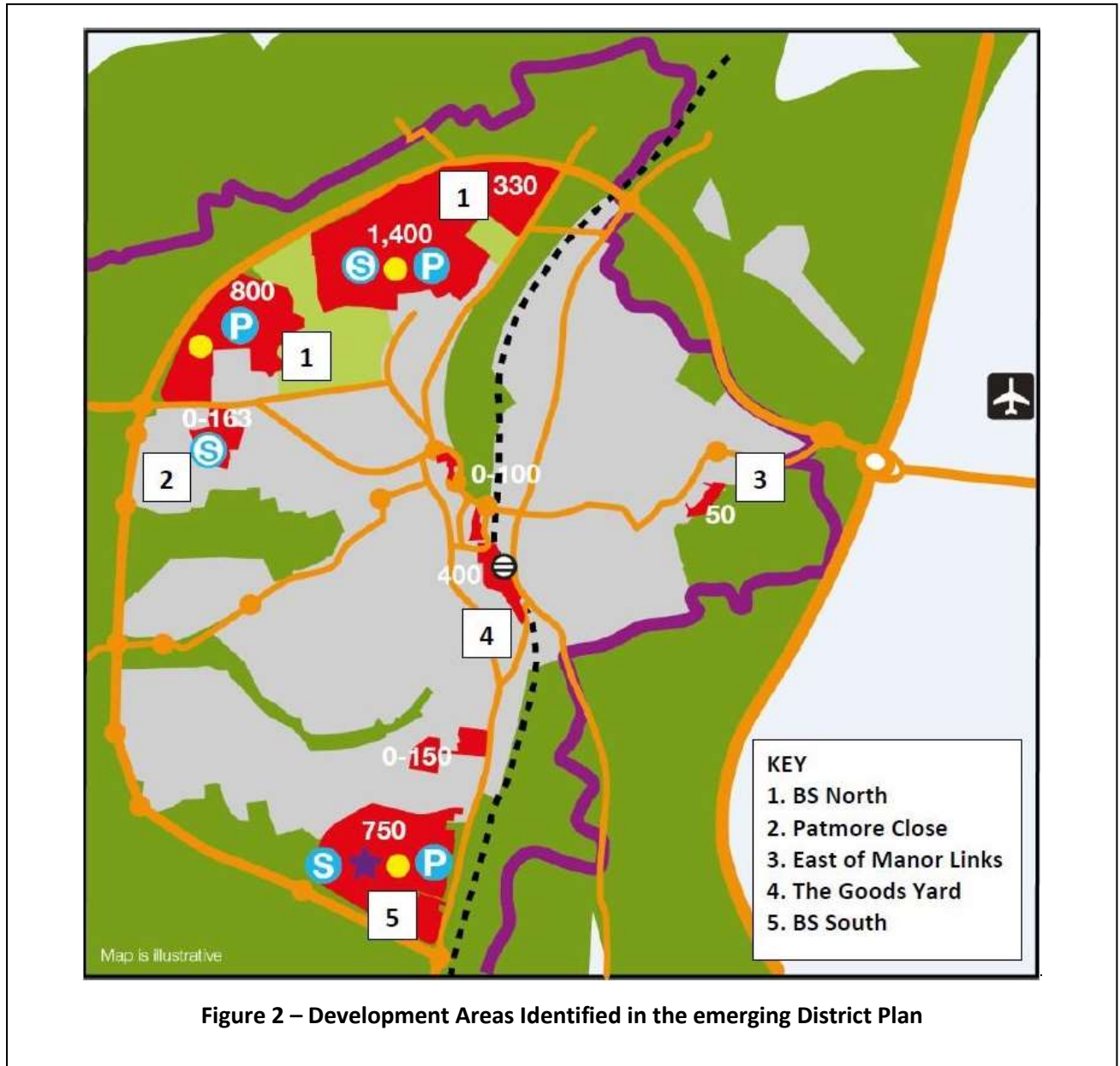
4.1.2 Objectives

4.1.2.1 The objectives underlying the policies in this chapter are grouped under the headings below:

- Promote an attractive and harmonious living environment recognising the town's heritage
- Promote high functionality and quality within the living environment
- Provide housing for all and create community cohesion
- Protect and enhance newly discovered archaeological sites



Objective: Promote an attractive and harmonious living environment recognising the town's heritage



4.1.2.2 Bishop's Stortford has a blend of character liked by its residents and well represented within the Neighbourhood Area. On the edge of the built up area, open spaces along the Stort valley and towards Thorley village, as well as the Southern Country Park, allow the town to blend gradually into its rural hinterland. In these areas it is expected that any developments will enhance this transition through the use of Garden City principles. The ongoing presence of a Green Belt transition together with the town bypass creating its own boundary will help to keep the scale and

character of Bishop's Stortford as a historic market town and to prevent an urban sprawl towards Thorley Village, Spellbrook and the Hallingburys.

4.1.2.3 Hertfordshire is the home of the Garden City and, although the character of the Neighbourhood Area was never intended as such, the predominance of green open spaces towards the edge accord with those of a mature Garden suburb. The Garden City approach to planning balances lower density of development often around the edge of towns with relatively higher density towards

the centres. It also incorporates its own green infrastructure (e.g. gardens, parks, landscaping) so as to create a smooth transition between that and the rural hinterland beyond, with gardens of a size commensurate with the scale and type of dwelling.

4.1.2.4 It should be noted that, when asked to comment about the character of new development in the Neighbourhood Plan Questionnaire (question #14), many respondents stated a preference for lower density developments and over 97% thought that landscaping and trees to create an attractive environment was important or very important.

4.1.2.5 There are two schemes within the emerging District Plan each of which yields over 150 homes (see figure 2, areas 4, 5) within the area of the Neighbourhood Plan. In addition, 50 homes are proposed at land east of Manor Links (figure 2, area 3). Policies that deal with each scheme specifically are listed separately so that, should planning applications be made, suitable guidance is available to make sure that development is appropriate and compatible with its surroundings.

4.1.2.6 From the Neighbourhood Plan survey of Dec 2014, the Land South of Bishop's Stortford site is the least popular of the three greenfield sites for development with town residents and will have the greatest infrastructure requirements to be acceptable. In particular, car parking capacity and access to it, avoiding the one-way system in the town centre, may be improved by development of the Goods Yard site (see policies GY4 and GY5).

4.1.2.7 East Hertfordshire District Council has a Strategic Land Availability Assessment (SLAA) process to identify and appraise sites that come forward through a consultation

process with landowners and other stakeholders.

4.1.2.8 It contains a number of commercial and other areas with premises that are no longer fit for purpose, or that are poorly sited for good connectivity to the transport network. Priority should be given to using such 'brownfield' sites for housing, provided suitable alternative premises arise elsewhere in the Town and that opportunities for increasing the extent and quality of local employment are forthcoming.

4.1.2.9 All development must comply with Regulation 10(1)(b) of the Town and Country Planning (Local Planning) (England) Regulations 2012 as amended⁴ which requires that in local plans and supplementary planning documents, regard be had for the objectives of preventing major accidents and limiting the consequences of such accidents for human health and the environment. Within the Neighbourhood Plan area there is the potential for land allocation to encroach on the consultation zones around a National Grid Gas PLC pipeline detailed in Appendix 6.

HDP1 – Residential development and redevelopment

a) New residential development will be supported as long as it is found to be meeting the findings of the latest Strategic Housing Market Assessment and subject to Local and Neighbourhood Plan policies in force. It is envisaged such housing will come forward through utilising opportunities for infill and brownfield development wherever possible and through significant developments⁵ on the outer edge of the built up area.

⁴ Amended by r.33 - Schedule 5 of The Planning (Hazardous Substances) Regulations 2015

⁵ See glossary for definition

b) Residential Development Proposals beyond the existing edge of the built up area should be designed to incorporate the principles of Garden Cities (as defined in the glossary in Appendix 4 and as applicable to the size of development).

c) Brownfield development and the redevelopment of existing residential properties to create higher density shall be supported subject to the achievement of high quality design that meets the requirements of other policies and does not compromise to an unacceptable level the amenity value in either neighbouring properties or for the future occupiers of the proposed development.

4.1.2.10 Bishop's Stortford should only receive the very best, attractive and sustainable development. Building for Life 12, a Government-backed industry standard for well-designed homes and neighbourhoods, is an effective way of achieving high quality through compliance with policy. The standard sets out twelve criteria to assess the quality of a development scheme. The emerging District Plan acknowledges the value of using Building for Life principles, but currently stops short of mandating their use through policy. Proposals coming forward in Bishop's Stortford should aim to be exemplary, ideally scoring twelve out of twelve greens when assessed against these criteria. In this context a 'green' against a specific criterion means that all relevant recommendations for that criterion are met. It is expected that East Herts District Council design review process is used to monitor the performance of developers against the criteria.

4.1.2.11 Appendix 5 contains a summary of the AECOM Heritage and Character Assessment for the Neighbourhood Area divided up to describe the land and townscape features of each sub-area. As developments arise in any sub-area, it is expected that the

Key Character Management Principles applicable for that sub-area will guide developers in designing suitable buildings, streets and spaces for their location and to identify areas without a positive style where a more innovative approach can be used.

4.1.2.12 The National Planning Policy Framework places considerable importance to the setting of heritage assets, not just the assets themselves, and this is particularly so in the centre of Bishop's Stortford close to the Market Square and St. Michael's Church (Grade 1 listed) particularly, where a large number of listed buildings create a unique historic character that extends beyond the boundary of the Conservation Area.

4.1.2.13 For sites near to or in the Conservation Area, it is expected that planning decisions will reflect the advice given in Historic England's publication 'The Historic Environment in Local Plans' or whatever advice supersedes it, in conjunction with the Bishop's Stortford Conservation Area Appraisal (CAA). The CAA is expected to guide developers in designing new buildings as appropriate for their historic settings. It also identifies many unlisted buildings that make a positive contribution to the character of the area and which do not enjoy the same protection as listed buildings. Such buildings need to be properly maintained and preserved to keep the essential character of the area.

4.1.2.14 The Twyford Lock area deserves special protection as a place where its rural character has remained largely intact without intrusive development. The setting of the Twyford Mill and the Grade II*Queen Anne style Twyford House should continue to be protected from development that detracts from their architectural and historic value in a rural setting.

HDP2 – Setting and character of buildings, streets and spaces

a) For all development proposals in and adjacent to the Conservation Areas, schemes must follow the relevant styles and materials set out in the Conservation Area Character Appraisal. Such schemes will require special sensitivity in recognising the significance of their historic settings to be supported. Development proposals close to Twyford House and Mill which adversely affect their essentially rural setting will not be supported unless the harm is clearly outweighed by the public benefits of the proposal. Schemes involving the demolition of unlisted buildings that make a positive contribution to the Conservation Area, as denoted in section 7 - Management Proposals in the Conservation Area Appraisal, will not be supported except where the contribution from replacement buildings is comparable or better, or where the public benefit of the replacement scheme in terms of its appearance and design or the viable use of the site outweighs the harm.

b) Developments which can generally demonstrate high quality and empathy with their setting within the Neighbourhood Area will be encouraged. This means schemes will be supported if:

- They follow the Character Management principles described in Appendix 5, depending on the Townscape Character Area (TCA) of the site.
- They are accompanied by a Building for Life 12 Assessment and that score green or amber against all applicable criteria. An amber score will only be acceptable where it is accompanied by a clear justification in terms of local circumstances or viability explaining why a green score cannot be achieved.
- Buildings, streets and spaces can be shown to relate well to their location and

surroundings, particularly in prominent areas, such as when approaching Thorley Street from the south.

- Where possible, they keep the routes of existing roads and lanes to provide continuity with the history and morphology of the local area, for example Thorley Lane and Pig Lane.

c) Innovative designs of a high quality can be used, where it can be demonstrated that they also contribute positively to the immediate surroundings.

4.1.3 Objective: Promote high functionality and quality within the living environment

4.1.3.1 The achievement of high quality through good design, whether on the detailed scale within homes or on the wider scale for, say crime prevention, is encouraged by looking to meet or exceed current standards as they evolve. Best practice design principles shall be followed to ensure current and future functional and service needs are anticipated, thereby avoiding subsequent disruptive changes and contributing to the sustainability of the neighbourhood in the long term.

4.1.3.2 Sport England with Public Health England have produced Active Design guidance detailing how good urban design practice can deliver built environments that are enjoyable to live in and encourage healthy lifestyles. Bishop's Stortford is not well served by its existing sport facilities, poorly connected neighbourhoods and community infrastructure, as indicated in other relevant sections of this Plan, so it is particularly important that new developments seek to redress this imbalance by following such good practice.

4.1.3.3 The aim is for new development to deliver homes that are fit for purpose. This can relate to simply having enough space, for

example for visitors and guests to promote social interaction, for bikes and push chairs to encourage sustainable transport and to store sorted waste awaiting collection under the multiple wheelie bin local policy. Consultation has revealed that homes need more space and, in the absence of space standards in both the existing and emerging District Plans, it is recommended that the Nationally Described Space Standard in the optional DCLG Technical Housing Standards is used.

4.1.3.4 Recent changes in local lighting times have resulted in concerns about night time safety and security within Bishop's Stortford. It is important that the quality of lighting in new developments is able to allay those fears.

4.1.3.5 In order to mitigate the impacts of new development on climate change, development proposals should demonstrate how they will ensure that new dwellings and business premises include energy-saving and carbon dioxide reducing measures that at least match, and ideally exceed, proposed regulations.

4.1.3.6 Some residents of the town have complained that unadopted roads in recent new developments have needed costly arrangements for road maintenance that could be avoided if built to a proper standard.

4.1.3.7 The Environment Agency in their comments have said the Neighbourhood Area is part of a wider area under 'severe water stress' and recommend the DCLG Optional Technical Standard for Water Efficiency should be applied through NP policy. Although the existing Local Plan in force and the emerging District Plan cover water conservation generally, the local nature of the issue argues for its specific inclusion in the Plan.

4.1.3.8 Following the May 2016 House of Commons rejection of the Lord's amendment on SUDS (Sustainable Drainage Systems), where they suggested removing the automatic right of developers to connect to public sewers for surface water and encourage SUDS on every development, the Lords accepted an amendment. This now means the Secretary of State must carry out a review of the planning legislation, government planning policy (introduced in April 2015) and arising local planning policies concerning sustainable drainage.

4.1.3.9 The Stort river runs through the Neighbourhood Plan area and has a history of flooding in the town centre and of water run-off towards its flood plain in lower Thorley Street. Both locations have the potential developments of the Goods Yard and Land South of Bishop's Stortford close to them, so it is vital that SUDS water management principles are followed to minimise any adverse impact, following the uncertainty caused by the Government review, the timing of which is unknown. A hierarchy of Sustainable Urban Drainage appears in the Emerging District Plan in policy WAT3.

HDP3 – Design standards

a) In addition to other applicable criteria for design assessment, development will be required to meet all of the following criteria unless they include a clear justification for not meeting the standard:

- For all significant developments⁶, developers must demonstrate how the first nine principles of active design as detailed within Sport England's, Active Design Guidance (2015) have been addressed by using the Active Design checklist.

⁶ See Appendix 4 - Glossary

- Street lighting should achieve the standard as described in the Secured by Design publication 'Lighting Against Crime' or subsequent documents which explicitly supersede this.

b) On sites that have a favourable south-east to south-west aspect such as the land South of Bishop's Stortford, proposed in the emerging District Plan developers will be encouraged to incorporate the use of solar energy generation. On all sites the use of solar energy or other sources of renewable energy will be supported, where it does not conflict with other development plan policies.

c) All roads on new developments will be expected to meet the criteria for adoption set out by the Highways Authority.

d) All schemes are expected to follow the principles described below:-

- Development must utilise the most sustainable forms of drainage systems in accordance with the SUDS hierarchy, unless there are practical engineering reasons for not doing so.
- Development should aim to achieve greenfield run-off rates and ensure that surface water run-off is managed as close to its source as possible.
- Drainage should be designed and implemented in ways that deliver other policy objectives of this Plan, including water use efficiency and quality, biodiversity, amenity and recreation. The provision of balancing ponds as part of an area of public open space for recreation or wildlife should be designed to ensure the safety of other users of the space. Where SUDS are provided as part of a development, applicants should detail how it will be maintained in the long term.

- Where practicable, SUDS should be designed to ensure the sustainable drainage networks have the additional capacity required to cope with infrequent adverse weather conditions and therefore reduce flood risk.

4.1.4 Objective: Provide housing for all and create community cohesion

4.1.4.1 The future housing mix policy within the emerging District Plan is identified through the West Essex and East Hertfordshire Strategic Housing Market Assessment Sept 2015 (SHMA), which sets out the Objectively Assessed Housing Need (OAHN) over the Plan period, forecasting requirements to 2033. The recent nature of its evidence base argues for it to be used alongside the existing 2007 Plan which is technically in force at the moment.

4.1.4.2 The District Council also uses other sources of information to forecast housing demand within the District, including its own Housing Needs survey of residents carried out in Q4 of 2014 to identify current and future demand within the District and sub-areas. The key finding from that survey for Bishop's Stortford (based on 180 respondents) is that it has a strong demand for affordable housing, particularly amongst 'concealed households' (those not living independently but who wish to do so), indicating a lack of affordable homes within the area.

4.1.4.3 The Neighbourhood Plan survey carried out in Q4 2014 asked, in questions 12 and 13, for residents' views on the nature of housing that is most needed. The replies from the 1700 respondents highlighted the following:

- Strong preference for 2-3 bedroom homes (70% thought more such homes were needed)

- Positive demand for bungalows (54% thought more such homes were needed)
- Less preference for 4/5 bedroom homes (only 15% thought more such homes were needed)
- Positive demand for shared ownership (57% thought more such homes were needed)



4.1.4.4 The fact that the Neighbourhood Area is only 15 minutes travel time to the major employment centre of Stansted Airport and less than 45 minutes to London and Cambridge along the M11 corridor means that housing demand is likely to exceed the District average. Feedback from consultation and the Neighbourhood Plan Survey shows that for local people, particularly young people starting families, difficulty in obtaining a place to live is a major concern.

4.1.4.5 The 2011 Census figures also show that the Neighbourhood Area has about 5% more families with one or two dependent children and about 3% less two to three bedroom homes, compared to the East Hertfordshire District average. This, coupled with the results of the Neighbourhood Plan survey, argues for housing mix to be weighted away from four or five bedroom homes towards those with two or three bedrooms. Paragraph d) of policy HDP4 indicates how supply for smaller family houses could be increased by building small bungalows as part

of the housing mix.

4.1.4.6 The high demand for housing coupled with the large difference between affordable home provision policy and the current provision clearly supports the need for a pragmatic and sensitive approach to dwelling mix policy implementation. This needs to take account of the local conditions driving demand and the nature of the area itself to avoid damaging both its character and social fabric.

4.1.4.7 The policy for Dwelling Mix Strategy requires an assessment to be carried out by developers of how the mix they propose meets with local needs, within the whole of Bishop's Stortford, for schemes above a certain size. The assessment should be part of the Design and Access statement and will be reviewed as part of the East Herts Council's formal decision making process for planning applications, taking into account local factors such as affordability and availability of market homes and the trend of affordable housing waiting lists. To avoid the 'leakage' of affordable properties back into the open market, only schemes that allow the retention of affordable homes through buyback by providers, or other appropriate measures will be supported.

4.1.4.8 The Self-build and Custom Housebuilding Act 2015 obliges Planning Authorities to keep a register of those seeking to acquire land to build a home. It is expected that the register for East Hertfordshire will be used as a guide to the demand for such land when assessing the proportion of market housing allocated for this type of building in new developments as they come forward.

HDP4 – Dwelling mix strategy

a) On schemes where there is a net gain of five or more homes, developers are required to submit a Dwellings Mix Strategy as part of

the Design and Access Statement with any planning application. The strategy must clearly demonstrate how the proposed development addresses the objectively identified needs within Bishop's Stortford. This must cover all needs including those for all forms of market and 'affordable' housing.

b) On all such schemes, affordable housing will, other than in exceptional circumstances, be provided on-site as part of the residential development. Exceptional circumstances will principally relate to those where on-site provision will clearly compromise the deliverability of the scheme, in which case developer contributions would be sought towards off-site provision of affordable housing.

c) Schemes of any size must consider the unfulfilled demand for bungalows, particularly for sites close to similar dwellings, for example the East of Manor Links site. Developers must justify on firm evidence, for reasons other than just viability, why a site is not suitable for bungalows.

d) All schemes shall consider alternative types of purchase funding such as self-build for market housing. The Self-build Register should be used to assess the level of demand in an area to determine the proportion of land given over to such type of building, along with other relevant factors such as the size, position, accessibility and terrain of the site.

4.1.4.9 As a commuter town primarily for London, but also for Cambridge, Bishop's Stortford sometimes suffers from a lack of "community". Provision of 'Lifetime Homes' above the 15% specified by the Local Plan is a way to encourage stability and social cohesion by making it easier to avoid unnecessary uprooting of households to 'upsize' or 'downsize'. Wheelchair adaptable housing standards, applied through building regulations M(2), have superseded the

Lifetime Homes definition, and the Preferred Options draft District Plan advocates a flexible approach to the proportion of homes built to this standard. However, the case for building a significant proportion of wheelchair adaptable homes remains. continue.



4.1.4.10 Although there is no evidence that the proportion of disabled households in the Neighbourhood Area differs significantly from that of the East Herts Council average, there is evidence from engagement with disabled groups within the town that it is difficult to find suitable accommodation for those with specialist needs.⁷ It is therefore important that opportunities arising from developments make a contribution to this provision through S106 or CIL contributions.

4.1.4.11 Integration of such accommodation into residential areas is encouraged to promote security, diversity, inclusion and community cohesion, as recommended during consultation with housing providers.

HDP5 – Building for the community

a) Housing for Older and Vulnerable People will be expected to be:-

- In a suitable location where access to a choice of sustainable travel options is available;
- Within walking distance, on a safe and level route or within easy reach by

⁷ Information received Consultation February 2014.

passenger transport, to town centre shops and services;

- Well integrated with existing communities through the sharing of space and public access to services;
- Of a non-institutional, safe and stimulating design, which meets not only the needs of its future residents, but also the staff who work there and the visitors who may use it as a community resource.

b) Where new community facilities are being constructed in association with residential development the timing of their commissioning should ensure they are available for the new and existing community from the start of occupation or, where it can be clearly demonstrated that this is not viable or practicable, in accordance with an agreed phasing policy which will deliver facilities at the earliest stage at which it would be viable

HDP6, HDP7, HDP8 – There are no policies with these numbers

4.1.4.12 In order to maintain policy numbering consistent with that for the Bishop's Stortford Neighbourhood Plan for Silverleys and Meads Wards, these policy numbers have been omitted from the current plan.

4.1.5 Objective: Protect and enhance newly discovered archaeological sites

4.1.5.1 Bishop's Stortford has numerous archaeological sites dating from the early prehistoric through to the Later Iron Age, Roman and Medieval periods. Existing Local and emerging District Plans have the policies to ensure that new development sites with archaeological potential can be investigated to determine if important archaeological remains ('heritage assets') are present. These policies are considered sufficient to enable

appropriate mitigation measures (further surveys, excavations, etc.) to be put in place.

4.1.5.2 Bishop's Stortford Museum should take priority on exhibiting any remains found, unless the find is of such scale and importance that it needs its own premises to conserve and display the finds.

HDP9 – Archaeology

a) Should new archaeological finds occur, that are worthy of reclamation or display, an appropriate contribution will be sought from the developers towards the costs of whatever methods are deemed by Hertfordshire County Council to be most appropriate to curate the finds, where it meets the legal requirements for section 106 contributions

4.2 CONTRIBUTIONS TO COMMUNITY INFRASTRUCTURE

4.2.1.1 Bishop's Stortford has a range of infrastructure needs and on-going requirements. In order to make sure there is a consistent approach to community infrastructure and to ensure that the objectives within the Neighbourhood Plan are supported with any future development proposals, financial contributions should be made accordingly.

CI – Contributions to Infrastructure and Community Facilities

a) Where policies in this plan require contributions to provide new or improved community infrastructure or community facilities, they will be made through planning obligations in accordance with Policy IMP1 of the East Herts Local Plan 2007 Second Review 2007 or a successor policy in the emerging East Herts District Plan where they comply with the Community Infrastructure Levy

Regulations 2010 and any subsequent amendments to them.

4.2.1.2

4.3 GREEN INFRASTRUCTURE

4.3.1 Introduction

4.3.1.1 The Neighbourhood Area includes a wide variety of rich green space resources and this is appreciated by the residents; in the 2014 Neighbourhood Plan questionnaire, residents considered that parks and green spaces were the third most popular aspect of the town with 57% rating them as excellent or good. There was also very strong support for the future use and protection of green spaces in and around the town.

4.3.1.2 New development should protect existing green spaces, other than those specifically identified as development sites, improve biodiversity and should take the opportunity to create and enhance new green infrastructure and leisure facilities whilst minimising environmental risks. The Southern Country Park is an example of 'best practice' for the creation and management of a 'new' green space, especially in the way the local residents are involved. The River Stort is an important chalk stream habitat for wildlife but is also an under-used asset for the residents of the town.



4.3.1.3 Bishop's Stortford is subject to a number of environmental risks. The river presents a flood risk for parts of the town centre and recent major housing and retail developments have decreased the natural absorption of rainwater. These, along with further proposed development, are likely to increase the risk of flooding.

4.3.1.4 The rapid expansion has also put the environment of the town under pressure. The town is not self-sufficient in water which must be pumped in from outside sources. Sewerage facilities are stretched. Any major new development must therefore take these factors into account, manage the environmental risks and improve the area's resilience to climate change.

4.3.2 Objectives

4.3.2.1 The objectives underlying the policies in this chapter are organised under the headings below.

- Enhance and protect green spaces; utilise appropriately for leisure
- Protect and enhance wildlife and biodiversity, including the River Stort
- Improve access and connections to green spaces and the surrounding countryside
- Provide essential community facilities
- Maintain and enhance the flood mitigation function of green spaces

4.3.3 Objective: Enhance and protect green spaces; utilise appropriately for leisure

4.3.3.1 There are five major tracts of land in the Neighbourhood Area which act as green lungs. These are vital in maintaining the balance of green space and development that has been so important to Bishop's Stortford evolution. These five areas should be protected.

4.3.3.2 Major housing development, if not carefully planned, could cause the loss of important green spaces, suffocation of the southern and eastern sides of the town,



reduce connectivity and permeability of the landscape for wildlife and people, and would restrict access to green space by existing and new residents.

4.3.3.4 The park is extremely diverse in what it offers to park users. The Eastern side contains the Thorley Lane car park, children's play area and a large open area of grass that is used for keep fit classes, ballgames, flying kites and model aircraft and exercising dogs. On the western side there is a dog-free picnic area, fishing lake, spring-fed pond and Spellbrook. There is also a large wildflower area on a chalk bank. Across the whole park there are a wide variety of wildlife habitats.

4.3.3.5 Thorley Wedge is a long narrow area of public space, which incorporates three children's play areas and an allotment site, together with community football club pitches. It extends across approximately two



Imagery © 2016 Infoterra Ltd & Bluesky, Getmapping plc, The Geoinformation Group. Map data © 2016 Google.

4.3.3.3 The first of the five lungs is Southern Country Park which lies to the south of Bishops Stortford and is approximately 23 ha in size. A volunteer group called ' Friends of Southern Country Park ' works closely with East Herts Council and the Countryside Management Service to maintain and improve the park. This partnership has led to the park's Green Flag status which makes it welcoming, safe and well maintained, with strong community involvement and good management of wildlife assets.

kilometres from east to west in southern Bishop's Stortford, from Thorley Hill road to St James Way, where it is called 'Northern Park'.

4.3.3.6 From its western end, which abuts farmland (across St James Way) Thorley Wedge provides the following functions:

- Wildlife corridor
- Green lung
- Linkage route for pedestrians and cyclists
- Dog walking zone

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- Childrens play area, both formally and informally
- Formal sports area – community football club
- Informal sports area
- Leisure space
- Storm water containment
- Utility provision

4.3.3.7 Birchanger Wood lies partly within the Neighbourhood Area and consists of 28 hectares of ancient coppiced woodland. The wood is maintained entirely by volunteers in accordance with a management plan drawn up by professional ecologists and the Forestry Commission for the benefit of the local community. Recently created are 5.3km of all-weather and wheelchair-friendly paths.

4.3.3.8 The Spinney is a narrow area of heavily wooded public space, which borders the western end of the Bishop's Stortford High School site. The Spinney provides:

- A wildlife corridor
- A green lung
- An un-paved surface, linkage route for pedestrians and cyclists
- A dog walking zone
- Children's informal play area

There is potential for:

- Development of a paved green route for pedestrians and cyclists from the land south of Whittington Way, via Thornbera Gardens into Thorley Wedge and for pedestrians via Thorley Park Road and Marlborough Close, twenty metres of paved public footpath and Mulberry Court to South Road.
- Blending any open space provision from development on the Bishop's Stortford

High School site into the eastern side of The Spinney to increase its width and wildlife amenity value.

4.3.3.9 The Firs, an avenue of Lime & Pink Chestnut trees, remains an important wildlife corridor, enjoyed and appreciated by a large number of people using it as a pedestrian route, including school children. Supported by EHDC there is a community Friends group who actively work to enhance & maintain this important wildlife habitat. The Firs is an integral part of The Five Parks Walk linking Southern Country Park, Northern Park, College Fields & Thorley Wedge.

4.3.3.10 There are a number of other smaller green spaces which should be retained as they are and are listed under policy GIP1. Should offsite ecological compensation be required from development, the areas identified below could provide opportunities to site required ecological measures. In addition, there are very many verges which must be well maintained and could be planted with wild flowers for improved biodiversity.

GIP1 – Local Green Spaces and other green areas

a) The following five areas within the Neighbourhood Area will be designated 'Local Green Spaces'. Development that is incompatible with the importance of these spaces as attractive publicly accessible informal recreation areas will not be allowed unless there are very special circumstances where the benefit of the development clearly outweighs any harm. Development which adjoins these areas must preserve and enhance wildlife corridors to a width to allow sufficient bio-diversity and habitat conservation having regard to best practice and advice from Natural England and/or other appropriate expert organisations.

- Birchanger Wood

- The Firs
- The Spinney
- Thorley Wedge – from Thorley Hill to St James Way (Northern Park)
- Southern Country Park

b) There are a number of other green spaces in the area. In recognition of their value as green space, any development of these spaces in accordance with their final allocations in the District Plan must have regard to their intrinsic value as a green space and to their purpose.

- Apton Road pond
- Cox's Garden on Havers estate
- The Green: a square bounded by Audrey Gardens, Mary Park Gardens and Bishops Avenue
- Thorley Lane Verge which runs from Bishops Avenue up Thorley Lane to Pynchbek and to the roundabout and then alongside the oak wooded copse (still bordering old Thorley Lane which is now renamed Obrey Way) up to the turn into Thorley Lane East. It is used regularly as a horse riding route.
- Green leisure space south of New Path, adjacent to Holy Trinity Church
- Nettleswell Gardens at Rhodes Centre
- Old Cemetery and New Cemetery
- Parsonage Field
- Area adjacent to Rushleigh Green and the Ridings
- Thorley Cricket Ground
- Established mature woodland between Thorley Lane East and Broadleaf Avenue
- The green area adjacent to Ward Crescent
- The green area adjacent to Waytemore Road



4.3.3.11 Thorley Wedge and the riverside are the main areas for leisure activities for residents.

4.3.3.12 The proposed development on the Goods Yard site provides an opportunity to improve the riverside south of the town centre. The river is a great asset for the town but under-used as a central feature and for leisure use; this issue has been raised consistently in all consultation events. The document: 'A Vision for the Future': Bishop's Stortford Waterspace & Landscape Strategy, sets out excellent proposals for people to 'live, work and enjoy the River Stort Navigation' and is supported. In addition, it is proposed that occasional 'laybys' be introduced along the towpath to allow for extra green planting of native species to improve biodiversity. Residents are also asking for cycle paths along the river.



4.3.3.13 There are important fishing lakes adjacent to the river in the Neighbourhood

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Area which are well used by fishing clubs and must be preserved and well maintained.

4.3.3.14 The green space south of the proposed development on the Goods Yard site and bordering London Road should be taken into responsible management and opened up for public use to be funded by the developers of the Goods Yard site.

GIP2 – Improve areas for leisure

a) Proposals that seek to improve the use of existing and new open spaces will be supported. This would include:

- Provision of seating, preferably from natural products
- Improved signage
- Weather-protected information boards
- Facilities to support guided visits for schools, e.g. mooring points, hides and study centres

b) Initiatives by the Canal & River Trust and the Environment Agency to improve leisure usage of the River Stort Navigation will be supported, subject to other applicable policies, though wildlife needs to be protected from over-use. Proposals to improve the towpath south of the town centre with an appropriate surface (or artificial if a cycle track is provided) will be supported, together with better access, improved signage plus management and biodiversity enhancement initiatives.

GIP3 – Green space management and zoning

a) Developers will be expected to cooperate with the establishment of appropriate long-term arrangements for the management of open spaces which form part of any development scheme of over 10 dwellings. The developer will be required to provide financial contributions to support initial costs

and/or transfer land to an appropriate body, by agreement with the planning authority.

4.3.4 Objective: Protect and enhance wildlife and biodiversity, including the River Stort

4.3.4.1 The protection of wildlife was a key concern expressed at the Focus Group on Green Spaces held in November 2014 and at the Neighbourhood Plan Consultation Day held on 27th June 2015. Biodiversity, as a measure of the variety of organisms present in an ecosystem, must be maintained and improved. Ancient hedgerows such as that running alongside the Hertfordshire Way on the Whittington Way site connecting Obrey Way and Thorley Street, providing attractive views back to Thorley Wood and Spellbrook, need to be protected as they provide critical wildlife corridors. There is a longer-term aspiration to create a wildlife corridor running from Southern Country Park to the river Stort.

4.3.4.2 Wildlife sites such as the Southern Country Park reed bed must be protected and well maintained. It contains some very unusual bird species for the area, such as Snipe, Water Rail, Bearded Tit, Reed Bunting, Sedge Warbler, Reed Warbler, Willow Warbler and Common Tern.



GIP4 – Protect wildlife and increase biodiversity

a) In any new development, mature trees and hedgerows shall be retained as far as practical. New planting and other initiatives

shall be incorporated as an integral part of the scheme to promote biodiversity. New hedgerow planting should contain a variety of species appropriate to the area. Woodland planting must accord with the appropriate National Vegetation Classification (NVC). Existing mature trees should continue to be part of any development proposal unless it is demonstrated that it is necessary for them to be felled or an arboricultural survey clearly demonstrates that they are not worthy of retention. Replacement tree planting should be undertaken on a minimum of a one-for-one basis. Native species must always be given preference as plants of local origin tend to establish and survive better and support more wildlife. Monocultures should be avoided.

b) Watercourses are a vital asset and therefore must be retained as part of any development affecting them, and enhanced for biodiversity. Proposals must show how the watercourse is to be incorporated as a vital asset within a development but must also ensure that wherever possible an appropriate buffer zone is incorporated between the built form and the watercourse unless circumstances dictate otherwise. Only native species may be planted in the buffer zone. Where possible, the re-naturalisation of modified watercourses will be expected. A new development that may result in deterioration of an existing watercourse will not be supported.

c) Where significant new development restricts natural habitats, corridors for wildlife movement will be protected or created in order to benefit local biodiversity. The design of wildlife corridors will have regard to current best practice and advice from Natural England and/or other appropriate expert organisations.

d) In order to protect and enhance wildlife in the area and to increase biodiversity, opportunities to incorporate new wildlife habitats (for example bat and bird boxes) into significant new developments must be sought. Features for bats and birds must be integrated into the fabric of buildings of new development to ensure permanent gains. All building bordering green space will be expected to incorporate integrated features for wildlife. Guidance should be sought from Natural England where habitats of wildlife and protected species (e.g. badgers) are affected.

g)

4.3.5 Objective: Improve access and connections to green spaces and surrounding countryside

4.3.5.1 The Neighbourhood Area provides many opportunities for walking, riding and cycling but the existing green spaces are not as well known, or used as much as they could be. The Focus Group on Green Spaces held in November 2014 identified a need for improvement of existing footpaths and cycle paths, a requirement to improve the linkages or connections between them across the town and into the countryside, and also a need for improved signage and promotion. These connections utilise existing Public Rights of Way (PROW), plus potential new or other paths or routes. Opportunities should be sought to develop new connections between developed areas, green spaces and the surrounding countryside. New initiatives should complement the Rights of Way Improvement Plan (ROWIP) prepared by Herts County Council Rights of Way Service.



4.3.5.2 An example of good practice can be found in 'Southern Country Park & Beyond – Management Plan 2013 – 2018', which establishes and promotes linking routes on foot between five East Herts Council owned parks in Bishop's Stortford, namely Southern Country Park, Northern Parkland, Thorley Wedge, Bishop's Park and The Firs. This principle should be adopted for all the Green Spaces identified in this Neighbourhood Plan.

GIP5 – Enhancement of footpaths, bridleways and cycle paths

a) Working with local and national associations such as the Bishop's Stortford & District Footpaths Association, East Herts Ramblers, East Herts Footpaths Society and the British Horse Society, proposals to ensure that existing footpaths and bridleways are well maintained and signposted and that new footpaths are created and officially designated will be supported.

b) The character of existing public rights of way (PROWs) must be protected in terms of



safety, directness, attractiveness and convenience. No new obstructions to PROWs should be introduced and any amendments should follow the guidelines in the relevant Department of Environment, Food & Rural Affairs (DEFRA) circular.

c) Bridleways for horse riders should be protected and proposals should seek, where possible, to create new cycle paths so as to provide safe and effective routes across the Neighbourhood Area. New and existing cycle tracks should be linked with the National Cycle Network where possible.

d) Footpaths across the Neighbourhood Area should provide an accessible and safe way for all residents and visitors to enjoy the rural hinterland of Bishop's Stortford. Footpaths should use surfaces appropriate to the habitat: tarmac in well-used routes (e.g. main path through Northern Park); well-drained and overlaid with bark for more rural settings (e.g. Southern Country Park) and none for casual paths across grassy spaces.

e) As part of any major development proposal, financial contributions or direct provision of new infrastructure will be sought to secure improvements to PROW and other links within the area surrounding a site that would be used by future occupiers.

f) Proposals for the improvement of access to public green spaces will be supported (including access for those in wheelchairs and scooters, those who are frail and unable to walk in a robust manner and those with babies in buggies). Measures to regrade paths through the green spaces for this purpose will be supported.

4.3.6 Objective: Provide essential community facilities

4.3.6.1 Allotments in Bishop's Stortford are currently managed by Bishop's Stortford Town Council. Residents must wait up to eighteen

months for a plot on the more popular sites in the Neighbourhood Area, despite efforts over recent years to manage demand by reducing plot size and evicting tenants who do not tend plots adequately.

4.3.6.2 New development will cause the demand to increase which must be matched by increased supply. Allotment holders and considerations of sustainability favour allotments close to the communities they serve.

4.3.6.3 Town Council policy BSP010 sets out the rationale and standards for developer contributions and the justification for the rate of contribution. This rate caters for the demand expected from the new build only (based on the rate of demand actually experienced elsewhere in the Town) and does not attempt to deal with the existing deficiency.



GIP6 – Improving/expanding allotments

a) To support the population increase arising from new developments, developers of 10 residential units or more will be required to either:

- Provide space with appropriate facilities for new allotments or
- Contribute towards the expansion and/or improvement of existing allotments.

b) For developments in excess of 500 dwellings (or groups of adjacent developments which together amount to more than 500 dwellings) it will be expected

that land either on or immediately adjacent to the development site is provided and is prepared by the developers (including facilities, fencing, land preparation, soil improvement if required) and transferred to the allotment authority (currently the Town Council) at no cost. The provision of space for new allotments will be at the rate of 0.24ha per 1,000 population. Vehicular access will be required and the site must be chosen accordingly.

c) For smaller developments it will normally be expected that contributions will be made towards existing allotments. Where there is available land – particularly where it is part of the proposed development area – this could include the expansion of the existing allotments. Financial contributions will be calculated based on the cost of acquiring and facilitating space at the same rate as for on-site provision.

4.3.7 Objective: Maintain and enhance the flood mitigation function of green spaces

4.3.7.1 While the River Stort provides a wide variety of opportunities for leisure activities and is a key feature of the town, it also creates a flood hazard which must be well managed especially at a time of climate change.

GIP7 – Flood mitigation

d) Building a development will only be permitted in Flood Zones 2 or 3 (illustrated on the Environment Agency map reproduced in Figure 3) where it has been demonstrated that it meets the requirements of the NPPF in relation to the Sequential Test and the Exception Test and a site specific flood risk assessment, or other tests specified in the Local Plan have demonstrated that the risk of flooding has been minimised and reduced where possible and that any residual flood risk can be safely managed.

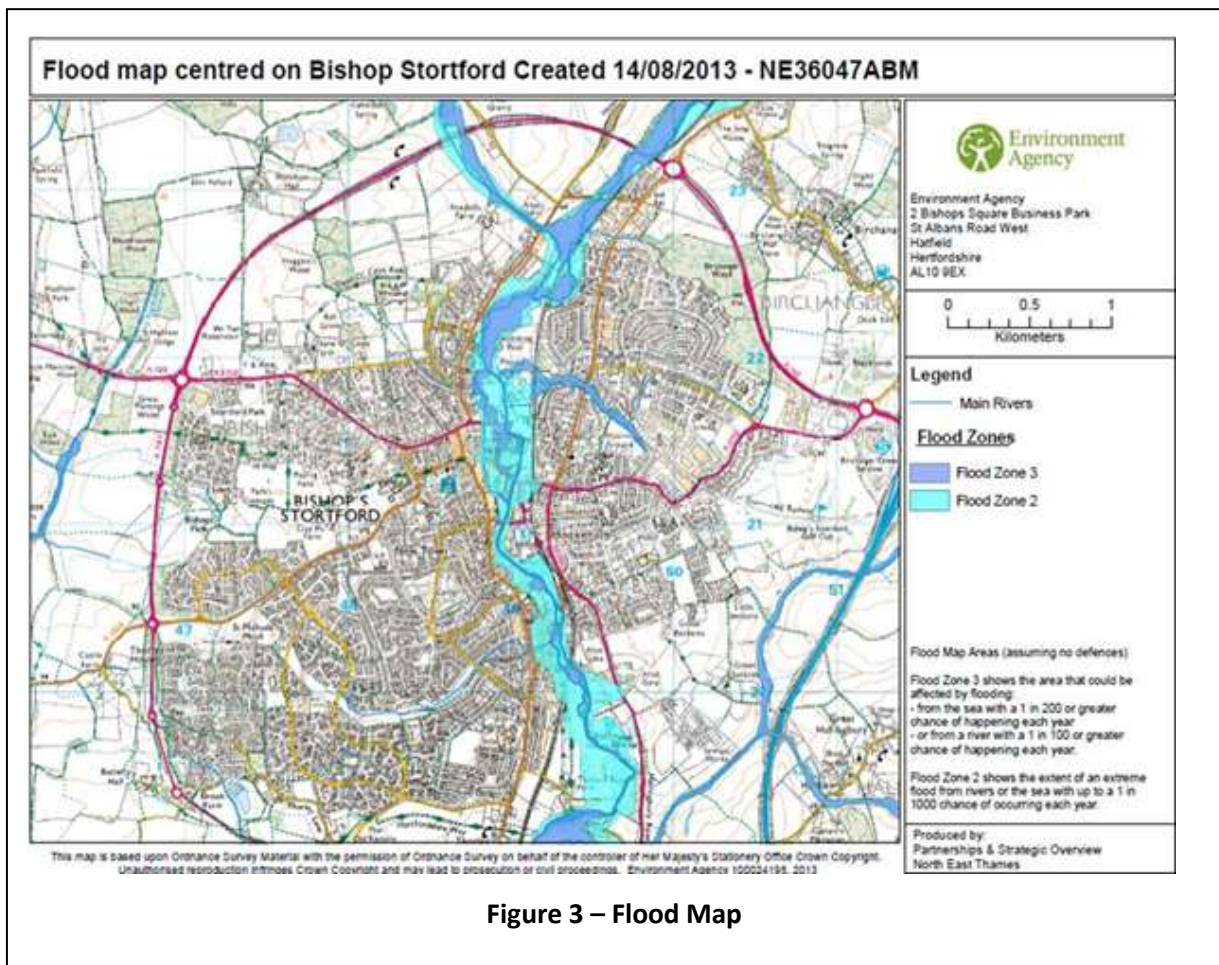


Figure 3 – Flood Map

4.4 TRANSPORT

4.4.1 Introduction

4.4.1.1 Transport has a vital role to play in facilitating the future sustainable development of Bishop's Stortford. With significant housing and population growth forecast for the Plan period it is essential that this Neighbourhood Plan, along with the District Plan and Hertfordshire County Council Transport Plans collectively address the challenges that this will bring.

4.4.1.2 The construction of the fourth (South-East) quadrant of the Bishop's Stortford by-pass has been extensively proposed and supported by the public and is viewed as essential infrastructure to address congestion and air quality issues as the town and surrounding areas grow to meet housing and development targets. This Plan acknowledges that such major infrastructure will require substantial funding through sources beyond developer contributions, however the realisation of this scheme remains a key aspiration for the town.

4.4.1.3 High levels of car ownership and an underdeveloped sustainable travel network have contributed to a reliance on car transport in the area and resulting congestion at peak periods. In addition to concerns over traffic volumes, community feedback has also highlighted key concerns about pedestrian and cyclist safety, parking and public transport provision. Whilst this plan contains policies to improve sustainable travel, the overall aspiration is to improve movement by all transport modes including walking, cycling, public transport and private car.

4.4.2 Objectives

4.4.2.1 The objectives underlying the policies in this chapter are to:

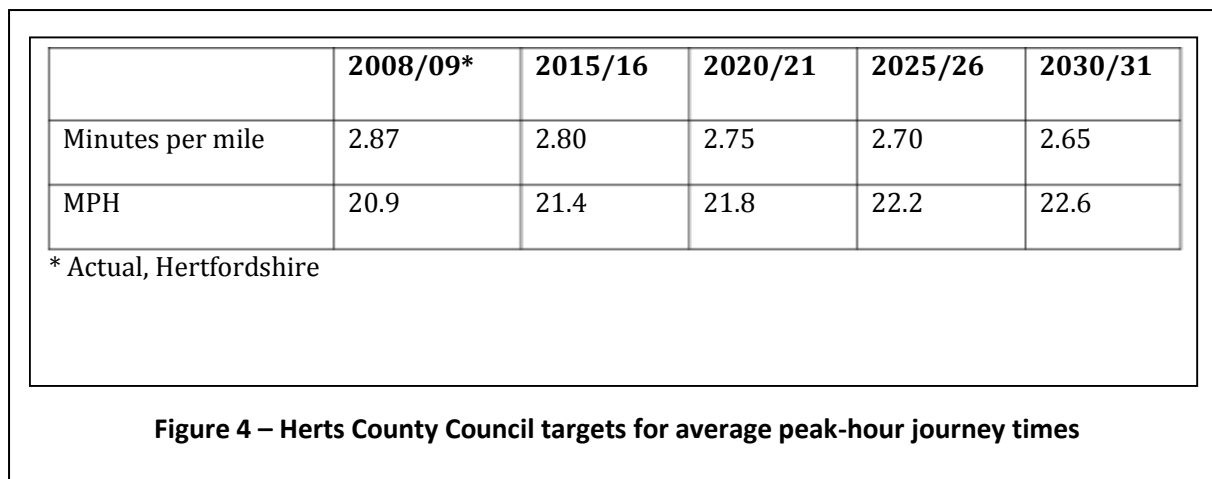
- Support solutions to congestion
- Create and promote sustainable travel networks
- Provide adequate car parking
- Manage traffic speeds and promote road safety
- Improve town centre access, connectivity, amenity and vitality

4.4.3 Objective: Support solutions to congestion

4.4.3.1 The use and congestion of roads in and around Bishop's Stortford is determined by the growth in both local and neighbouring populations. Historical and physical development of the town has led to a constrained road network with a number of routes and hotspots that experience high levels of congestion at peak times.

4.4.3.2 Major developments within the Neighbourhood Area, elsewhere in the town, and in the adjacent District of Uttlesford, the southernmost settlements of which look to Bishop's Stortford as the local shopping, leisure, transport and education hub, will significantly increase the demand on the road network

4.4.3.3 As an historic market town, Bishop's Stortford has a road network not designed for such volumes of vehicular movement. County policy includes a goal of *improving* average morning peak hour journey times within 'defined towns' including Bishop Stortford and achieving this or something close, is necessary to realise the vision for the Neighbourhood Area.



4.4.3.4 Herts County Council has established targets for average peak-hour journey times within specified urban areas including Bishop's Stortford⁸ (excluding weekends and school holidays) set out in Figure 4.

4.4.3.5 The current average morning peak hour journey speed within Bishop's Stortford or the Neighbourhood Area is not known, but the average speed on several key routes within the Neighbourhood Area is 19 mph⁹, i.e. worse even than the 2008/09 County figure and substantially worse than the target.

4.4.3.6 Aside from inconvenience, congestion compromises the vitality of the town centre. Residents, particularly those on the periphery of the town, will choose to travel to surrounding shopping centres or shop online if they cannot conveniently access the facilities in the town.

4.4.3.7 Taking the above into account it is vital that the design of new development and the associated mitigations are strongly challenged to ensure that the best viable

design is created and unnecessary impacts avoided. Particular attention must be paid to the congested routes and innovative solutions (including infrastructure, modal shift and the location of key facilities) fully explored. If this does not take place the future expansion of the town will be frustrated by inadequate design of earlier developments in the plan period and the vitality of the town centre compromised by poor access.

4.4.3.8 Congestion in Bishop's Stortford town centre routes is worsened by 'transit' traffic that does not originate or terminate in the town centre area, but is passing through. Through- traffic also uses routes along South Street, Potter Street and North Street which are the main retail areas in the town centre. Opportunities to intercept and redirect traffic away from the town centre, especially at peak time should be explored.

4.4.3.9 Local residents can play a vital role in identifying and suggesting specific measures to enhance sustainable travel opportunities in the area where they live. The planning process should therefore encourage developers to tap into this local knowledge to help inform Travel Plan packages submitted with their planning applications.

4.4.3.10 The objective of the Neighbourhood Plan is to ensure that the best possible design, within the bounds of viability, is achieved in

⁸ LTP3 Volume 1 Page 46, Indicator N167/
<http://www.hertsdirect.org/services/transtreets/ltp3/plive/strategy/challenges?page=2>, Herts County Council

⁹ Source – Planning Application 3/13/0075/OP
Transport Analysis Routes 7-16

respect of congestion management and that all design options are thoroughly explored.

4.4.3.11 The threshold for applying the following policies (particularly TP1 and TP2), which concerns development affecting congested routes and Hockerill Junction which is a designated Air Quality Management Area has been the object of careful consideration for both the adopted Neighbourhood Plan for Silverleys and Meads Wards and this Plan.

Whilst transport modelling and assessment is used to predict the traffic impacts of development, some tolerance should be made for modelling uncertainty. Verbal advice from the Highways Agency (now highways England) during the development of the Silverleys and Meads Wards Plan indicated that a threshold of 5% increase in delay or journey time has frequently been applied to broadly similar circumstances in the past. At this time Hertfordshire Highways suggested that the threshold should be set at 'a notable increase' however several consultees questioned the use of undefined terms of this nature. The Neighbourhood Plan for Silverleys and Meads Wards was ultimately adopted with a 5% threshold. Consultation with Hertfordshire Highways during the development of this plan has secured their verbal agreement to the application of this threshold although it is acknowledged that the Highways Authority has the flexibility to vary this threshold where it is deemed necessary.

4.4.3.12 The intention of the Neighbourhood Plan is not to be prescriptive in respect of how mitigation is to be achieved, rather it is to be clear as the circumstances in which mitigations must be considered and included within proposals.



TP1 – Tackling traffic congestion

- a) All significant¹⁰ proposed developments will be supported by a Transport Assessment which must demonstrate predicted levels of generated traffic and the impacts of this on key roads and junctions within the town. This will include, in particular, the routes within the bypass set out in paragraph f) and other routes designated by the Highways Authority.
- b) In the event that the Transport Assessment shows a predicted increase in congestion or average journey times on any of these routes which exceeds 5%, or such other figure designated by the highways authority, mitigating works shall be identified and implemented to bring predicted journey times back to pre-development levels unless it can be demonstrated that this is not viable through a thorough assessment of the options and viability or other means.
- c) Travel plans will be required for major developments in accordance with adopted Local Plan and Hertfordshire County Council's Local Transport Plan.
- d) Any transport modelling work undertaken as part of the Transport Assessment process

¹⁰ Defined as developments for which Transport Assessments in accordance with Hertfordshire County Council's Roads in Hertfordshire – Design Guide, 2011 (or as subsequently superseded by the local highway authority).

will take due account of actual local conditions and patterns of traffic movement and will include identification of key assessment periods for combined development and background traffic levels (which may on occasion fall outside of the traditional morning and evening peak hours).

e) The restrictions and traffic carrying capacity of present highways into/out of town (Rye Street, Hadham Road, Stansted Road, Great Hadham Road/Windhill, London Road, Thorley Street, Haymeads Lane, Dunmow Road, Hallingbury Road) and on the Causeway and Hockerill Street must be recognised and appropriately modelled under a range of normal and adverse conditions. Models will need to be tested. If it can be demonstrated that the impact on individual routes in this list is negligible, the modelling of that route may be omitted.

f) Where appropriate, due to the location or impact of a development, the following routes must also be considered as though they were specified in paragraph f): Beldams Lane, Linkside Road, Pig Lane, South Street, Station Road, Dane Street, other roads in the vicinity of the development.

g) In the event that the condition as described in b) is met, the approval of the application will be conditional upon the establishment of monitoring and review mechanisms contained within appropriate planning conditions. Prior to the first occupation of the development, the developer will be required to submit a Monitoring Report for approval to Herts County Council in consultation with East Herts District Council. The monitoring Report should be based on the Transport Assessment submitted with the application. A schedule of traffic surveys to be conducted at incremental levels of the development's occupancy will also be agreed. Where the traffic survey reveals that the number of motor vehicle

movements arising from the development exceeds the forecasts identified in the Monitoring Report by more than 10%, the developer will be expected to pay a pre-agreed sum of money from a mitigation contingency fund (also pre-agreed). The provisions in this policy are subject to agreement with the Highway Authority.

4.4.3.13 Air Pollution is a public health issue. Hockerill junction has been designated as an Air Quality Management Area (AQMA) since 2007. Nitrogen Dioxide levels are almost twice the prescribed limit in the European Union Air Quality Directive and is therefore in breach of obligations to comply with this standard. This Air Quality Management Area encompasses commercial and residential properties around the junction of Dunmow Road, Hockerill Street, London Road and Stansted Road. The area is also a key movement corridor for pedestrians and cyclists accessing the town centre, railway station and local schools. Consequently, impact on air quality is a material consideration and should be given significant weight in determining whether:

- a) Proposed mitigation is capable of achieving no further deterioration in air quality at Hockerill junction.
- b) Planning permission should be refused.

4.4.3.14 New technology such as hybrid and electric vehicles are a key contributor to improving air quality.

TP2 – Improving air quality

a) In the event that the Transport Assessment associated with a new development predicts increases in congestion at the Hockerill junction exceeding 5% an assessment of the predicted impacts on the Air Quality Management Area (AQMA) will be carried out and mitigating actions (which may be at the junction or elsewhere) identified to bring

levels of predicted pollutants back to pre-development levels. The scope and content of the assessment will be agreed between the planning authority and the applicant having regard to national guidance and the East Herts Air Quality Planning Guidance Document.

b) The above will also apply to any other AQMA designated during the Plan period.

c) If significant adverse impacts on air quality at Hockerill are incapable of being overcome by Conditions or Planning Obligations then development will not be permitted.

d) The measurement criterion for the above is:

- Levels of recorded and predicted pollutants at receptors related to the Hockerill junction (and future designated AQMAs).

e) Mitigation measures will also be expected where the impacts of a proposed development are likely to raise concentrations of pollutants in any location within the Neighbourhood Area to levels that would breach air quality objectives.

f) The responsible planting of trees which reduce or absorb air pollution from traffic will be supported throughout the Neighbourhood Area.

g) New developments should not contravene East Herts Council's Air Quality Action Plan or render any of the measures unworkable.

h) New developments should make provision for electric vehicle charging infrastructure, to stimulate the use of hybrid and electric vehicles.

4.4.4 Objective: Create and promote sustainable travel networks

4.4.4.1 Access to a wide range of community facilities will continue to be critical for Bishop's Stortford residents as the town grows. The proximity of facilities and travel

options available to access them will significantly influence whether people use their cars or choose to travel more sustainably.

4.4.4.2 Whilst it is not always possible to ensure that every new resident is an acceptable distance from the full range of facilities, a sustainable development will ensure that the majority of residents are close to the majority of facilities. This supports Paragraph 38 of the NPPF.

4.4.4.3 For entirely new neighbourhoods, where the facilities are an integral part of the development, this may be largely a matter of layout and masterplanning. For lesser developments which use facilities already present, care must be taken to ensure that pedestrians can follow the shortest possible path rather than necessarily following vehicular paths which are frequently circuitous. This may involve the creation or retention of pedestrian 'cut throughs' for example.

TP3 – Create walking and cycle friendly neighbourhoods

a) Development proposals should where possible increase the attractiveness of walking and cycling and all significant developments should:

- Include walking and cycle routes as part of the layout and design;
- Provide direct routes between housing and community facilities;
- Connect with adjacent routes and key destinations;
- Ensure routes are accessible for people using wheelchairs or mobility scooters.

b) To ensure new communities are walkable, development proposals, where possible, should apply the following Department for Transport (DfT) guidelines for reasonable

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walking distances¹¹ between housing and new and/or existing community facilities:

- Bus Stops – 400m
- Food Store – 800m
- Primary School – 800m
- Doctors – 800m
- Local Play Areas – 800m
- Secondary School – 1000m

c) Developers will be expected to outline any deviation from these guidelines and justify such deviation and the impact of the design on sustainability.



4.4.4.4 Despite the relatively compact nature of the town, cycling and walking are underused modes. This is due to poor cycling infrastructure, narrow streets and pavements, high traffic flows resulting in perceived safety issues, the topography of the town and high levels of car ownership.

4.4.4.5 The results of The Neighbourhood Plan survey 2014 suggest that there is a desire on the part of local residents to travel sustainably but only if conditions are right. For

¹¹ WebTag (January 2014) Unit A4.2 paragraph 6.4.5, Department for Transport. "These walking catchments should be based on, where possible, established walking routes used by the community and not 'crow-fly' distances."

example, of the 1578 respondents, 36% said that they would leave the car at home if there were new/improved cycle paths and walkways. A further 38% of respondents said that they might not drive if new/improved cycle paths and walkways existed. This left only 26% who stated that they would still drive.

4.4.4.6 Community feedback during focus groups and consultation days highlighted safety concerns as a principal barrier to cycling in the town and so in order to give people real choice about travelling sustainably, cycle routes will need to feel safe throughout an entire journey. Whilst promotion of cycling and walking through Smarter Choices Campaigns is important we also need to build a safe and convenient cycling and walking infrastructure throughout the town.

4.4.4.7 The provision of routes and paths that connect people with key destinations throughout the town will make a significant contribution to mitigating traffic and congestion challenges as the town's population grows as well as bringing health and environmental benefits. Therefore, an ambition for the Town is that all key destinations are connected by a direct, legible and integrated network of walking and cycling routes. The policies that follow seek to maximise opportunities to achieve this.



TP4 – Develop a connected town for pedestrians and cyclists

a) Any major development must deliver pedestrian and cycle improvements, appropriate to the size, scale and location of the scheme, that enable people to travel from the development to key destinations around the town such as the town centre, railway station, main employment areas and schools.

b) Where barriers such as busy roads, the river or railway tracks hinder significant movement by foot or cycle, applications that include measures to navigate these barriers through solutions such as underpasses, tunnels, bridges and other crossing facilities will be encouraged.

c) There will be a strong presumption against development which results in the loss of any existing cycle or pedestrian crossing over a road, railway or river unless a suitable alternative is provided or the benefits of development in terms of sustainable development clearly outweigh the loss.

d) Where possible cycle routes should be traffic free or segregated physically or by line markings. Routes should aim to keep road crossings and changes in level to a minimum and cycle routes should avoid unnecessary gradients. Routes should normally be suitable for those with wheelchairs, frames, buggies or other mobility aids.

e) Cycle routes should be built to high quality design standards such as the NCN (National Cycle Network) Standards or London Cycle Design Standards and to the extent that is consistent with the viability of the development, include the following features:

- All season use.
- Sealed surface.
- Width in keeping with recommended guidelines and standards as mentioned above.

- Suitable for leisure and utility use.
 - Lighting.
 - Suitable for wheelchair and mobility scooter users
 - Clear signage and communication of routes.
 - Integrated with public transport nodes.
- f) Major development schemes should allow for the early implementation of sustainable travel infrastructure or initiatives that influence behaviour to enable green travel patterns to become established from the outset of occupation.
- g) Development that seeks to support or contribute to the following proposals will be encouraged:
- Safe and connected routes from the Thorley area to the town centre and station (potential to include use of The Firs and Thorley Wedge routes).
 - Safe and connected routes from Manor Links to the town centre and station.
 - Improved permeability through the Goods Yard and improved pedestrian routes between the railway station and local schools.
 - Improved signage and route quality for pedestrians from the station to the town centre.
 - Safety improvements to the pavements on the South side of the river bridge in Station Road, so that pedestrians can pass each other safely and without having to step into the road.
 - Provide safe pedestrian and cyclist crossing facilities at or near to Hockerill junction.
 - Improved connections to the River Stort.

- Improvements to the River Stort footpath/towpath including the enhancement of this route for both leisure and utility use.
- Town centre pedestrianisation schemes to improve pedestrian priority and amenity.
- Identify and maximise routes that improve access to employment areas such as the town centre, Twyford Road, Woodside, Raynham Road Industrial Estate, Stortford Hall Industrial park, Millside Industrial Estate and Southmill Trading Estate.
- Recommended routes and improvements identified through cycle and pedestrian route studies and research¹².

4.4.4.8 Community feedback¹³ has highlighted concerns with bus service provision in Bishop's Stortford. Problems relating to reliability, routing, cost, lack of real time information, congestion on roads causing bus delays and unconnected train and bus timetables impacts on the ability to offer bus travel as a meaningful alternative to the car and also impacts on those who do not have access to a car. Additionally a number of bus stops are poorly located, for example the bus stop on South Street is positioned close to a bend and traffic lights making it difficult for vehicles, cyclists and pedestrians to navigate this area. It also contributes to increased congestion in this town centre location.

4.4.4.9 To increase bus use in Bishop's Stortford, the community has said that it is necessary to provide a regular, reliable service, close to where people live, with real-time information. For major developments,

¹² e.g. Bishop's Stortford Cycle and Walking Network Masterplan Study - 2016

¹³ Neighbourhood Plan Questionnaire 2014 and transport focus groups

this is considered to be a fundamental requirement. These have the capacity to contribute significantly towards bridging transient funding gaps, particularly where existing services can be diverted.



4.4.4.10 It is important that Bishop's Stortford has an effective transport interchange between the train and other modes of transport. Developing the bus and train station into a vibrant transport hub equipped for passengers in all weathers would present a modern gateway to the town, attractive to residents and visitors alike.

TP5 – Better bus travel

a) Significant¹⁴ developments should normally be served by a regular bus service to the town centre. Where existing routes do not already serve the proposed development area, new development may be expected to fund an expanded service. Developers will provide, through a planning obligation or otherwise, such subsidy as is necessary to ensure that the service runs for a time period commencing and ending at points during the development to be agreed with the planning and highway authorities.

b) Bus stops, the location of which shall conform to policy TP3 above, shall be of an appropriate high standard of design and shall

¹⁴ See glossary

be 'all weather' and fitted for the display of Real Time Information.

c) Facilities provided under this policy shall have regard to the bus strategy published by Hertfordshire County Council.

d) For the purposes of paragraph b) 'high standard of design' includes but is not limited to:

- Having seating and shelter.
- Being accessible for people with disabilities.

e) Where the encouragement of public transport use is proposed as a mitigation measure for any development, the use of developer contributions to enhance the following important bus corridors, for example by the provision of bus lanes and other appropriate priority bus measures, will be supported:

- London Road including the section of the B1529 south of Whittington Way known as Thorley Street.
- Dunmow Road.
- Station Road.
- South Street.
- South Road.

4.4.4.11 2010 School Census data¹⁵ indicate that the main mode of travel to school among primary age children is walking. For secondary school children the main mode of transport is bus. Nevertheless 35% and 23% of journeys to primary school and secondary school respectively are made by car and it is noticeable that congestion levels around the town are higher during school term periods. Cycling mode share is low and only marginally

¹⁵ 2010 School Census data (Urban Transport Plan-Stage 1 report, Steer Davies Gleave)

increases between primary (1.8%) and secondary school (2.8%).

4.4.4.12 Local Authorities have a duty to promote the use of sustainable travel and transport¹⁶. The vision for Hertfordshire County Council is to increase opportunities for children and young people to make journeys to schools and colleges by sustainable means.

4.4.4.13 Within the Neighbourhood Area there are a number of important school pedestrian travel routes that are perceived as having poor and unsafe crossing facilities and/or excessive traffic speed: Hockerill junction; London Road/Hallingbury Road and Crescent Road area; Dunmow Road and the Goods Yard area.

4.4.4.14 The developers of significant residential developments are expected to work with local schools to identify appropriate traffic mitigation measures and support school travel plans.

TP5a – Safer, sustainable school travel

a) For significant and larger major developments, developer contributions specified within appropriate Planning Obligations such as S106, will be sought to ensure that the residents of new developments can travel safely by sustainable modes to schools that serve their area. Proposals that include any or all of the designated elements below will be encouraged. There will be a strong presumption against development that does not include or does not provide funding for any or all of these designated elements where it is reasonable to expect (given the location and nature of the development) and viable to do so.

¹⁶ Department for Education Home to School Travel and Transport Guidance, July 2014

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- Street design measures in the vicinity of schools to improve safety of children traveling to school on foot and by bike.
- Safe school drop off and pick up zones.
- Funding or part funding of new or diverted school bus or school shuttle services especially if there is a lack of alternative sustainable travel choice.
- Improvements to enhance the safe passage of pedestrian and cycle traffic through:
 - Hockerill junction.
 - London Road/B1529/Hallingbury Road/Crescent Road.
 - London Road/Thorley Street.
 - Dunmow Road.
 - Goods Yard area.

TP6 – There is no policy with this number

4.4.4.15 In order to maintain policy numbering consistent with that for the Bishop's Stortford Neighbourhood Plan for Silverleys and Meads Wards this policy number has been omitted from the current plan.

4.4.4.16 Many residents of Bishop's Stortford commented through the engagement process that, if they cycle to the town centre or to work, there is a lack of places for them securely to park their bicycle. It is therefore important, as part of a package of transport measures designed to maximise modal shift to non-car modes, that such secure parking is provided to accompany new developments and, where possible, in existing centres.

TP7 – Cycle parking

a) Sufficient, secure and waterproof cycle and, where appropriate, powered two-wheeler storage facilities shall be provided for users of developments for new residential,

educational, health, leisure, retail, employment and business purposes (to be determined on a site specific basis). These should be positioned in easily observed and accessible locations.

b) Significant developments are also expected to make financial contributions towards the provision of cycle parking at key destinations such as schools, the railway station, the town centre and leisure centres, where they substantially increase the demand for cycle parking.



4.4.5 Objective: Provide adequate car parking

4.4.5.1 Community feedback highlights that parking is a problem in the town. There are a range of issues:

- Lack of town centre parking, particularly for access from the south of the town.
- Increased demand for parking as the town grows.
- Sub-optimal use of parking spaces, for example allocated contract car parking spaces for commuters are often unused and unavailable to the public at weekends.
- Concentration of car parks and access to them in the north of the town centre which worsens congestion in key hotspots.
- Inefficient entry and exit arrangements that contribute to congestion problems, for

example Jackson Square exit on to Adderley Road.

- Insufficient off-road parking on developments leads to parking on roads impacting on traffic flow and pedestrian/cycle safety.
- Commuter and town centre workers parking in residential streets can cause problems. Residential Parking Zones and restricted parking schemes are being considered to address this. However workers still need to have sufficient long stay parking access.

4.4.5.2 The dimensions of garages are often too small to accommodate a car, together with bicycles and some storage space. Many planning and highways authorities recognise this and require specified minimum dimensions for a garage to be counted as a parking space.¹⁷

4.4.5.3 Parking courts have proved unpopular and, where poorly designed, lead to a poor visual appearance due to ambiguous responsibilities for maintenance, unattractive expanses of hard surfacing or cars, and a poor street scene. Residents have complained about the inconvenience created by a separation between parking and the corresponding property, particularly when heavy objects must be transported.

TP8 – Residential parking

a) Proposals for new developments will have adequate off-street car and cycle parking provision to meet current and reasonably assessed future needs. Developers will

¹⁷ For example Essex 7m x 3m

Basingstoke: 6m x 3m

Burgess Hill: 7m x 3m

normally be expected to provide parking equal to the level set out as a maximum in the Local Plan 2007. These are as follows:

Bedrooms	Zone 2	Elsewhere
1	0.75	1.25
2	1	1.5
3	1.5	2.25
4	2	3

b) Where the level of provision deviates materially from these numbers developers will be required to justify the level of parking provision in relation to:

- Local car ownership levels.
- The type, mix and use of the development.
- The accessibility of public transport to a range of destinations which users can reasonably be expected to visit.

c) Garages may be counted as parking spaces provided they have a minimum clear internal dimension of 3m*6m or larger as recommended in the current edition of Roads in Hertfordshire or subsequent design guides.

d) Off-street parking which is contiguous with, and part of, each numbered property is strongly preferred. Parking courts may be permitted provided that they:

- Are built to Secured by Design standards or equivalent and adequately lit.
- Serve a small number of properties, for example no more than five, except in the case of flats where a single block or two closely adjacent blocks may be served.
- Are overlooked by surrounding dwellings.
- Are clearly visible and easily accessible from the property served.
- Are aesthetically pleasing and complement the street scene both when full and partially empty.

- Have a sense of place and are designed to encourage ownership.
- Have regard to any design guide published in association with this plan.

e) The road layout at the approaches to parking courts must be designed so that residents will be encouraged to use them in preference to parking on the street. This will normally be achieved by ensuring that:

- The entrance to parking courts precedes the dwelling when approached from the distributor road or other access serving the development.
- The distance to be travelled from the distributor or access road to the parking space is comparable with or less than the distance to the 'on street' parking opportunity nearest to the property.
- Access to the parking court is easy to negotiate and that parking spaces are sufficiently wide that they are easy to use.
- The walking distance between the vehicle and the dwelling to which it belongs (or to the relevant entrance to the block in the case of flats) must normally be no more than 20m via a paved route.

f) A reasonable level of car parking must also be provided for visitors to residential developments. Developers will normally be expected to provide 0.5 visitor car spaces per dwelling in addition to the above unless they can show that the demand is likely to be materially different.

g) Applications for conversions of garages into living accommodation will be supported where it can be demonstrated that adequate off road parking is provided for the sole use of the property in accordance with the standards referred to in part a)..

h) Development that includes a reliance on parking on existing streets shall not be

permitted if this would result in a material adverse impact on the safety of road users including cyclists and pedestrians.



4.4.5.4 The NPPF places significant emphasis on measures to stimulate town centres and enhance their viability. The future increase in the town's population and housing growth within and beyond the East Hertfordshire boundary will inevitably put pressure on already stretched parking availability in the town centre for workers, commuters, shoppers and visitors. A balance is therefore required that results in adequate parking provision to maintain and enhance the vitality of the town centre whilst at the same time encouraging the use of sustainable travel modes.

4.4.5.5 The EHDC Local Plan 2007 second review recognises that, where town centre development would result in a loss of publicly available car parking spaces, this should be assessed against the town's existing and future parking needs. Where a shortfall would arise as a result of the development, developers will be required to provide for publicly-available car parking as part of their proposals. The following policy seeks to reinforce this intention.

TP9 – Parking in and around the town centre

a) Developments resulting in the net loss of public car parking spaces in the Neighbourhood Area which are designed to serve the town centre will be permitted only

where an appropriate level of mitigation measures are provided which encourage modal shift away from car use or otherwise result in a reduction in demand resulting from the development. Reductions in the number or significant changes in the location of car park spaces should be justified by past and forecast usage statistics provided by the car park owning authority or other owner.

b) Developments leading to the increase of public parking provision on existing parking sites within the Neighbourhood Area (for example by over- or under-ground multi-decking) will be supported provided:

- They are designed to be in keeping with the surrounding area or as a piece of quality architecture in their own right contributing positively to the aesthetics of the building stock in Bishop's Stortford and
- There is a demonstrated need, based principally on considerations of town centre vitality, which will not realistically be fulfilled by modal shift.

c) Developers may be required to contribute to accompanying measures to encourage modal shift, which will be agreed between the developer and the planning authority.

d) Short period free parking places, sponsored by or integral to retail developments, will be encouraged, where appropriate. Similarly, reserved places for disabled parking close to shops and other facilities should be an integral part of any development which includes parking spaces.

e) Where a proposal for a private car park in or near the town centre for non-domestic use is approved, it may be subject to a condition requiring public use, possibly at defined times, where this does not conflict with the needs of the use for which it is provided.

f) Proposals to provide parking space to commuters and town centre visitors which is situated and accessible from the south of the town centre without the need to travel on any of the roads within the town centre will be strongly supported subject to compliance with other policies in this plan.

4.4.6 Objective: Manage traffic speeds and promote road safety

4.4.6.1 Throughout the consultation process road safety has been raised as a concern by residents. Speeding traffic, narrow or non-existent pavements and a lack of suitable crossing points act as barriers to pedestrian and cycle movement and also add constraints for those with reduced mobility.

4.4.6.2 Given the high levels of car ownership and use in the area, creating safe neighbourhoods with safe traffic speeds and a safe road layout is fundamental and this is recognised in the Manual for Streets and the Roads in Hertfordshire Design Guide.

TP10 – Traffic speeds within new developments

a) New residential developments shall include a readily understandable street hierarchy with a design speed of not more than 20mph for roads outside main access routes, unless there are overriding reasons for accepting higher speeds. It must also enable their use by refuse, emergency and delivery vehicles. In order to achieve this, the use of alternative strategies is encouraged, including the use of shared spaces and speed-activated signage. Traffic calming and other measures should be designed to permit safe passage by cyclists.

4.4.6.3 The potential addition of significant new housing developments at Land South of Bishop's Stortford, the Goods Yard and Manor Links as identified in the emerging District Plan will require careful design to create a safe environment for all road users. In addition,

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the increase in traffic volumes generated by these developments may potentially have a detrimental impact on road safety in key areas which form part of the wider travel network. This policy seeks to highlight and address danger spots identified by local residents.

TP11 – Promote road safety

a) Development proposals that are likely to have a significant detrimental effect on road safety must include, in their transport assessment or elsewhere, an analysis of the impact together with mitigating works to bring safety back to pre-development levels. Where appropriate due to the location and travel patterns the analysis should consider in particular the effect on safety hotspots identified in paragraph b.

b) The safety hotspots are as follows:

Location	Safety Risk
Pig Lane	Collision between different road users. This is a narrow lane bordered by tall hedgerows, often without pavements and with some housing that fronts directly on to the lane. At peak times of the day it is a busy cut-through route used by drivers to access the east of the town and the motorway. The lane is also used by walkers, cyclists and horse riders to access the countryside and the River Stort.
Whittington Way/ London Road junction	No pavement on the west side of London Road between Oxcroft and The Bishop's Stortford High School. No safe pedestrian crossing point to enable access to the pavement on the east side of London Road.
London Road and Thorley Street	Speeding traffic.

Northern section of Obrey Way	Unsafe pedestrian route as pavement is very narrow. Poor visibility around the roundabout where Obrey Way meets Whittington Way.
Station Road bridge	High pedestrian flow between the station and town centre at peak times – very narrow pavement. Pedestrians often have to step into the road to pass each other.
Hockerill junction	Busy vehicle and pedestrian route at peak times. No safe pedestrian crossing facility.
Goods Yard/ Railway Station/ London Road and Dane Street	Limited safe crossing facilities. The railway station and Goods Yard area is negotiated by high number of students walking to local schools, e.g. Hockerill Anglo-European College and Herts and Essex High School.
South Street	Unsafe bus stop location- just after the left hand turn from Station Road making it difficult for road users to navigate this area.
Beldams Lane/ Linkside Road/ Haymeads Lane	At peak times of the day this is a busy 'cut through' route that avoids Hockerill Junction. Residents are concerned about speeding traffic and impact on safety.

4.4.7 Objective: Improve town centre access, connectivity, amenity and vitality

4.4.7.1 It is important that the planning system contributes to the role of Bishop's Stortford town centre as an attractive place to live, work, play, visit and shop. This community space will need to thrive and adapt to meet the needs of a growing population.

4.4.7.2 Access to and movement around the town centre has a vital function in its economic health and vitality. Currently, traffic

has access to the heart of the town centre along the main shopping areas of North Street, Potter Street and South Street. The close proximity of vehicles, including HGV's can at times make the town centre experience uncomfortable and impact on amenity value.

4.4.7.3 There is support from the community to create a more pedestrian and cycle friendly town centre with an improved public realm and sense of place. In May 2016 East Herts District Council started working with Allies and Morrison, an urban design practice, to set a vision, strategy and framework for Bishop's Stortford town centre. The outputs from this study will also provide proposals to improve access to the town centre and pedestrian permeability.

4.4.7.4 Given that the cumulative impact from development will place additional demands on the town centre for improved access and ease of movement, the policy below seeks developer contributions to necessary infrastructure to achieve this.

TP12 – Contributions to improve town centre access and movement

a) Financial contributions that are appropriate to the size, scale and viability of a development will be sought for improvements to access and movement in and around the town centre for pedestrians and cyclists. Contributions may be sought for but are not limited to the following:

- Recommended improvements and schemes identified through studies carried out by Bishop's Stortford Town Council, Hertfordshire County Council or East Herts District Council included but not limited to:
 - Bishop's Stortford town centre Framework study conducted by Allies and Morrison on behalf of East Herts District Council (2016).

- Bishop's Stortford Cycle and Walking Masterplan Study conducted by Sustrans (2016).
- Destination Stortford Study
 - Town centre cycle parking provision.
 - Pedestrian and cycle access to the town centre from the River Stort tow path.
 - Park and ride and/or park and stride schemes.
 - Pedestrianisation schemes.
 - Provision of electric bike and electric schemes.
 - Schemes to deliver the South- East quadrant of the by-pass.

4.5 EDUCATION

4.5.1 Introduction

4.5.1.1 Schooling in Bishop's Stortford is generally recognised to be high quality. Over 80% of respondents to the Neighbourhood Plan 2 questionnaire rated the quality of education as either good or excellent, the highest proportion of positive responses of all areas of the questionnaire. When respondents were asked to grade the quantity of provision by tier, 'secondary schools' were rated highest, with 'primary schools' second highest. Playgroups and day nurseries were ranked in the middle. Adult and vocational education and training received the lowest scores.

4.5.1.2 Recurring concerns about education in Bishop's Stortford were:

- There are not enough school places to feel confident that one's child can get into the nearest school (primary) or the preferred school (secondary).

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- There is insufficient Adult education and Vocational training in the town.

4.5.1.3 The current provision in the Neighbourhood Area includes the following schools. There is also a small quantity of Adult education and Vocational training:

Primary schools:

- All Saints Church of England Primary School
- Manor Fields Primary School
- Richard Whittington Primary School
- Thorn Grove Primary School
- Thorley Hill Primary School
- St Michael's Church of England Primary School
- Summercroft Primary School
- Windhill

Secondary schools:

- Birchwood High School
- The Hertfordshire & Essex High School and Science College
- Hockerill Anglo-European College
- The Bishop's Stortford High School

Nursery schools and Pre-schools:

- All Saints Nursery
- Appletree Pre-school
- Busy Bees Nursery
- The Blues
- Bishop's Stortford Montessori Nursery
- Doodle Do Day Nursery
- Early Birds and Night Owls
- Little Acorns
- Nuffy Bear
- Sycamore House Day Nursery

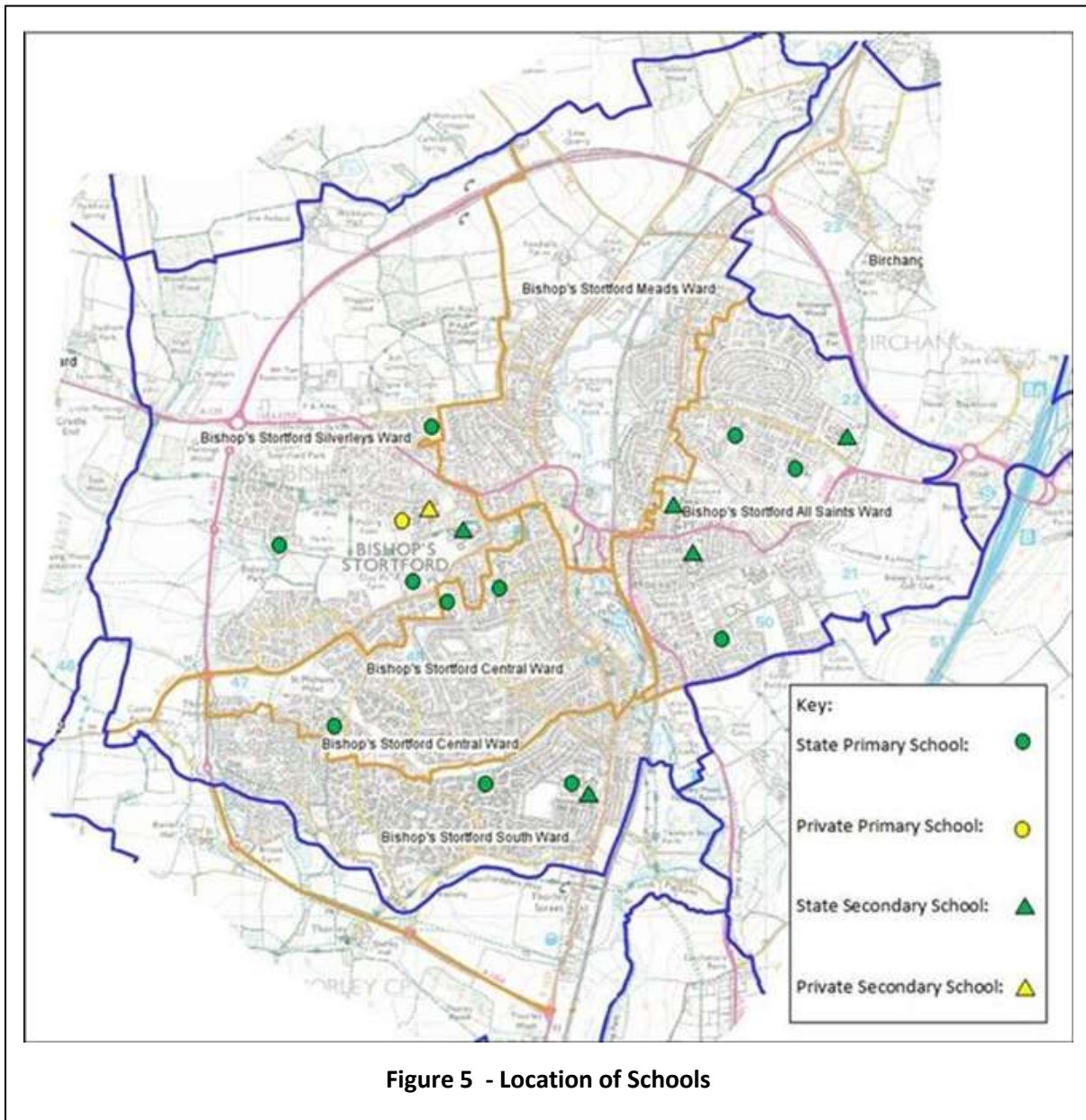
- Thorley Pre-school
- Windhill Children's Centre

4.5.1.4 The location of primary and secondary schools in the town is shown in figure 5 overleaf.

4.5.1.5 Three of the four secondary schools are comprehensive schools which draw children primarily from the local community. Hockerill is partly a boarding school, taking day-boarders as well as full-boarders. Just over half its intake consists of day pupils.

4.5.1.6 The area is well served in relation to the number of secondary school places available. However, their high quality leads to high popularity and many families outside the town seek secondary school places in Bishop's Stortford. Hertfordshire County Council data indicates that 52% of the 2015 student intake to Bishop's Stortford schools (excluding Bishop's Stortford College, which is an independent fee-paying school), totalling 441 pupils, were residents of the town.

4.5.1.7 Currently, all primary and secondary schools are at, or near capacity in Bishop's Stortford and current forecasts suggest that demand is likely to increase in line with housebuilding. It is likely that one or more new primary and secondary schools will be built in Bishop's Stortford to accommodate the increased population which will arise.



4.5.2 Objectives

4.5.2.1 The policies in this section seek to achieve the following objectives:

- Support the creation of sufficient new school places to accommodate population growth.
- Maintain or improve current high standards of education in the Neighbourhood Area.
- Enable the provision of vocational training, adult education and wide community use.

4.5.3 Objective: Support the creation of new school places to accommodate population growth

4.5.3.1 At present there is both a perceived and an actual shortage of primary and secondary school places in the area, although, the perceived shortage is greater than the actual shortage. Any new development must take the need for extra school places into account and these must be made available in a timely fashion.



4.5.3.2 The geographical locations of new primary and where possible secondary schools, and of other education provisions, must allow for close links to the community and must be accessible to all. Primary schools in particular must be made available in the locality of the new developments.

4.5.3.3 The location of new schools locations together with the access arrangements should minimise vehicular

congestion and traffic impact. New developments must be informed by travel plans which include measures to encourage the use of transport other than private cars.

4.5.3.4 Finally, new all-through schools and primary schools must incorporate pre-school settings.

EP1 – School availability

a) New developments will only be acceptable if primary school places are made available for all additional children within an appropriate distance of the development as set out in policy TP3 and secondary school places are made available in Bishop's Stortford in schools that are reasonably accessible from the proposed development location.

EP2 – New secondary school places

a) Proposals for developments which create new secondary school places to serve new developments, taking account of guidance from Hertfordshire County Council, and which are easily accessible, will be welcomed.

EP3 – New primary schools

a) Proposals for new primary schools to serve new developments, taking account of guidance from Hertfordshire County Council will be welcomed.

b) School places should be available ahead of residential occupancy and in any case no later than the academic year in which 25% occupancy is anticipated.

EP4 – Pre-school and early years

a) Proposals which provide pre-school and/or early years' places will be welcomed.

EP5 – Travel plans

a) The location and access arrangements of new schools should minimise vehicular congestion and traffic impact. Proposals which incorporate travel plans that include

measures to encourage the use of transport other than private cars will be supported.

4.5.4 Objective: Maintain or improve current high standards of education in the Neighbourhood Area

4.5.4.1 Planning should enable new schools and existing schools to maintain the high standards currently enjoyed by Bishop's Stortford. In part, this means that existing schools must be able to maintain high quality buildings.

4.5.4.2 The aesthetic design of any new school buildings should take into account other prominent buildings and geographical features. The design and appearance of new schools or improvements to existing schools should be in keeping with the innovative, creative and important work which occurs inside them.

EP6 – High quality design

a) Proposals for new or renovated educational buildings must complement local features and demonstrate a high quality aesthetic. They must be fully accessible to all and incorporate full consideration with respect to sustainability.

4.5.5 Objective: Enable the provision of vocational training, adult education and wide community use

4.5.5.1 Consultation feedback indicates dissatisfaction with the level of adult and vocational training available in the area and new development provides the opportunity to ensure that the appropriate facilities are available.

4.5.5.2 Space is precious. Therefore developments must include, within their

building design, opportunities for multiple- and flexible use.

EP7 – Adult, Vocational Education and Community use

a) a) Proposals for new school accommodation will be required to be designed to accommodate adult and vocational education and/or community use outside of school hours unless it can be demonstrated that this is either not practical or not viable. .

4.6 HEALTH

4.6.1 Introduction

4.6.1.1 Primary health care in the town is already stretched and while praising the quality of the medical care provided, many residents complain about difficulties with getting timely appointments with GPs. There are also concerns about a lack of mental health services, A&E facilities and care for the elderly. The expansion of the town and the ageing population will put additional strain on these facilities. These views were reinforced by the questionnaire survey carried out at the end of 2014: health came almost last in residents' assessment of provision of services in the town. 71% of residents rated the provision of healthcare average, poor or very poor. However, the Health Profile published in June 2015 by Public Health England showed that the health of people in East Herts is generally better than the England average.

4.6.1.2 The Focus Group on health held in March 2015 considered that in the three GP practices in the town, residents rate the quality of the doctors and nurses very highly. This is evidenced in the annual patient surveys carried out by the practices (e.g. Church Street). Patients were however unhappy with the numbers of GPs available, the state of the

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premises of Church Street and South Street, and with the appointments systems.

4.6.1.3 In terms of the location of GP practices, the questionnaire survey at the end of 2014 did not provide much evidence for the need for the main practice to be in the town centre. 58% of respondents stated that they would be happy for the practice to be elsewhere in the town or outside the town. The impending development of 2500 houses on the ASRs and the possible developments on Land South of Bishop's Stortford and the Goods Yard will also impact on the decision-making process regarding location.

4.6.1.4 Responsibility for the three practices in Bishop's Stortford lies with the Stort Valley and Villages Locality Group¹⁸ which is also responsible for two in neighbouring areas. Public health is the responsibility of Herts County Council and the East Herts Draft Health and Wellbeing Strategy may be viewed on the East Herts District Council web site.

4.6.2 Objectives

The policies in this section seek to achieve the following objective:

- Provide reasonable access to health services for residents of all ages

¹⁸ www.enhertscg.nhs.uk/localitygroups

4.6.3 Objective: Provide reasonable access to health services for residents of all ages

4.6.3.1 The 2014 report from Herts Healthwatch contained an analysis of the GP/Patient ratios for the five GP practices in the Locality Group. For the three practices in

problems in recruiting new GPs and it is clear that progress needs to be made on this issue for them to be able to offer an improved service.

4.6.3.2 The South Street practice, in 2012, made a proposal to move its main surgery to the Silverleys sports complex site but this was

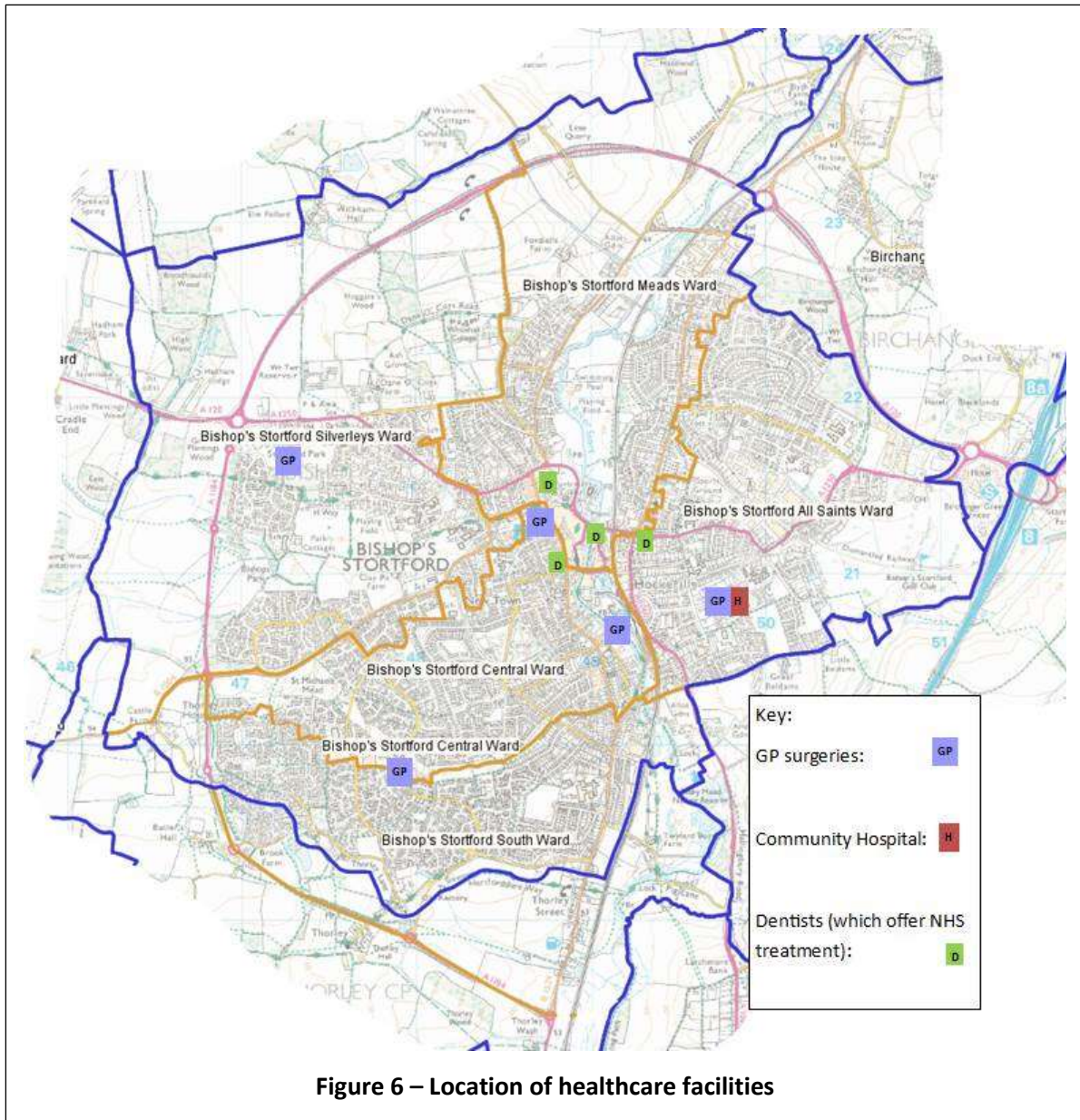


Figure 6 – Location of healthcare facilities

Bishop's Stortford, the average ratio was 1:2019, well above the national average of 1:1800. The practices have reported their

not approved, mainly due to issues of sustainability. An alternative proposal was made by a developer to move the main

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practice to Tanner's Wharf and this was approved by EHDC but was not a favoured option for the practice.

4.6.3.3 The local practices are in joint discussions to identify possible strategies for the future which will improve the service to patients and will cope with the increased demand arising from new development all around the town, while allowing for the reality of constrained NHS budgeting. Feedback from residents confirms the view that some of the present GP premises are not fit for purpose and that purpose-built premises will be required in the future, including for any major new development.

HP1 – Accessible GP practices

- a) Any new development of 10 residential units or more must, by means of financial contributions or otherwise, support the provision of facilities so that new residents have access to a GP practice within a reasonable distance, subject to agreement with the healthcare provider and unless the existing services are already capable of providing this service to the new residents.
- b) For developments of over 500 dwellings appropriate provision must be addressed as part of the development proposal. Applicants must engage with the relevant health authorities at the earliest possible stage.
- c) Contributions should take account of East Herts policies for community infrastructure contributions and the effect of contributions on the viability of development.
- d) Development of a new central location for South Street and Church Street practices, preferably on the Haymeads site, will be supported subject to other applicable policies.

4.6.3.4 In addition to GP services, there is a need for high quality specialised provision for care of the elderly, the mentally ill, and the

mentally and physically disabled. Most of the elderly residential services are provided by private care homes which where possible should be sited in residential areas and specifically built for purpose.

4.6.3.5 Residents have stated a need for an Urgent Care Centre at the Herts & Essex Hospital to alleviate some of the pressure on A&E at Princess Alexandra Hospital in Harlow and to provide an improved service to residents of Bishop's Stortford. NHS England is aiming to ensure that through working with health and social care colleagues they can provide integrated care and problem solving for individual patients, thereby keeping people out of acute hospitals and reducing the reliance on urgent care services.

HP2 – Services for the elderly, disabled and for mental health

- a) Proposals for development which improve specialist care for the elderly, the physically and learning disabled and mental health services will be encouraged.

4.7 SPORT, LEISURE & COMMUNITY

4.7.1 Introduction

4.7.1.1 Access to a variety of high quality sport, community and leisure facilities, both indoor and outdoor, enhances the integration and sustainability of communities, and is a vital ingredient in the development of good physical and mental health of residents.



4.7.1.2 Unfortunately, the current level of provision of sport, leisure and community facilities within the town are seen by many involved in the organisation of such activities, to be less than adequate. Organisations and clubs, however, prosper within the town, due in no small part to the enthusiasm of members and supporters and the high standard of coaching which is available in many sports.

4.7.1.3 Any expansion of the town needs to ensure that all facilities, both existing and new, are developed to be both accessible and adequate to meet the needs of the towns increasing numbers of residents. The Neighbourhood Area contains various indoor and outdoor facilities of varying degrees of accessibility and quality.

4.7.2 Sport

4.7.2.1 Although just over 40% of the respondents to the Neighbourhood Plan Survey indicated that they considered sports facilities in the town to be of a good standard, over 20% considered them poor, with the balance considering them 'average'. Only Healthcare, Arts Facilities, Shopping and Leisure facilities, scored a substantially higher disapproval rating.

4.7.2.2 Additionally over 60% of those surveyed considered that the provision for the main team sports of rugby, football and cricket to be 'just about right' and perhaps even 'too much', with similar responses in respect of gym facilities and studio fitness classes. High numbers of those surveyed specifically considered that the provision of facilities for cycling and swimming as well as other minor sports, were less than adequately catered for.

4.7.2.3 The Focus Group on Sport, attended by many of the towns' sports clubs, provided a view somewhat in contrast to the findings of

the surveys. Both the Rugby club and the Community football club complained about a lack of available pitches, a point seemingly already identified in a 'Playing Pitch Strategy and Outdoor Sports Audit' undertaken by Knight Kavanagh & Page on behalf of East Herts Council in July 2010.

4.7.2.4 Other sports clubs also mentioned a lack of facilities and having to adapt and improvise in sports halls which were not really fit for purpose with many indoor courts being smaller than those recommended by Sport England. The size of the pool and the viewing facilities at the Grange Paddock complex were specifically criticised by the Swimming Club.

4.7.2.5 The local topography and the nature and size of the town's future expansion suggest that if the community's needs are to be met then the surrounding Green Belt must be used to accommodate sports facilities, with suitable restrictions to ensure that the essential openness of the Green Belt is still preserved.

4.7.3 Leisure and community

4.7.3.1 Just over 30% of the respondents to our NP Survey indicated that they considered the town's leisure facilities to be good to excellent. The bulk of those surveyed (41%) considering them average. The remaining balance, just over 28%, considered such facilities 'poor' or worse. Although over 60% of respondents considered the town's 'Parks and Green Spaces' favourably, nearly 70% considered the town's 'Art Facilities' only average to poor.

4.7.3.2 The Focus Group on Leisure and Community expressed concern over the size and scope of local facilities, given the town's pending expansion.

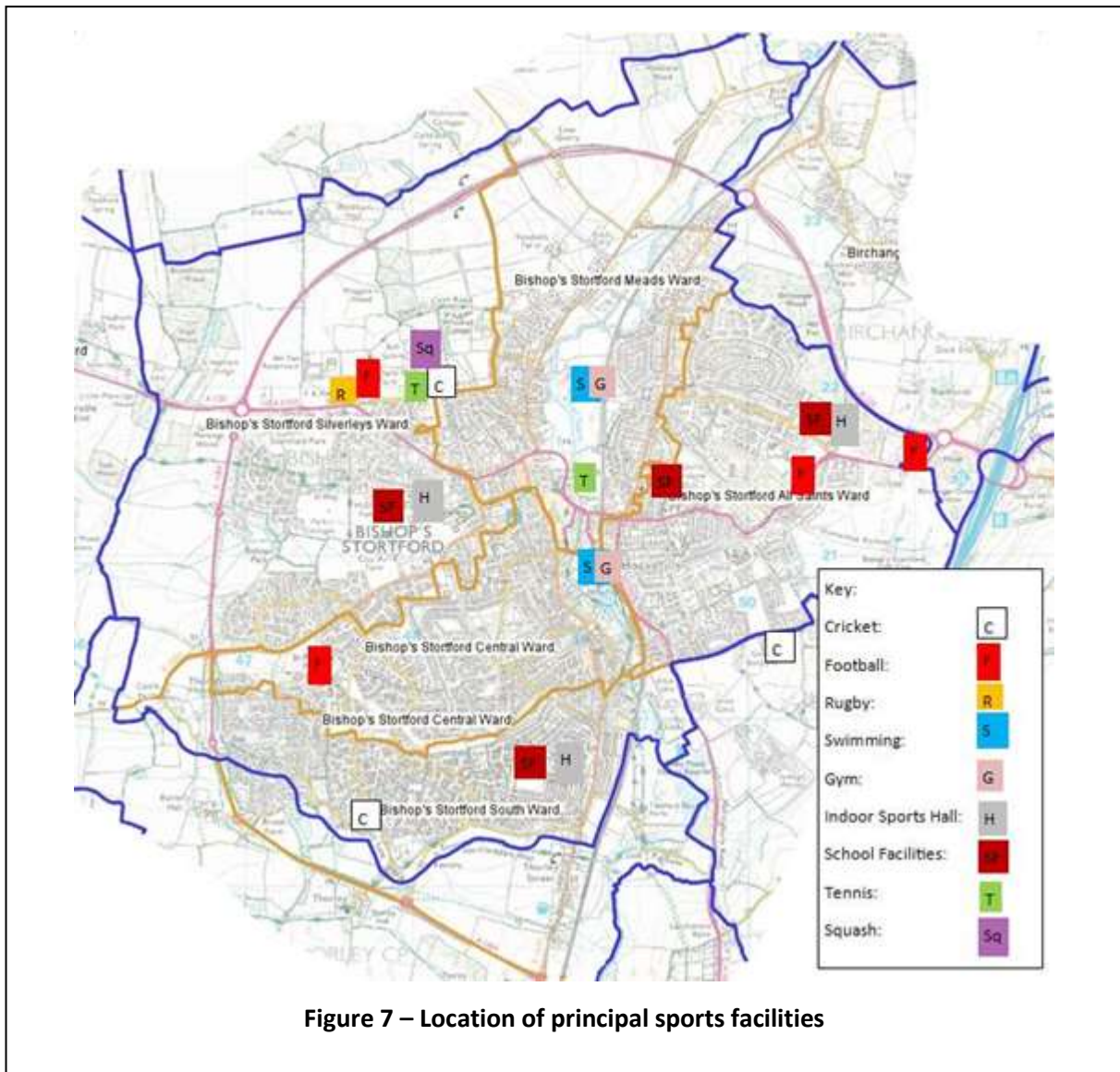
4.7.3.3 A partial solution to these concerns may materialise if local schools that are looking to develop or expand facilities to meet

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their own needs, do so in a way which also allows community use. This may also have educational benefits arising from the

4.7.4 Objectives

4.7.4.1 The policies in this section seek to



participation of pupils in the management of such facilities.

4.7.3.4 Expansion of the town will involve the building of new local community centres and create a clear need for the town’s arts facilities to be further developed by increasing the capacity of existing facilities (within the constraints of listed building consent) or building a new and larger capacity arts facility.

achieve the following objectives:

- Provide standards-compliant community facilities to meet the needs of the residents
- Encourage appropriate use of Green Belt for sensitively designed outdoor sport, leisure and community facilities

4.7.5 Objective: Provide standards-compliant community facilities to meet the needs of the residents

SLCP1 – Provision of outdoor sporting and leisure facilities

a) Contributions to new or enhanced outdoor and indoor sports, leisure and community facilities (including appropriate ancillary buildings) will be required as set out in policy of LRC3 of EHDC Local Plan or successor policy.

b) The provision of facilities under this policy will have regards to any Bishop's Stortford or neighbourhood strategy that is in place at the time and the balance between manageability, which favours centralised facilities, and locality, which favours distributed facilities.

c) The mix of facilities (in terms of sports provided for) will be determined in consultation with the local planning authority, Bishop's Stortford Town Council, Thorley Parish Council (if appropriate), local sports clubs and other stakeholders.

d) Any proposals for new or enhanced community sports facilities must be inclusive (i.e. suitable for residents with disabilities) and comply with Sport England design guidance, be accompanied by an adequately-sized car park having regard to the likely modes of transport to and from the venue as well as nearby parking availability. Sites which are accessible by public transport, walking and cycling will be more strongly supported.

SLCP2 – Development or expansion of multi-purpose facilities

a) Proposals for developments in sustainable locations that enhance existing facilities, whether indoor or outdoor, by way of increasing their utilisation or capacity for multiple use and/or level of public access, will

be strongly encouraged, where they do not conflict with other neighbourhood, local or national planning policies.

b) Provision for shared use must be considered in any such development, unless this has a material adverse effect on the viability.

c) New community halls should comply with design guidance set by both Sport England and the Charity Commission (Sport England: Village and Community Halls Design Guidance Note, reference 1038, January 2001 and Charity Commission: Village Halls and Community Centres, reference RS9, December 2004) or updated guidance that supersedes it unless a clear justification for departing from it is provided in terms of viability, the nature of the site, or user needs is provided.

d) Any proposals that result in the loss of buildings or land currently allocated for sports use will not be supported unless:

- an assessment has been undertaken which clearly shows that the facility is no longer needed in its current form; OR
- the resulting loss would be replaced by an enhanced facility in terms of both quality and location; OR
- the site is to be used for an alternative community facility, the need for which clearly outweighs the loss.

SLCP3 – Development and enhancement of specified facilities

a) The development of a new or improved swimming pool complex and the expansion or enhancement of additional facilities that are needed to serve the town's population, will be encouraged where they do not conflict with other neighbourhood, local or national planning policies.

b) Proposals by educational establishments to construct or expand sports and leisure

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facilities with the specific intention of making such facilities available for use by all the community will be supported. The conversion or adaptation of facilities to increase their availability and alternative uses throughout the year will be encouraged.

SCLP4 – Community leisure and arts facilities

a) Proposals for a new and larger capacity arts facility at an accessible and preferably central location will be supported as should any proposals which enhance existing arts facilities within the constraints of listed building consent, subject to other applicable policies.

b) Any proposals that result in the loss of buildings or land currently allocated for community use will not be supported unless:

- an assessment has been undertaken which clearly shows that the facility is no longer needed in its current form; OR
- the resulting loss would be replaced by an enhanced facility in terms of both quality and location; OR
- the site is to be used for an alternative community facility, the need for which clearly outweighs the loss.

4.7.6 Objective: Encourage appropriate use of Green Belt for sensitively designed outdoor sport & leisure facilities



SLCP5 – Development of sports facilities in the Green Belt

a) Except in areas designated as 'Local green Spaces' the development of outdoor sports facilities in the Green Belt will be permitted provided:

- The demand for such facilities is clearly established.
- The design, massing and materials are such as to create a harmonious relationship with the surrounding landscape and environment.

4.8 BUSINESS AND EMPLOYMENT

4.8.1 Introduction

4.8.1.1 Bishop's Stortford is a relatively small market town but is the largest town in East Hertfordshire, in close proximity to Stansted Airport and the M11. It is well served by rail to London and Cambridge and by road in most directions. It has excellent schools, a thriving community and good employment opportunities both in the town and through commuting. The main employment in the town itself is in distribution services, light industry, office-based, leisure services and retail. Bishop's Stortford is in the heart of the London-Stansted-Cambridge corridor. Research published by the LSCC Growth Commission in 2016 showed that the economic growth rate of the corridor was 20% higher than nationally 1997 - 2014. Two recent studies by Wessex Economics and DTZ have concluded that Bishop's Stortford has the greatest potential of all the settlements in the District in terms of employment growth particularly in terms of B1 office space and land.

4.8.1.2 The Bishop's Stortford Town Plan (2010) identified the need to improve professional and white collar job opportunities. 'Business Stortford' was established as an outcome of the Town Plan to attract companies from the UK, Europe and beyond to Bishop's Stortford in order to bring more of these types of jobs to the area. The initiative was set up by Bishop's Stortford Chamber of Commerce and includes a 'Welcome Programme' to fast-track a company's relocation or expansion to Bishop's Stortford.

4.8.1.3 Bishop's Stortford is due to change over the plan period therefore a degree of flexibility regarding use of land and buildings will be increasingly required. Reasonable proposals for change of use of existing facilities should be supported to ensure modernisation opportunities ensure an up to date and sustainable employment provision.

4.8.1.4 The location of industrial areas both new and existing needs to be carefully considered. Existing industrial areas such as Raynham Road, Southmill Road and Pig Lane were originally near the edge of town however with subsequent development and expansion of Bishop's Stortford these sites are now located more within the town and often bounded by residential areas.

4.8.1.5 Consideration should be given to development of new business areas on the edge of or outside the current boundaries of



the town and conversion of the existing sites to residential development. Support for a change of use proposal would be based on a suitable alternate location of employment facility being available prior to the change of use to match or exceed the existing location. Any proposed new industrial areas towards the East of the town may need to be developed in conjunction with input from both Uttlesford District Council and Essex County Council.

4.8.1.6 There is a clear demand for high-quality office and retail premises around the town however several existing properties have often remained empty for months or years in some instances. Retention of these properties as business is preferred as the economy improves. Approval of change of use would require full justification.

4.8.1.7 Retail activity throughout the nation is changing fast with an increasing use of on-line purchasing and preference for larger, high variety shopping centres. In addition, the town has seen a shift in emphasis from traditional independent type shops to service based retail such as hairdressers and cafes.



4.8.1.8 New retail facilities being planned at the Causeway and the Goods Yard locations in the town centre will result in increased competition for existing retailers. Where this competition has a detrimental effect, a possible change of use proposal for such properties should be supported where

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appropriate. The NLP report referred to below suggests that the Goods Yard is considered to have the potential to accommodate further retail development within Bishop's Stortford, and could absorb any residual capacity.

4.8.1.9 Proposed development in the Neighbourhood Area should enhance business and employment diversity and aligned with the 'Bishop's Stortford' construction aesthetic provide both a contemporary place to work along with a building that suits the surroundings. A healthy and thriving retail environment in the town centre is paramount to the town's success as a living community and any mechanism to support this cause is to be supported.

4.8.2 Objectives

4.8.2.1 The policies in this section seek to achieve the following objectives:

- Create new employment opportunities for local residents while protecting amenities for residents
- Create a welcoming, prosperous and dynamic town centre through attractive, integrated refurbishment and development
- Support development in the town and commercial areas to ensure sustainable employment diversity

4.8.3 Objective: Create new employment opportunities for local residents while protecting amenities for residents

4.8.3.1 The need for a business incubation hub has been identified through consultation with the local business community. In Bishop's Stortford and the Neighbourhood Area self-employment is in line with the district, county and national average (6%, source: 2011

Census) and for many, the need to have small, cheap business premises which offer the opportunity to network with other business professionals is crucial to the ongoing success of their business. It will be important that a variety of stakeholders contribute to the identification of a suitable location.

4.8.3.2 The purpose of creating new employment opportunities is to provide employment for local people and bring workers into the Neighbourhood Area. Access to supporting facilities from their place of work will enable people to link work and other activities minimising additional trips outside of the working day. This contributes to sustainability and an improvement in amenity by reducing the need to undertake additional car journeys.

BP1 – Provision of a business incubation centre

a) Proposals for the provision of a business incubation centre will be supported. This should be similar to a scaled down version of the Harlow Enterprise Hub providing a centrally located managed facility with 10-20 rooms including meeting rooms. It should seek to address the following considerations:

- On-site parking facilities, good public transport links, cycle storage and links to the pedestrian and cycle network.
- The facility should be appropriate for the needs of small 'start-up' type business activity including street level access.

4.8.3.3 Thorley Centre, in the Thorley Park Estate, is an example of a thriving local centre which is amply supported by the community. The provision of similar types of retail facilities to support commercial as well as residential developments where they are presently unavailable would be of benefit to the community.

BP2 – Local retailing facilities

a) Proposals for local retail facilities which provide services to large-scale residential development will be supported. These local centres must provide for an appropriate mix of A1 to A5 use classes. Residential accommodation above the shops should be provided if possible. Any proposed development would be aligned with STC1 of the Local Plan 2007 or its successor policy but must not be at a scale that detracts from the offer in Bishop's Stortford town centre.



BP3, BP4 – There are no policies with these numbers

4.8.3.4 In order to maintain policy numbering consistent with that for the Bishop's Stortford Neighbourhood Plan for Silverleys and Meads Wards these policy numbers have been omitted from the current plan.

4.8.3.5 There is a need to improve digital connectivity within Bishop's Stortford, both for businesses and residents. The investment in the business infrastructure can create opportunities that are of wider benefit to the community and therefore such opportunities to provide collective benefits should be taken where they arise.

BP5 – Provision of business communication infrastructure

a) Up to date business communication infrastructure for the town is paramount and

developers must ensure the following in any new development:

- That the necessary infrastructure is provided to enable new houses and development to connect to the highest broadband speed available in the area.
- In edge of town areas consider supporting the installation of public Wi-Fi internet facility for the benefit of all new development.

b) Installation of mobile communication equipment is to be supported when installed in such a manner as not to be prominent.

c) The provision of electric car charging points will be encouraged in all new business developments and will be a requirement for all major business developments.

4.8.4 Objective: Create a welcoming, prosperous and dynamic town centre through attractive, integrated refurbishment and development

4.8.4.1 Bishop's Stortford town centre is described in the East Herts 2007 Local Plan as a "Minor Sub-Regional Centre" and as the "main shopping centre in East Hertfordshire". However, most residents of the town want it to remain as a historic town centre, whilst expecting it to be improved in terms of quality, diversity and use of resources, such as the river.

4.8.4.2 Whilst the town centre buildings are relatively well maintained and a somewhat limited range of shops and enterprises present, there are some vacant premises and evidence of churn that present challenges for the appearance of the town centre. Evidence from the online town centre survey of shops and businesses carried out in November 2013 suggests that increasing the range and scale of good quality retail shops, particularly, is the

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best way to encourage footfall and bring the revenue needed to maintain the fabric of the town centre.

4.8.4.3 It is also important that the retail offering for the town centre remains located where the main shop frontages are now and does not lose vitality and accessibility by being distributed over a wider area. Most of the recognised town centre is within the Bishop's Stortford conservation area and this should provide a useful reference point for maintaining the character and standard of buildings generally within the town centre. Issues of parking in the town centre are addressed in the Transport Policies section.

4.8.4.4 National policy aimed at reversing the decline of town centres over recent years is likely to bring opportunities and challenges to the nature of our town centres. Any new development must be appropriate for the town as a whole and for the town centre in particular.

4.8.4.5 The town centre has attracted a number of large blocks of flats in recent years, still not fully occupied. So, whilst residential dwellings can be advantageous in bringing more people to the town centre, this type of imposing building is not liked by residents of the town and will not be favoured.



4.8.4.6 The primary shop front area of the town centre is bisected by a through route for vehicle traffic along South Street, Potter

Street and Market Street. This leads to a barrier to pedestrian movement and undesirable levels of noise and air pollution as well as discouraging use of the street market.

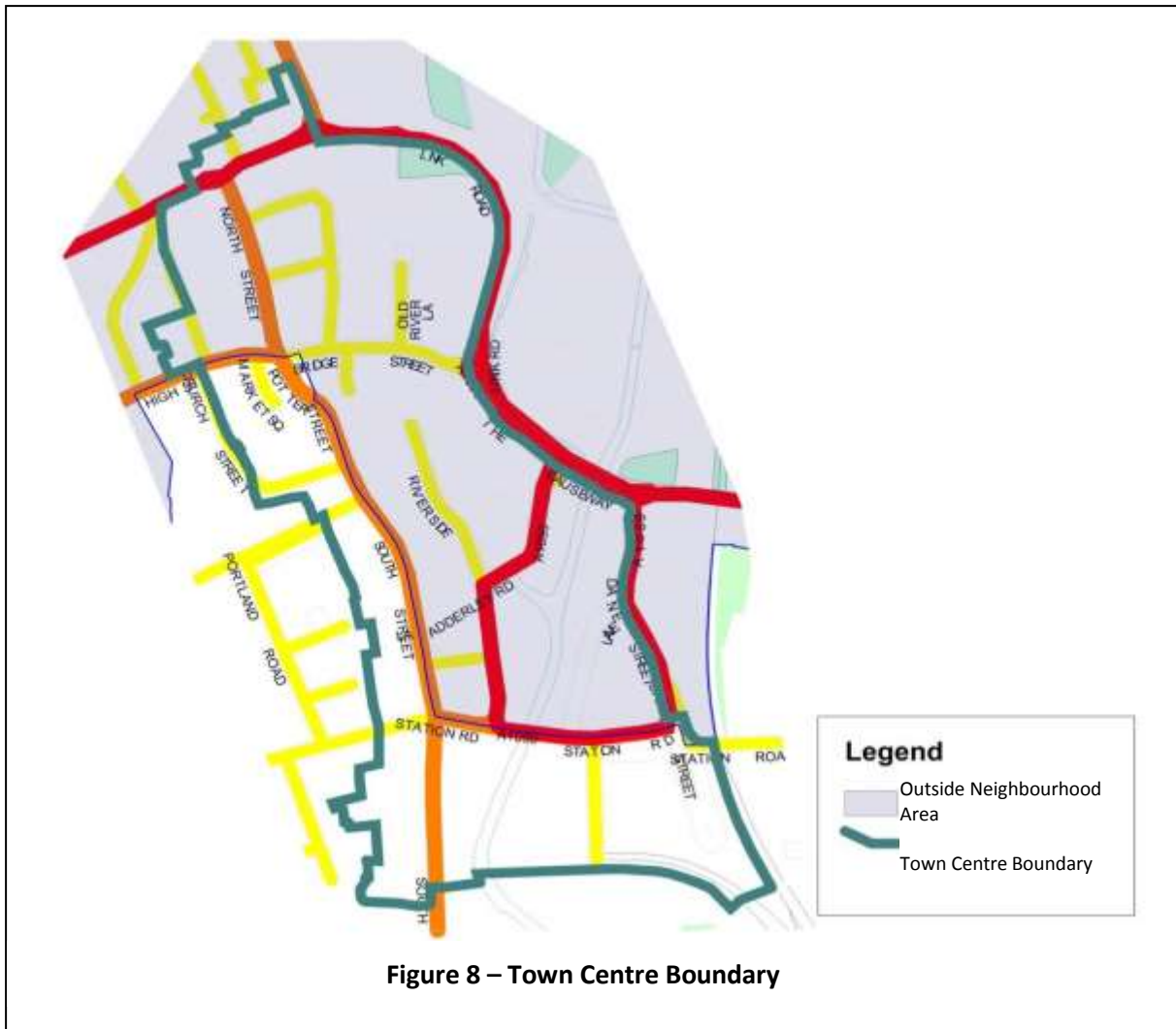


Figure 8 – Town Centre Boundary

4.8.4.7 The town centre with its many listed buildings, narrow pavements and hills is not easily accessible and has poor facilities for those of reduced mobility. There is a need to go beyond the statutory minimum, and East Herts Council policy, provision for such individuals when considering the merits of new developments.

4.8.4.8 Figure 8 above shows the part of the town centre to which the policies in this Plan relate.

BP6 – Future development of the town centre

a) Significant¹⁹ commercial or retail development which lies within the Neighbourhood Area will be considered against the following criteria:-

- New retail uses close to, or adjoining, existing primary retail frontages will be supported as will changeable modular structures.
- Proposals within or adjacent to the Conservation Area will be expected to harmonise with the aesthetic character of existing buildings. Elsewhere in the

¹⁹ See Appendix 4 – Glossary for definition.

Neighbourhood Area, more innovative styles can be adopted with emphasis on light and space.

- Proposals that seek to reduce the volume of traffic flow and instances of stationary traffic along South Street will be encouraged. Contribution towards transport improvements should be in line with Hertfordshire County Council's recommendation's and seek to promote sustainable modes, encouraged through effective travel planning.
- Developments that go beyond the minimum provision for those of reduced mobility, for example by including disabled toilets under the Disability Rights UK 'Radar' scheme, or by providing suitable premises for motorised scooter hire, will be favoured.

BP7 – Prosperity and character of the existing town centre

a) A flexible approach to change of use will be encouraged to secondary shopping frontages as per STC3 of the Local Plan 2007. Where it contributes to a range of services aimed at supporting a strong base of quality retail shops concentrated, as far as possible, close to the primary retail frontages.

b) Community services such as the library, post office, tourist office, CAB, GP surgery etc. will be encouraged to remain in the town centre area.

c) Temporary concessions will be considered for 'pop-up shops' and similar short term or seasonal enterprises, providing they do not conflict with the character of the town centre and of the time of the application support the vitality of the high street, aimed at meeting a target of at least 90% occupancy.

d) The street market operating two days a week in North Street, Market Square, Potter Street and South Street should be supported

wherever possible as a valuable contribution to the vitality of the town centre.

Table 1 – Bishop's Stortford Retail Frontages

Primary Frontages	Secondary Frontages
1-3, 3a-13, 13a, 17 Bridge Street (Odd)	12-22 Bridge Street (Even)
2, 2a-10 Bridge Street (Even)	12-18 Church Street (Even)
2 High Street (Even)	1-25 Church Street (Odd)
1-19 Jackson Square (All)	1-13 Devoils Lane
14-16 Market Square (Even)	1-15 Florence Walk (All)
1-9 Market Street (Odd)	1-4 Hadham Road (All)
2-4, 10-34 North Street (Even)	4-10 High Street (Even)
1-23 North Street (Odd)	1-7 High Street (Odd)
9-15 Palmers Lane (Odd)	2-12 Market Square (Even)
1-35 Potter Street (Odd)	1-3 Market Street (Odd)
2-34 Potter Street (Even)	5-9 Newtown Road (Odd)
1, 1b-37 South Street (Odd)	38-42 North Street (Even)
2a, 2b, 2c-12, 12a-16, 16b-32, 32a-34 South Street (Even)	25-31 North Street (Odd)
	2-5 Riverside Walk (All)
	2-10 South Street Centre (All)
	39-45, 45a-47, 47a-79, 79a South Street (Odd)
	36-92, 92a-96, 100-

	102, 102a South Street (Even)
	1-5 Station Road (Odd)
	2-16 Station Road (Even)
	1-12, 12a-14, 19 Sworders Yard
	6 The Causeway
	1-5 The Dells

the edge of town, with access from the bypass (A120 and A1184), to enable change of use of those areas to residential

4.8.5 Objective: Support development in the town and commercial areas to ensure sustainable employment diversity

BP8 – Mixed developments
 a) The following will be supported subject to other applicable policies:

- Proposals which seek to enhance the employment opportunities in the town by providing a diverse mix of retail and commercial facilities.
- Developments and refurbishments that modernise existing employment facilities without detracting from the local building style.
- The regeneration or redevelopment of existing industrial sites to commercial business facility.

BP9 – Edge of town development
 a) The following will be supported where possible and subject to applicable policies:

- the development of new industrial and/or commercial business uses at the edge of the town.
- the re-location of current industrial areas within the town or near the town centre to

4.9 THE GOODS YARD

4.9.1 Introduction

4.9.1.1 The Goods Yard site has been an area of undeveloped brownfield land on the edge of the town centre between the railway and River Stort that has provided much needed station parking for a number of years. Until recently the site was divided by a spur of fenced off railway track that prevented any meaningful use of the site other than for a number of fragmented car parks forcing circuitous routes for pedestrians using the bus, railway station or nearby facilities.

4.9.1.2 The site was allocated for potential development in the East Herts Local Plan (2007) as BIS15 and is being revisited in the emerging District Plan. Although several proposals for development have been made in recent times, the removal of the railway track spur in 2014 and the current, favourable economic conditions for infrastructure investment, mean there is a realistic prospect for development taking place.

4.9.1.3 Planning of the site should be addressed in a comprehensive manner, generally following 'Building for Life' and 'Active Design' good practice guidelines as mentioned in HDP2 and HDP3, but more specifically policies set out in this chapter.

4.9.1.4 Sensitive re-development presents a huge opportunity to provide a welcoming gateway to Bishop's Stortford and to greatly improve the accessibility of the town centre from the southern side of the town. Coupled with improvements to surrounding areas

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there is the chance to transform the site from a barren vista of cars into a vibrant contributor to the life and soul of the town. This was one of the most important findings from the Focus Group session about the development of the Old Goods Yard site held in February 2015.

4.9.1.5 There are considerable challenges, not least because of the shape and location of the site, proximity to road, rail and river and the variety of dominant, largely unattractive architectural forms nearby. It should be recognized that the development can only go ahead if it is viable and sustainable, especially when taking into account the need to increase current parking levels and other potential developments within the town centre, notably that of the Old River Lane site.

4.9.1.6 Many passengers already drive from the Essex and Hertfordshire villages and park at the station. The Herts County Urban Travel Plan for Bishop's Stortford 2012 includes a map which shows the distribution of season ticket holders using Bishop's Stortford station. This is included in the Evidence Base as it shows car parking needs to cater for those coming from well outside Bishop's Stortford itself.

4.9.1.7 The two maps below show the location and detail of the site.



Figure 9 – Goods Yard Location

4.9.1.8 The long term vision for the site is that it should provide an attractive and innovative Gateway to Bishop's Stortford, recognising its contribution to the heritage of the town.

4.9.2 Objectives

4.9.2.1 The policies in this chapter which support that vision are grouped under the objectives below.

- Create a welcoming and pleasant public realm, enhancing the river environment and acknowledging the longstanding links of the area with travel and transport



Figure 10 – Goods Yard Plan

- Provide a transport interchange to promote better connections between all means of transport
- Improve vehicle access routes to the site and connections with the rest of the town
- Provide sufficient car and cycle parking for users throughout the period covered by the Neighbourhood Plan
- Provide easy and safe pedestrian and cycle links to and from the site

4.9.2.2 Policies elsewhere in this document, most notably (but not exclusively) in the sections related to Housing and Design, Green Infrastructure, Transport, also apply to this

site and contribute towards achieving these objectives.

4.9.2.3 Each policy in this section addresses each objective as part of an integrated approach to re-development of the whole site and cannot be used in isolation. Furthermore, the scale of the objectives is such that schemes using only part of this site, other than as part of a comprehensive masterplan for the development of the whole site to be implemented in full, will not be supported.

4.9.3 Objective: Create a welcoming and pleasant public realm, enhancing the river environment and acknowledging links with travel and transport

4.9.3.1 Visitors to Bishop's Stortford arriving at the train or bus station are currently faced with an unappealing scene of parked cars surrounded by a variety of large buildings of uncertain use. New development should seek to transform this current landscape into one that is attractive and encourages people to stay whilst being easy to pass through en-route to the town centre or other parts of the town.

4.9.3.2 Full use should be made of the river and towpath with moorings to improve their connection, as well as views towards St. Michael's Church and the old Maltings buildings across the river to enhance the ambience of the area. The development should call on themes that reflect the historic links of the area with travel and transport, particularly the railways, but also acknowledging association with the river and canal, the nearby coaching route through Hockerill and the present day connection with Stansted Airport.

4.9.3.3 There is a contrast in surrounding buildings between the part of the site to the north of the Stort footbridge where large, ugly commercial buildings and the dull John Dyde flats dominate, compared to the southern end opposite the Maltings where a very traditional flavour is present. Building style should recognize this disparity, and use appropriate styles as described in policy GY1 generally in accordance with the character management principles described for the AECOM Character Assessment, a summary of which appears in Appendix 5. The Oct 2015 focus group mentioned 'The Weave' building in York as an impressive example of innovative, modernistic

styling that could be suitable for the northern end of the site. The curved forms and woven styles echo local themes in a way that could be done for a landmark building in Bishop's Stortford drawing on the transport and industrial heritage of the area. South of the Stort footbridge, building height must be in keeping with existing building height and to keep sight of the river.

4.9.3.4 The low lying nature of the site and its proximity to the river mean any development must be subject to a full flood risk assessment in accordance with Government and District Plan policies in force at the time to protect the improved public realm.



GY1 – Improved public realm

a) Schemes that address all of the following under a comprehensive masterplan for development of the whole site will be supported. A phased approach to the development of the whole site will be considered, provided that infrastructure improvements associated with each phase be completed first.

- An attractive and welcoming appearance, particularly to those arriving in the town in the train station area, providing a memorable gateway to Bishop's Stortford taking account of the important views from the railway station entrance towards the old Maltings buildings, the river and St Michael's Church and maintaining a clear

sightline to one or both of these buildings if at all possible having regard to the development as a whole. Development must be of a high quality that demonstrates an understanding of local history and acknowledges the vernacular style and materials to the south of the Stort footbridge, as well as the scale of nearby buildings to the north of it.

- People friendly features within the built environment such as seats, tree and shrub planting, water features, sculptures, informal meeting places etc. to enhance the appeal of public places and throughways. Such features should reflect the historic links of the area with the river and railway industry and their contribution to the town's heritage using a common palette of materials, street furniture and signage.
- Green spaces to improve existing unmanaged scrubland to the south of site, preserving and enhancing existing riverside habitats. A sensible balance should be sought between managed leisure areas, such as pocket parks or play areas, and a lightly maintained natural environment. Mature trees should be kept wherever possible or, if feasible, lifted for use elsewhere.
- Continuous public access to an active river frontage with features such as cafes, recreational areas and moorings to encourage engagement with the river.
- Downwards gradation of building height towards the river/towpath to avoid canyoning of river bank within the site and to maximise sunlight at ground level. South of the Stort footbridge, buildings should be generally lower than on the northern part of the site.

- A full implementation of all flood protection and mitigation measures recommended as the result of the required flood risk assessment to avoid long term adverse impact on the improved public realm.
- Use of the concept of 'shared space' between pedestrians, cyclists and motorists, where appropriate, and with traffic calming, to improve safety and create a relaxed introduction to the town.
- An attractive area including greenery, cafés, public space and small scale retail allowing passers-by to pause and relax. Possible locations for such an area are opposite the Leisure Centre forecourt or the railway station forecourt.
- Suitable surfaces and gradients should be used to enable reasonable wheelchair and motor scooter-access to all areas combined with pedestrian and cycle routes wherever possible.

b) North of the Stort footbridge bold, innovative styling acknowledging local heritage can be used. An iconic building(s) with height using modern materials to create interesting forms would be permissible, providing this graded towards, and did not overshadow, the river.

c) A small scale development to further improve the existing train station facilities that does not increase its existing area by more than 50% will be considered provided it conforms with other policies in this Plan and allows development of the whole site.

4.9.3.5 Bishop's Stortford is already the primary retail centre for East Hertfordshire. The primary shop front areas are in North Street, South Street and Jackson Square. In contrast, the Goods Yard site with large numbers of people passing through (the railway station had almost 3 million users in

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2012/3) and close to flatted residential areas will be able to support a balanced offering of small scale retail outlets, service shops and more informal cafes and restaurants.

4.9.3.6 Residential use is essential if development of the site is to be viable but, although the existing Local Plan policy BIS11 specifies a minimum of 700 homes (of which 250 have already been built), the 2014 Town Survey suggest little appetite amongst towns people for further significant residential development in this area. The outstanding requirement of 450 new homes is still considered excessive, mainly because of the additional car parking required and impact on local traffic and air quality. However, in order to maintain consistency with the emerging District Plan, a minimum of 400 homes must be planned for.

4.9.3.7 It is inevitable that the majority of housing on the site is flats and it has been seen from the popularity of the recent Churchill development of retirement flats in nearby South Street that this type of provision is well liked by older people. The Goods Yard development is close to the town centre as well as public transport connections and will have its own service/retail offering and communal areas making it attractive to those looking for a smaller property with easy access to most amenities. For the same reasons, those of all ages with mobility issues could find a home in the development suitable and appealing for them. Other groups, such as young professionals, wanting an attractive, high quality home less than an hour from the centre of London would also find such homes attractive. Both market housing and affordable housing should be built to a high standard suitable for both older and disabled residents.

4.9.3.8 A number of attempts have been made to re-locate the South Street surgery

which is in unsuitable premises for a modern practice and the presence of an easily accessible local medical centre within the development is suggested. Significant numbers of people attending the consultation days suggested this location as a suitable new site for the practice, although the NHS decision making body may favour another location, yet to be confirmed. Re-locating the surgery with an associated pharmacy within the development would, however, increase footfall outside of the busy commuter times and help viability of the scheme.



4.9.3.9 The Business & Employment study (Wessex Economics, Town Wide Employment Study for Bishop's Stortford, for East Herts Council 2013) shows there is a demand for high quality office space close to the town centre as older, unsuitable premises are converted to other uses or replaced. However, although the current Local Plan in force strongly recommends office space as a use of the site, the continued availability of the Charringtons offices suggest a conservative approach to further large scale provision of new office space without clear justification. Bishop's Stortford no longer has a major hotel and its position close to Stansted airport and other transport links suggest that a modest hotel operation could be viable. Hotel use would increase activity outside the busy travelling time and contribute to the sustainability of the development. Light industrial uses are no longer suitable for this

site due to the poor road access and adverse impact on the nearby river and homes.

4.9.3.10 Results from the Bishop's Stortford Neighbourhood Plan All Saints, Central, South and Part of Thorley Questionnaire showed that 55% of respondents would increase their usage of the town centre were more public conveniences available. Thus, the provision of public conveniences in a development as large as this is considered very important.



GY2 – Site Uses

a) Only comprehensive schemes that include and address all of the following will be supported:-

- Residential use up to at least 400 dwellings, or whatever lower limit supersedes this in the draft District Plan once it is made;
- Built to a high standard with easy access for those of all ages and abilities;
- Dwellings to be sited away from the railway line and any busy vehicle access points allowing for suitable noise and air pollution mitigation;
- Shop premises aimed at secondary shop front uses such as small scale retail, service and food outlets for both passing trade and local patronage.

b) Schemes that include the following will also be supported, unless further evidence based

investigation by developers can demonstrate they are unsuitable or unnecessary:-

- Office space (B1 Business) of high quality;
- Local medical centre, not a main hub;
- Hotel, located close to the transport interchange;
- Buildings that, because of their scale, position or mix of uses can benefit from a renewable energy source;
- Public conveniences available to all.

4.9.4 Objective: Provide a transport interchange to promote better connections between all means of transport

4.9.4.1 The railway station is the sixth busiest in the Hertfordshire commuter belt, just behind Elstree and Harpenden, with almost 3 million journeys starting or finishing there in 2012/3 (HCTS 2012 Appendix D 53). It is on the main line between Cambridge and London which also services Stansted Airport and use will grow substantially with the large scale residential developments planned in Bishop's Stortford and over the adjacent Essex border.

4.9.4.2 The hive of activity and traffic congestion seen around the station in the morning and evening peak periods indicate that movement between the different modes of travel could be far more efficiently organised and encourage greater use of sustainable means of transport. Currently, the bus standings are separated from the train station entrance with both having poorly defined and restricted pedestrian and cycle connections to them, crossing or close to taxi and car park traffic.

4.9.4.3 It is strongly recommended that the area close to the railway station forecourt is formally recognised as a transport interchange

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and the development of the site which includes this area provides just such an opportunity. Transport for London, who have had to deal with the same challenges many times within the capital, have a template guide 'Interchange Best Practice Guidelines' that could be used during the design and delivery process to tailor the best possible solution for Bishop's Stortford.

4.9.4.4 Schemes are normally tailored to meet the following criteria:-

- Efficiency – operational use, movement to and within, sustainability
- Usability – accessibility, safety and security
- Understanding – wayfinding, information, legibility
- Quality – built design, urban realm, sense of place

All four criteria should have equal importance in the design of proposed solutions.

GY3 – Transport interchange

a) Only schemes that follow best practice (e.g. the TFL 'Interchange Best Practice Guidelines' reference guide) will be acceptable. The interchange must be safe and efficient to use for all types of users and usages.

b) The catchment area when assessing current and future needs for those arriving in vehicles (private cars, taxis and buses) is defined as that bounded by points halfway between Bishop's Stortford railway station and the next nearest mainline station with dedicated parking for rail users of more than fifty cars. The catchment area for pedestrians is defined as within the town boundary, extending to 10 miles for cyclists.

c) Developers will be required to establish current and future usage through an independent assessment, taking into account additional use due to all relevant development

schemes within the catchment area that at the time of assessment:-

- have planning approval but await execution, or
- are under planning application, or
- are specified as likely to be delivered within the lifetime of the District Plans of East Herts and Uttlesford.

d) The transport interchange must be close to the train station entrance and allows easy movement between the different modes of transport, notably bus, train, taxi, cycling and walking (including wheelchairs and mobility scooters) with the following features:-

- be safe, well lit, and have high quality, weather proof waiting areas as well as a generally open layout to enhance the user's perceptions of personal security;
- be configured in such a way to enable the introduction of intelligent transport systems, e.g. dynamic bus stand allocation, with up-to-date real time information and timetables that are well positioned and accessible remotely using mobile devices;
- have signage provided in a position and format that is easily read by all, including the partially sighted and those unable to stand;
- have dedicated space for efficient taxi rank operation, separate from private car access to parking;
- have cycle parking/storage as near as possible to the train station entrance;
- have private car drop-off/pick-up points to site at London Road and Dane Street train station exits, and at the proposed new southern car access point.

4.9.5 Objective: Improve vehicle access routes to the site and connections with the rest of the town

4.9.5.1 Currently, the only access to and from the site for private vehicles (approximately 1,000 spaces for public and residential parking plus set down and pick up), buses in and out of the bus station and taxis to and from the railway station, is via two entrances/exits onto Station Road within less than 100 metres of each other, one of which is a narrow one way street with alternating, traffic light controlled flows. Congestion, particularly in the evening as trains arrive, is routine and, although it does eventually subside outside the peak morning and evening periods, the restricted access greatly exacerbates the situation.

4.9.5.2 Furthermore, cars approaching the town centre from the south have only two reasonable options when looking for parking, one via South Street onto Adderley Road or via the Hockerill junction onto the Causeway or Station Road, both of which enter or cross the one-way system. The Hockerill junction is already an air quality monitoring area where recognised acceptable levels of pollution are regularly exceeded. Unless an additional access to the site is made, the additional traffic load created by increased use of the Goods Yard development plus large scale residential developments elsewhere in the town and surrounding districts will increase standing traffic and pollution levels at all the known pinchpoints. It should be noted that the NPPF Planning Practice Guidance states that air quality is relevant to planning decisions where a development would 'Significantly affect traffic in the immediate vicinity of the proposed development site or further afield', which is almost certainly the situation here.

4.9.5.3 Fortunately, the extent of the site southwards to London Road at Tanners Wharf provides an opportunity to mitigate the impact of the increased traffic flows by creating a new two way access point to parking on the site. This would avoid the need to use the Hockerill junction and Station Road for vehicles coming from the South. Failure to provide such an access away from the town centre road system would effectively mean any development of the site would not be acceptable due to the resulting increase in congestion and air pollution.

4.9.5.4 Notwithstanding the above recommendation, sound traffic modelling, as described in TP1, must be used to inform any decisions about changes to road layout and junctions around the site.

GY4 – Vehicle connections to and from the site

a) Sound traffic modelling, in accordance with TP1, shall be used to determine the changes to road configurations and connections around the development.

b) Unless such traffic modelling can demonstrate wait times and pollution levels will be within the limits set in TP1 at all junctions affected by the development, only schemes that provide the following access solution will be acceptable:

- Two-way southern car access to the site for parking from London Road near Tanners Wharf, minimising interruption to traffic flow on London Road.
- Two-way car access to the site for parking from Station Rd, minimising interruption to traffic flow on the one-way system.

c) Schemes that additionally have a north-south throughway link between London Road and Station Road will be preferred.

d) Schemes that restrict or prevent full development of the site or future access to the site from London Road near Tanners Wharf will not be supported.

4.9.6 Objective: Provide sufficient car and cycle parking for users throughout the period covered by the Neighbourhood Plan

4.9.6.1 In the Bishop's Stortford Neighbourhood Plan Questionnaire 2014 improved car parking was top of the improvements that would encourage people to visit the town centre more and better cycle parking was a significant reason for people to want to leave their cars at home when making journeys within the town.

4.9.6.2 Although the car and cycle parking currently on or around the Goods Yard site are for those using the station, it is essential that increased needs for car parking stemming from the development are fully accommodated and that car parking demand particularly is not pushed out into the other town centre car parks.

4.9.6.3 The catchment area when assessing both car and cycle parking must cover a reasonable area for both types of use and take account of future developments within those areas.

GY5 – Car and cycle parking

a) Only development schemes that address the need for car and cycle parking now and in the foreseeable future as determined in accordance with Policy GY3 parts b) and c) will be acceptable.

b) During the construction phase of development for the site, car and cycle parking capacity must be maintained at the current level and, if any part of the scheme comes into use such that demand increases,

capacity must be increased accordingly within that phase.

c) Suitable cycle parking must be provided in accessible and secure locations within the development for those visiting its facilities, ideally close to where cycle links already exist or are proposed.

d) Car parking must be attractive and of good quality (not exposed steel girder construction). It should also be of a design that feels safe and secure to use even at quiet times of the day with clear separation between cars and those on foot, particularly at vehicle entrance and exit points.

e) All possible steps should be taken at the design stage to ensure that the car entrance and exits operate efficiently and do not cause unnecessary delays.

f) Schemes that additionally include car parking that uses the noise blighted area alongside the railway line will be particularly welcome.

g) Depending on the siting of car parking, and unless traffic modelling can demonstrate they are unnecessary or unsuitable, elevated vehicle access to car parking should be provided from

- Station Road bridge over the railway line and
- London Road between the Tanners Wharf traffic lights and the mini roundabout junction with Hallingbury Road.

4.9.7 Objective: Provide easy and safe pedestrian and cycle links to and from the site

4.9.7.1 There is already a high level of pedestrian traffic to and from the railway station, bus station and other nearby facilities, such as the leisure centre, as well as the area being a through route for school children

coming from one side of the town to nearby secondary schools (as noted in the Feb 2015 Focus Group).



The towpath running from Sworder's Field through to Twyford Lock and beyond is also a popular route for both leisure and those walking to the town centre from the south particularly. Existing safe cycle access is limited apart from the River Stort cycle and footbridge. It is essential that these routes are maintained and improved to make development of the site acceptable and to encourage modal shift towards sustainable forms of transport.

4.9.7.2 Although just outside the Neighbourhood Area, every opportunity must be taken to link with the proposed new footbridge over the river alongside Station Road.²⁰ Other key connection points are marked on the map below (Fig 10). It is recognized that some of these points are just outside the site boundary and do not always have good onward routes to the main destinations within the town. As such, they are good candidates for improvement using S106 developer contributions to mitigate increased pollution from additional traffic as the result of development.

²⁰ HCC Planning Reference ITP13060 Station Road Bridge Widening scheme.



GY6 – Pedestrian and cycle links

a) Only schemes that address and include the following will be supported:-

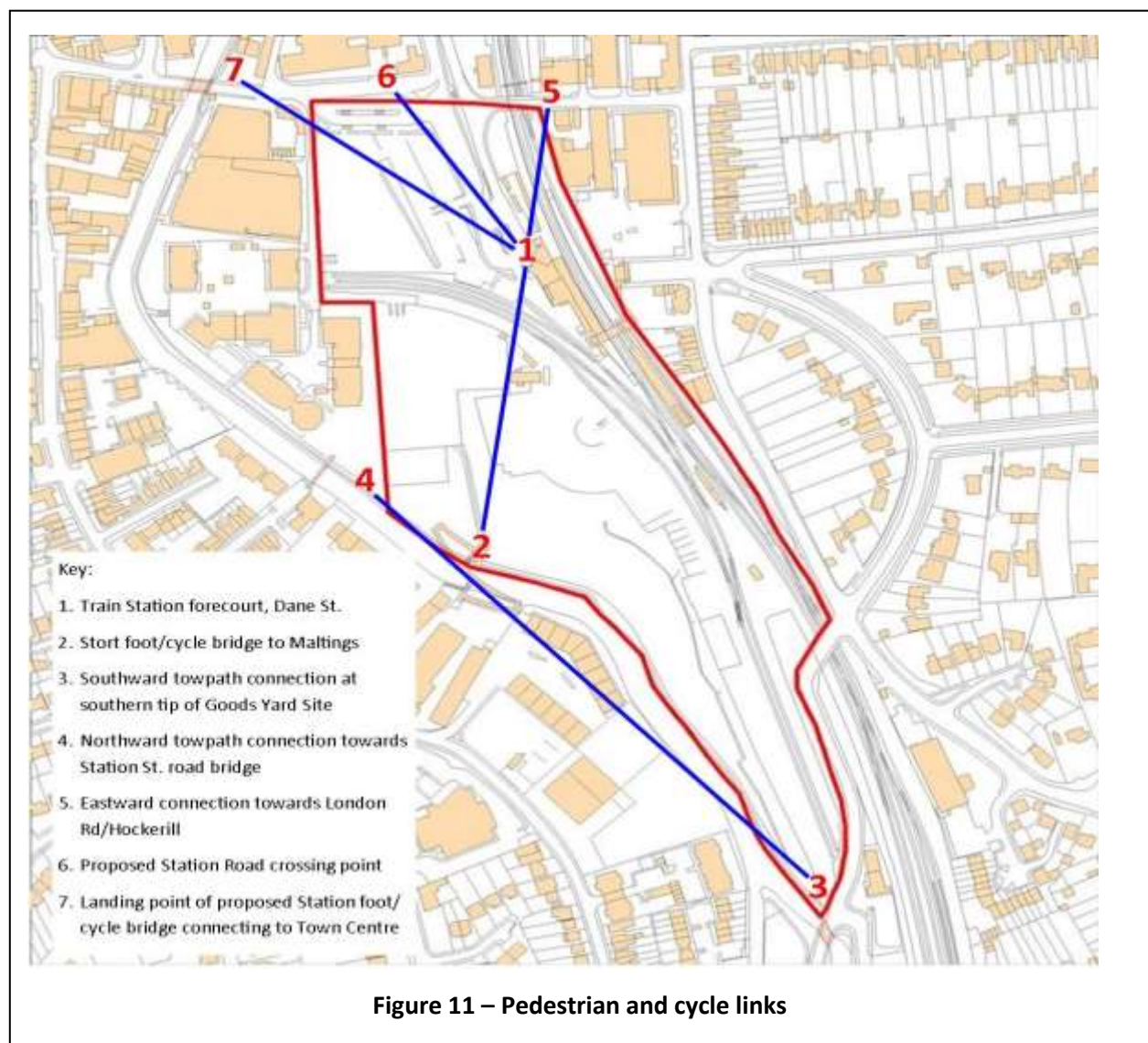
- Pedestrian/cycle throughway from the train station forecourt in Dane Street (shown as 1 in Fig 11) to the River Stort cycle footbridge (2 in Fig 11).
- Pedestrian/cycle route along tow path following the river bank from southern tip of site (3 in Fig 10) towards the John Dyde flats and Station Road Bridge (4 in Fig 11), keeping an appropriate soft edge to the riverbank.
- Pedestrian/cycle throughway from the train station forecourt in Dane Street (1 in Fig 11) towards London Road/Hockerill (5 in Fig 11).
- Pedestrian/cycle way from the train station forecourt in Dane Street (1 in Fig 11) to a point on Station Road opposite 'The Fountain' (6 in Fig 11).
- Pedestrian/cycle throughway from the train station forecourt in Dane Street (1 in Fig 11) to town centre using an enhanced riverside pathway under the Station Road river bridge linking to the proposed new footbridge over the river alongside Station Road (7 in Fig 11), unless further evidence based investigation by developers can demonstrate this is not feasible.

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b) Schemes that do not provide pedestrian links that are capable of convenient connection to the new Station Road footbridge will not be supported.

c) In keeping with TP3, schemes that follow circuitous routes, or that pass through car parking or its access space will not be supported.

d) Schemes that do not comply with the standards defined in TP4 will not be supported. It is expected that developer contributions will be forthcoming to improve footpath and cycle way routes outside the site to mitigate the inevitable adverse impact on traffic and hence pollution in the surrounding area.



4.10 LAND SOUTH OF BISHOP'S STORTFORD

4.10.1 Introduction

4.10.1.1 The area referred to in the emerging District Plan as 'Land South of Bishop's Stortford' (also colloquially known as 'Bishop's Stortford South' is currently designated as Metropolitan Green Belt and is used for Grade 2 arable land. It lies predominantly within Thorley Parish. The site is bounded by the London Road/Thorley Street main access route into Bishop's Stortford to the east; St James Way ring road to the south; Whittington Way access road to Twyford and Thorley Park estate to the north and Obrey Way - a narrow link road from Thorley Park to St James Way on the west. Both the London Road/Thorley Street and St James Way are busy roads into and out of Bishop's Stortford town.

4.10.1.2 The site has open views to the east/south east looking towards the Hallingburys and drops 20 metres from Obrey Way to London Road/Thorley Street. This site is the first view of the 'gateway' to Bishop's Stortford on the left when approached from the south and if it is developed it should give a favourable impression of the town's character. New roads should ensure existing views and vistas are maximized – for example the views to the east and south east and views towards the church at Thorley.

4.10.1.3 Immediately adjacent to the site, separated by Obrey Way, lies the Green Flag Southern Country Park. This is a very well used recreational facility for all ages and includes a teenage activity area, dog agility equipment area, fishing lake, marshland bird sanctuary, conservation areas for wildlife and many different pathways used for health walks and the public in general. It attracts people from a

wide area and can be accessed by car in Thorley Lane East off Obrey Way.

4.10.1.4 The Hertfordshire Way right of way runs across the site and has open uninterrupted views to the east and south east. There is also a footpath which runs between Obrey Way and Thorley Street. The site includes ancient hedgerows and a small brook river that runs from Obrey Way to the London Road/Thorley Street into the River Stort flood plain and area of Special Scientific Interest. Both the hedgerows and the footpaths have established trees and flora with the expected wildlife in both.

4.10.1.5 The emerging District Plan proposes that the Green Belt be amended to exclude this site and that the land be allocated for the development of 750 homes, a secondary school and a primary school. Supporting infrastructure, access and a business park are also proposed.

4.10.1.6 As this site is at the southern edge of Bishop's Stortford and the nearest community facilities at Thorley Neighbourhood Centre are more than the DfT's guidelines for reasonable walking distances it would be necessary to incorporate such facilities to promote social cohesion and encourage walking and to reduce car usage.

4.10.1.7 In September 2012 the Secretary of State upheld refusal of development of the land (for a scheme involving two schools) on the basis that the special circumstances required to justify inappropriate development of the Green Belt had not been demonstrated. In his conclusions the Planning Inspector also found that there would be a significant adverse effect on the Hertfordshire Way.

4.10.1.8 In September 2015 East Herts Green Belt Technical Review undertaken by Peter Brett Associates showed 'the site suitability of release for potential development to be low'.

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4.10.1.9 A decision by the District Council to amend the Green Belt boundaries would be controversial and throughout the consultation process the proposed development of Land South of Bishop's Stortford has been consistently unpopular with the majority of the town's residents. However the Neighbourhood Plan has no influence over this decision. It can deal only with the consequences should it occur.

4.10.1.10 As there is a state of uncertainty in regards to the outcome of the emerging District Plan, this Neighbourhood Plan provides for the two possible outcomes namely either that the land in question is removed from the Green Belt, or it is not. Certain policies in this plan apply only if the land is removed from development as part of the emerging District Plan process and in this case the Neighbourhood Plan focuses on shaping any possible development to ensure that growth complements and enhances the surrounding area and does not undermine the integrity of the Green Belt that surrounds it.

4.10.2 Objectives

4.10.2.1 The policies in this section seek to achieve the following objectives:

- Ensure that any development is in keeping with surrounding areas, presents a graduated edge to the surrounding Green Belt areas, includes inclusive community facilities and has adequate traffic planning
- Ensure any development does not have a negative impact on the local features of the natural landscape and neighbouring green spaces

4.10.2.2 Policies elsewhere in this document, most notably (but not exclusively) in the sections related to Housing and Design, Green Infrastructure, Transport, also apply to this site and contribute to achieving these objectives.

BSS1 – Conditional Policies

- a) Policies BSS2-BSS5 apply only in the circumstance that a significant development becomes possible on all or part of the site known as Land South of Bishop's Stortford²¹
- b) In the absence of the circumstance in a), policies in force at National, District and Neighbourhood Plan level, including in particular policies related to Green Belt, will continue to apply to the site.

4.10.3 Objective - Ensure that any development is in keeping with surrounding areas, presents a graduated edge to the surrounding Green Belt areas, includes inclusive community facilities and has adequate traffic planning

BSS2 – Setting and character of buildings

- a) Housing around the periphery is to be no higher than two storeys with styles and palettes to complement the local landscape and adjacent developments at Thorley Park, Twyford estate and Thorley Street.
- b) The interior area of the housing development is to be predominately two storeys and no higher than 2.5 storeys except around the central community facilities where well designed 3 storey houses would be permitted.
- c) Design and layout should ensure that views of the open countryside to the east and south are maintained from some key focal locations (for example major community facilities) near

²¹ The most probable scenario in which this circumstance would arise is if the policy changes envisaged in the emerging District Plan, over which this Neighbourhood Plan has no control, come into force.

the centre of the development unless it can be clearly demonstrated that this is not realistically practicable.

d) Proposals encompassing the creation of discrete neighbourhoods of distinct character for a planned development of this size would be supported.

e) Only development proposals that include suitable technologies for energy efficiency will be supported.

f) The design, height, massing and materials of any envisaged community and commercial buildings must be in keeping with the area, particularly housing in Thorley Street, and have adequate parking.

g) To mitigate loss of amenity to houses to the west of London Road, Thorley Street – especially the listed buildings – a buffer zone with suitable screening would be expected.

h) Any secondary school, if constructed on the site, should form an attractive visual feature of the site and be no higher than three storeys.

BSS3 – Community facilities

a) This site is detached from the nearest community facilities at Thorley Neighbourhood Centre and more than the Department for Transport's guidelines for reasonable walking distances. Any proposals for the development of this site must enable social interaction and public services for the local community: local shops, a community hall, outdoor and indoor meeting places, allotments, health services and facilities that are accessible to all. They should be in suitable locations, served by a choice of sustainable travel and be of an appropriate scale and flexible design to enable multiple uses throughout the day.

b) Proposals must include inter-connected green spaces/recreational areas within the

site which should be commensurate with and proportional to the numbers and types of occupants anticipated.

BSS4 – Access/egress to site

a) The developer must consult with Hertfordshire Highways Department for travel plans and a traffic study to ensure the extra traffic associated with this site does not impact unfavourably on the surrounding areas.

b) Access points should be modelled and designed to minimize extra traffic flows through the residential area of Thorley Park.

c) To avoid extra junctions on St James Way the principal vehicular access to the site should include the use of the existing roundabouts at the east and west ends of the site unless traffic modelling shows that this is not feasible. Cyclists and pedestrians should have access to development from Whittington Way.

d) The developer will be expected to construct or pay for the construction of safe, level access across Obrey Way to the Southern Country Park and to the footbridge to St James Church, Thorley.

e) The access road to any possible business park should be separate from access to the housing area to avoid any extra traffic within the housing area.

f) The location and access to new educational facilities should not cause congestion within the development and surrounding areas. Buses, coaches and cars must have an adequately sized, dedicated off road drop-off and pick-up area.

4.10.4 Objective: Ensure any development does not have a negative impact on the local features of the natural landscape and neighbouring green spaces

BSS5 – Hertfordshire Way and green spaces

a) The Hertfordshire Way crosses this site and its open aspect and some views to the open countryside must be maintained. This is used as a Bridleway and the minimum width should be 3m. Fencing adjacent to the footpath, if any, must be low visual impact and the design and layout of the site such that the open aspect is maintained and views not obstructed by built structures. To protect the existing flora & fauna a 10m wildlife corridor either side of the right of way should be maintained unless it is demonstrated that other appropriate measures would be more effective in terms of protecting and enhancing biodiversity.

b) Maintenance of the Hertfordshire Way would be the responsibility of the developer for the first 10 years after which the developer must agree with the Planning Authority responsibilities for maintenance thereafter.

c) The ancient hedgerow to the south of the site and two copses of mature trees must also be preserved.

d) Water courses should not be culverted and treated as a feature above ground and must be protected to conserve the SSSI east of London Road and any wildlife in situ.

4.11 BISHOP'S STORTFORD HIGH SCHOOL SITE

4.11.1 Introduction

4.11.1.1 The governors of the Bishop's Stortford High School have expressed an interest in moving to the Land South of Bishop's Stortford site, should this site be approved for development and this proposal received formal support from Hertfordshire County Council on 11th July 2016.

4.11.1.2 Should the Bishop's Stortford High School site be vacated during the life of this plan then subject to a future planning application 200–250 houses could be built on this vacated site. This site is bounded by existing mature housing estates on three sides and the main London Road on the other.

4.11.2 Objectives

4.11.2.1 The policies in this section seek to achieve the following objectives:

- Ensure new housing is in keeping with surrounding area
- Ensure the inclusion of sustainable leisure, recreational and other public facilities on site

4.11.2.2 Policies elsewhere in this document, most notably (but not exclusively) in the sections related to Housing and Design, Green Infrastructure, Transport, also apply to this site and contribute to achieving these objectives.

4.11.3 Objective: Ensure new housing is in keeping with surrounding area

BSHS1 – Setting and character of buildings

a) New housing should be no higher than two storeys with styles and palettes to

complement the local landscape and adjacent housing.

4.11.4 Ensure the inclusion of sustainable leisure, recreational and other public facilities on site

BSHS2 – Connectivity

a) Proposals for development of this site must ensure good pedestrian and cycle links to the surrounding development.

b) The existing woodland area and path alongside the existing playing field (The Spinney) must be retained as a green pedestrian and cycle through-route and to maintain a buffer area between new and existing houses. Consideration must be given to enhancing connectivity at either end to exploit opportunities for developing the Spinney as a sustainable route from the southern edge of town into the town centre.

4.12 BISHOP'S STORTFORD EAST OF MANOR LINKS

4.12.1 Introduction

4.12.1.1 According to the 2007 Local Plan policies, this area is designated Metropolitan Green Belt. One part of the area is scrubland, used as a buffer between the Golf Club and existing residential development and a wildlife refuge (including at times used by protected species), the other is a Golf practice area used by members of the Golf Club.

4.12.1.2 Within the emerging District Plan it is proposed that that the Green Belt boundary is amended and an area currently within the Green Belt is allocated for development of 50 dwellings.

4.12.1.3 A decision by the District Council to amend the Green Belt boundaries would be controversial. However, the Neighbourhood Plan has no influence over this decision and

can deal only with the consequences should it occur.

4.12.1.4 The areas of Manor Links, Cecil Close and Shortcroft which directly adjoin the proposed development consist of large low rise mature bungalows and two-storey houses on large plots with open aspect to the proposed development site and a sense of space broken by a selection of mature trees. Mayes Close and Norris Close would experience traffic and footfall should the development proceed.

4.12.1.5 With 50 new houses in this area there will be extra pressure on the existing already busy surrounding roads. This pressure is due to school traffic twice a day plus traffic to and from the town centre and to the M11 and airport along the Dunmow Road. The household recycling centre in Woodside Industrial Estate plus industrial vehicles to this site also generates considerable traffic

4.12.1.6 As there is a state of uncertainty in regards to the outcome of the emerging District Plan, this Neighbourhood Plan provides for the two possible outcomes namely either that the land in question is removed from the Green Belt, or it is not. Certain policies in this plan apply only if the land is removed from development as part of the emerging District Plan process and in this case the Neighbourhood Plan focuses on shaping development to ensure that growth complements and enhances the surrounding area and does not undermine the integrity of the Green Belt that surrounds it.

4.12.2 Objective

4.12.2.1 The policies in this section seek to achieve the following objective:

- Ensure any development sits comfortably within the surrounding area, presents favourable vistas, provides community facilities which include open spaces and

All Saints, Central, South & part of Thorley

play areas and has adequate traffic planning and mitigation.

4.12.2.2 Policies elsewhere in this document, most notably in the sections related to Housing and Design, Green Infrastructure, Transport also apply to this site and contribute to achieving this objective.

4.12.2.3 In accordance with HDP1 the development should be designed and built on Garden Village/City principles to blend with other adjacent developments and to create a soft edge between it and the surrounding Green Belt area.

4.12.2.4 In accordance with HDP5 there is an opportunity to supply much needed bungalows capable of being adapted if necessary. There is also a need to provide easily accessible sheltered and supported housing.

4.12.3 Objective: Ensure any development sits comfortably with the surrounding area, presents favourable vistas, provides community facilities which include open spaces and play areas and has adequate traffic planning and mitigation

BSEM1 – Conditional Policy

a) Policy BSEM2 applies only in the circumstance that a major development becomes possible on all or part of the site known as east of Manor Links²²

b) In the absence of the circumstance in a) policies in force at National, District and Neighbourhood Plan level, including in

²² The most probable scenario in which this circumstance would arise is if the policy changes envisaged in the emerging District Plan, over which this Neighbourhood Plan has no control.

particular policies related to Green belt, will continue to apply to the site.

BSEM2 – Master-planning, setting and character

a) Housing is to be no higher than two liveable storeys with styles and palettes to complement the local landscape and adjacent development of Manor Links, Shortcroft, Mayes Close, Cecil Close and Norris Close. Properties immediately adjacent to Manor Links should be a single liveable storey to meet community needs and to form a smooth transition to the adjacent Green Belt.

b) The design and layout of the site must:

- include open spaces to enable social interaction for the local community
- be sympathetic to wildlife and maintain natural ditches and culvert. There should be opportunities for preserving and enhancing on-site assets and maximising opportunities to link into existing assets and enhance biodiversity. Consideration should be given to maintaining some of the existing scrubland as a wildlife haven.
- Preserve the route of the disused railway line to protect wildlife.

c) The access point to the site must be selected following appropriate traffic modelling to ascertain the safest route. Manor Links, Shortcroft, Dunmow Road and Parsonage Lane and schools' traffic must be specifically considered.

d) Unless traffic modelling shows that it is impractical the developer must construct or fund a formal crossing suitable for pedestrians and cyclists at Dunmow Road where Manor Links exits to provide a safe route for pedestrian traffic from this development.

5 Monitoring and Review

5.1 MONITORING THE PLAN

5.1.1 Monitoring

5.1.1.1 This plan covers the period 2016–2031. Development will take place during this time, both in the Neighbourhood Area and outside it. This will have an impact on the area and on its relationship to the town as a whole. In addition during the currency of the plan the current saved policies of the Local Plan will be superseded by the new District Plan. During the compilation of this Neighbourhood Plan the Town Council has had regard to the emerging District Plan as well as the extant Local Plan, so this is not expected to be a significant issue, nevertheless it is important that the effectiveness of the plan is monitored in the light of these developments.

5.1.1.2 The monitoring framework must answer two questions, namely:

- Are the policies being applied effectively?
- Are the policies achieving the objectives of the plan?

These will be monitored principally by the Town Council as a part of the process for review of planning applications. The Town Council already tracks and comments on all applications made and furthermore tracks the determinations made by East Herts Council and compares them to recommendations made by the Town. This process can be extended to track cases where decisions rest on or are influenced by policies in the Neighbourhood Plan, and thereby whether the policies are being applied effectively. This will be monitored approximately on an annual basis and reported through the appropriate Town Council committee (currently the

Planning Committee). The monitoring period may be adjusted based on initial results.

5.1.2 Review

5.1.2.1 If monitoring shows that the policies in the plan are not being applied effectively or the Plan is failing to achieve its objectives, action may be necessary to address the shortfall. This action could include:

- working with the East Herts Council and other partners to establish measures to make policies more effective
- negotiating with developers to secure the plan objectives and influence the shape of development, acting as a broker between landowner, developer and community
- supporting partner bids for funding to deliver key facilities
- supporting the creation of forums for strategic planning, for example for sports and leisure facilities
- a partial or whole review of the Bishop's Stortford Neighbourhood Plan for All Saints, Central, South and part of Thorley Parish
- merging this plan with the Bishop's Stortford Neighbourhood Plan for Silverleys and Meads wards.

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Appendix 3 – Policy Context and Background

The following plans and documents support the policies in the chapters identified

Housing and Design

- National Planning Policy Framework (para. 47 to 68)
- East Herts Local Plan Second Review 2007 (the East Hertfordshire Local Plan)
- East Herts draft District Plan (2015)
- Hertfordshire County Council Waste Core Strategy & Development Management Policies Development Plan Document 2011-2026 (Adopted) November 2012
- Hertfordshire Minerals Local Plan Review 2002-2016 (Adopted 2007)
- East Herts Council's Affordable Housing and Lifetime Homes Supplementary Planning Document (Local Plan Second Review 2007)
- Bishop's Stortford Draft Conservation Area Appraisal & Management Plan', prepared in August 2012
- The vision as set out in the Bishop's Stortford 2020 Group document (2009/10)
- Bishop's Stortford Neighbourhood Plan Questionnaire, December 2014
- Strategic Land Availability Assessment 2015 (SLAA)
- Bishop's Stortford Town Plan Questionnaire, Full Report (2010)
- Building for Life 12: Third Edition – January 2015
- West Essex and East Hertfordshire Strategic Housing Market Assessment (Sept 2015)
- Town and Country Planning Association: Creating Garden Cities and Suburbs Today (2012)
- Secured by Design (Guidance owned by the Association of Chief Police Officers)
- East Herts District Council Strategic Housing Market assessment January 2010 and update March 2013
- East and South East Operating Area Housing Market Report (August 2014)
- EHDC Housing Needs Survey 2014/15
- Neighbourhood Plan for Silverleys and Meads Wards 2014–2031
- DCLG Technical Housing Standards – nationally described space and water efficiency standard (March 2015)
- AECOM Bishop's Stortford Heritage and Character Assessment (Feb 2016)

Green Infrastructure

- National Planning Policy Framework (para.73–78, 79–90, 94, 109–125)
- East Hertfordshire Local Plan Second Review 2007 (the East Hertfordshire Local Plan) & East Herts draft District Plan 2014/15

- Bishop's Stortford Neighbourhood Plan for Silverleys and Meads Wards 2014
- Bishop's Stortford Neighbourhood Plan Questionnaire 2014
- Local Plan and the Open Space, Sports and Recreation Supplementary Policy Document, 2009 (www.eastherts.gov.uk/openspacespd)
- East Hertfordshire Council's draft 'Parks and Open Spaces Strategy' 2013-2018
- East Herts Green Infrastructure Plan 2011
- Everyone Matters – A Sustainable Community Strategy for East Hertfordshire 2009-2024
- Hertfordshire Biodiversity Action Plan 2006
- The vision as set out in the Bishop's Stortford 2020 Group document (2009/10)
- Bishop's Stortford Draft Conservation Area Appraisal & Management Plan', prepared in August 2012 – see green spaces elements
- Southern Country Park & Beyond – Management Plan 2013 – 2018
- A Vision for the Future – Bishop's Stortford Waterspace & Landscape Strategy 2009
- British Plant Communities Volume 3: Grasslands and Montane Communities
- British Plant Communities Volume 1: Woodlands and Scrub
- British Standards Publication BS 42020: 2013. Biodiversity – code of practice for planning and development
- Bishop's Stortford Heritage and Character Assessment, February 2016, AECOM
- Thames River Basin Management Plan (TRBMP), Oct 2015
- East Herts Strategic Flood Risk Assessment (SFRA) 2008
- Defra: Biodiversity 2020: A Strategy for England's Wildlife and Ecosystem Services, Aug 2011
- Defra: Rights of Way Circular (1/09), Guidance for Local Authorities, Version 2 October 2009

Transport

- National Planning Policy Framework (para. 29, 30–32, 35, 36, 39, 40)
- East Herts Local Plan Second Review 2007
- Supplementary Planning Document, Vehicle Parking Provision at New Development, June 2008
- Hertfordshire Local Transport Plan - see 1.1, 1.2, 2.1, 3.2
- Hertfordshire County Council Bus Strategy 2011–2031, June 2011
- Hertfordshire County Council Rail Strategy, April 2011
- 'Roads in Hertfordshire', Highway Design Guide 3rd Edition
- Urban Transport Plan - Stage 1 Report, Steer Davies Gleave 2010
- East Herts Air Quality Planning Guidance Document (2016)

- Hertfordshire Air Quality Management Plan (Policy 13.9)
- Travel Plan Guidance for Business and Residential Development, Hertfordshire County Council (Emerging document, Consultation January 2014)
- Neighbourhood Plan Questionnaire 2014
- Hertfordshire Travel Survey 2012 Report
- Hertfordshire County Council Local Transport Plan Live www.hertsdirect.org/ltp
- Hertfordshire County Council Corporate Plan 2013-2017
- Sustrans Design Manual 'Handbook for Cycle-friendly Design' April 2014
- London Cycle Design Standards (March 2015)
- HCC Active Travel Strategy April 2013
- Manual for streets 2007
- Department for Transport Cycling and Walking Investment Strategy (March 2016)
- Herts Traffic and Transport Data Report 2014
- Department for Education Home to School Travel and Transport Guidance, July 2014

Education

- National Planning Policy Framework paragraphs 38 and 72
- BS Town Council NP for Silverleys and Meads Wards 2014–2013
- East Herts Local Plan Second Review 2007
- East Herts draft District Plan January 2014
- Bishop's Stortford Neighbourhood Plan Questionnaire 2015

Health

- National Planning Policy Framework (paras.69 & 70)
- East Herts Local Plan Second Review 2007
- East Herts draft District Plan (Preferred Options Consultation) January 2014
- East Herts Draft Health and Well-being Strategy
- East Herts Health Profile 2015
- <http://www.hertsdirect.org/your-council/hcc/partnetwork/hwb/>
- East and North Herts Trust Priorities: <http://www.enherts-tr.nhs.uk/>
- Princess Alexandra Hospital NHS Trust Priorities: <http://www.pah.nhs.uk/>
- Bishop's Stortford Neighbourhood Plan Questionnaire, December 2014

Sport, Leisure and Community

- National Planning Policy Framework (para.73)

- East Herts Local Plan Second Review 2007
- Bishop's Stortford Neighbourhood Plan for Silverleys and Meads 2014
- East Hertfordshire District Council Bishop's Stortford North S106 Sports Investment Strategy December 2015
- East Herts District Council Sport Investment Strategy Report findings
- 2009 Supplementary Planning Document 'Open Space, Sport and Recreation'
- East Herts Playing Pitch and Outdoor Sports Audit 2010
- East Herts Assessment of Sports Facilities 2011
- Sport England: Village and Community Halls Design Guidance Note, reference 1038, January 2001)
- Charity Commission: Village Halls and Community Centres, reference RS9, December 2004

Business and Employment

- National Planning Policy Framework (paras.19, 20, 21, 23, 42-43)
- East Herts Local Plan Second Review 2007
- East Herts Draft District Plan 2014 policies RTC-1 to 5, BISH-3, BISH-7, BISH-10, BISH-11, ED-1 and ED-
- Wessex Economics, Town Wide Employment Study for Bishop's Stortford, for East Herts Council (2013)
- DTZ Economic Development and Employment Growth report for East Herts Council 2012.
- Nathaniel, Litchfield & Partners Retail and town centre Report, September 2013
- Peter Brett Associates, town centres and Retail report October 2014
- Bishop's Stortford Neighbourhood Plan Questionnaire 2014
- Bishop's Stortford Town Plan Questionnaire, Full Report (2010)
- The A10/M11 Growth Area Economy, Hertford LEP, June 2015
- The London-Stansted-Cambridge Corridor: Economic Characteristics and Performance report - January 2016
- Business Stortford www.businessstortford.com

The Goods Yard

- National Planning Policy Framework (chapters 2 and 4)
- East Hertfordshire Local Plan Second Review 2007 (the East Hertfordshire Local Plan) & East Herts draft District Plan 2014.
- Bishop's Stortford Neighbourhood Plan Questionnaire 2014
- Wessex Economics, Town Wide Employment Study for Bishop's Stortford, for East Herts Council (2013)

- TFL Transport Interchange Guide
- Herts County Urban Travel Plan for Bishop's Stortford (2012?)
- Herts County Travel Survey 2012
- The vision as set out in the Bishop's Stortford 2020 Group document (2009/10)
- Bishop's Stortford Draft Conservation Area Appraisal & Management Plan', prepared in August 2012.
- Bishop's Stortford Town Plan Questionnaire, Full Report (2010)
- Building for Life 12: Third Edition – January 2015
- EHDC Goods Yard Development Brief
http://www.eastherts.gov.uk/media/pdf/t/i/Agreed_Goods_Yard_Brief_-_July_2011.pdf
- Communities and Local Government Planning Policy Statement 25 (2006) 'Development and Flood Risk'
- East Herts Strategic Flood Risk Assessment
- AECOM Bishop's Stortford Heritage and Character Assessment (Feb 2016)

Land South of Bishop's Stortford

- National Planning Policy Framework
- Planning Practice Guidance Note (PPGN - paras 044 and 045)
- Bishop's Stortford Town Council Neighbourhood Plan Questionnaire, December 2014
- Bishop's Stortford Heritage and Character Assessment Draft AECOM 2016
- Bishop's Stortford Neighbourhood Plan for Silverleys and Meads Wards 2014
- Bishop's Stortford Town Plan Questionnaire, Full Report (2010)
- British Standards Publication BS 42020: 2013 Biodiversity – code of practice for planning and development
- Building for Life 12: Third Edition – January 2015
- DCLG Technical housing standards – nationally described space standard
- Defra: Rights of Way Circular (1/09), Guidance for Local Authorities, Version 2 October 2009
- East and South East Operating Area Housing Market Report (August 2014)
- East Hertfordshire Council's draft 'Parks and Open Space Strategy' 2013 – 2018
- East Herts Local Plan Second Review 2007 (the East Hertfordshire Local Plan)
- East Herts Adopted Local Plan (April 2007)
- East Herts Council's Affordable Housing and Lifetime Homes Supplementary Planning Document
- East Herts District Council Housing Needs Survey 2014/15

- East Herts District Council Local Plan and Open Space, Sports and Recreational Supplementary Policy Document
- East Herts District Council Strategic Housing Market assessment January 2010 and update March 2013
- East Herts District Council Strategic Land Availability Assessment (SLAA)
- East Herts District Green Belt Review September 2015
- East Herts Draft District Plan Jan 2014
- East Herts Green Infrastructure Plan 2011
- East Herts Health and Wellbeing Strategy 2013-2018
- East Herts District Council Appeals by governors of Bishops Stortford High School and the Hertfordshire and Essex High School and Science College, Hertfordshire County Council and Countryside properties report by David Wildsmith, Inspector for the Secretary of State for Communities and Local Government Feb 2012
- The Secretary of State for Communities and Local Government's Decision September 2012
- Hertfordshire Biodiversity Action Plan 2006
- Hertfordshire County Council Waste Core Strategy & Development Management policies
- Hertfordshire Infrastructure and Investment Strategy Nov 2009
- Hertfordshire Infrastructure and Planning Partnership (HIPP)
- Hertfordshire Minerals Local Plan Review 2002-2016 (Adopted 2007)
- Secured by Design (Guidance owned by the Association of Chief Police Officers)
- Southern Country Park & Beyond – Management Plan 2013 – 2018
- Sport England Village & Community Halls
- The Office of National Statistics - Neighbourhood Statistics - Land South of Bishop's Stortford
- The vision as set out in the Bishop's Stortford 2020 Group document (2009/10)
- Town and Country Planning Association: Creating Garden Cities and Suburbs Today
- Uttlesford District Council's Local Plan Issues and Options Consultation (22 October – 4 December 2015)
- West Essex and East Hertfordshire Strategic Housing Market Assessment (Sept 2015)
- Gov.uk Public Rights of Way – landowner responsibilities

Bishops Stortford High School Site

- National Planning Policy Framework
- Planning Practice Guidance Note (PPGN - paras 044 and 045)

- Bishop's Stortford Town Council Neighbourhood Plan for All Saints, Central, South and part of Thorley Questionnaire, December 2014
- Bishop's Stortford Town Council Neighbourhood Plan for All Saints, Central, South and part of Thorley, Draft December 2015
- Bishop's Stortford Heritage and Character Assessment Draft AECOM 2016
- Bishop's Stortford Neighbourhood Plan for Silverleys and Meads Wards 2014
- Bishop's Stortford Town Plan Questionnaire, Full Report (2010)
- British Standards Publication BS 42020: 2013 Biodiversity – code of practice for planning and development
- Building for Life 12: 3rd Edition – Jan 2015
- DCLG Technical housing standards – nationally described space standard
- Defra: Rights of Way Circular (1/09), Guidance for Local Authorities, Version 2 October 2009
- East and South East Operating Area Housing Market Report (August 2014)
- East Hertfordshire Council's draft 'Parks and Open Space Strategy' 2013 – 2018
- East Herts Local Plan Second Review 2007 (the East Hertfordshire Local Plan)
- East Herts Adopted Local Plan (April 2007)
- East Herts Council's Affordable Housing and Lifetime Homes Supplementary Planning Document
- East Herts District Council Housing Needs Survey 2014/15
- East Herts District Council Local Plan and Open Space, Sports and Recreational Supplementary Policy Document
- East Herts District Council Strategic Housing Market assessment January 2010 and update March 2013
- East Herts District Council Strategic Land Availability Assessment (SLAA)
- East Herts District Green Belt Review September 2015
- East Herts Draft District Plan Jan 2014
- East Herts Green Infrastructure Plan 2011
- East Herts Health and Wellbeing Strategy 2013-2018
- East Herts District Council Appeals by governors of Bishops Stortford High School and the Hertfordshire and Essex High School and Science College, Hertfordshire County Council and Countryside properties report by David Wildsmith an Inspector for the Secretary of State for Communities and Local Government Feb 2012
- The Secretary of State for Communities and Local Government's Decision September 2012
- Hertfordshire Biodiversity Action Plan 2006
- Hertfordshire County Council Waste Core Strategy & Development Management policies

- Hertfordshire Infrastructure and Investment Strategy Nov 2009
- Hertfordshire Infrastructure and Planning Partnership (HIPP)
- Hertfordshire Minerals Local Plan Review 2002–2016 (Adopted 2007)
- Secured by Design (Guidance owned by the Association of Chief Police Officers)
- Southern Country Park & Beyond – Management Plan 2013–2018
- Sport England Village & Community Halls
- The Office of National Statistics - Neighbourhood Statistics
- The vision as set out in the Bishop's Stortford 2020 Group document (2009/10)
- Town and Country Planning Association: Creating Garden Cities and Suburbs Today
- Uttlesford District Council's Local Plan Issues and Options Consultation (22 October–4 December 2015)
- West Essex and East Herts Strategic Housing Market Assessment (Sept 2015)

East of Manor Links

- National Planning Policy Framework
- East Hertfordshire Local Plan Second Review 2007 (the East Hertfordshire Local Plan) & East Herts draft District Plan 2015
- Bishop's Stortford Neighbourhood Plan for Silverleys and Meads Wards 2014
- Bishop's Stortford Neighbourhood Plan Questionnaire 2014
- Hertfordshire Local Wildlife Partnership – Site Ref: 35/002/01 Bishop's Stortford Golf Course Grassland December 2014 (date of survey 11.08.14)

Appendix 4 – Glossary

Term	Definition
Affordable Housing	Housing made available, based on the evidence of need, to people who are unable to afford housing at market prices. Affordable housing includes social, rented and shared ownership housing, provided to eligible households whose needs are not met by the market, and that specifically excludes low cost market housing.
Air Quality Management Area	An area where air pollution is likely to exceed National Air Quality Objectives under the Environment Act (1995), particularly due to road traffic emissions. The area is subject to a programme of assessing air quality against national targets and the development of remedial measures to improve air quality.
Ancient Woodland	Woodland known to have existed continually in a location since before 1600.
Brownfield Site	Land that has been previously developed on.
Business Incubation Centre	A facility which provides micro business the opportunity to work in an office/ workplace environment within the same building as others. All occupants have access to shared facilities such as reception, Wi-Fi, telephony and meeting rooms along with the ability to meet informally and discuss business matters not necessarily in the same industry.
Conservation Area	An area designated under Section 69 of the Town and Country Planning Act 1990 as being of 'special architectural or historical interest', the character and appearance of which it is desirable to preserve and enhance.
Construction Management Plan	A plan detailing how construction will be managed in order to ensure the effects of construction on residents and businesses is kept to a minimum.
Developer Contributions (or S106 Contributions)	Contributions required under a Section 106 agreement from development to be set aside for future works and services directly related to the development.
Development Plan	Statutory Plans, including Local or District Plans and Neighbourhood Development Plans which are used to determine planning applications.
Exception Test	See Sequential and Exception Tests.
Floodplain	An area of land liable to flood from a watercourse, defined by the Environment Agency.
Garden City	The Town and Country Planning Association characterises a Garden City or Suburb as having generous green spaces linked to the wider natural environment, including a surrounding belt of countryside, with a well-managed network of public parks, private gardens, tree-lined streets and open spaces. It should have beautifully and imaginatively designed homes with gardens, combining the very best of town and country living to create healthy homes in vibrant communities. Furthermore, it should

	enjoy strong local cultural, recreational and shopping facilities in walkable neighbourhoods and have integrated and accessible transport systems. Communities should be fostered by long term stewardship of assets, such as allotments, and be sustainable through having a variety of employment opportunities within easy commuting distance of homes. A variety of mixed-tenure homes and housing types that are affordable for ordinary people should also be available.
Green infrastructure	A network of green spaces and other features, such as parks, open spaces, woodlands, playing fields, allotments and gardens providing a range of quality of life benefits for the local community.
Greenfield Site	Land where there has been no previous development.
Housing Associations	Independent, not-for-profit organisations that work with councils to offer flats and houses to local people on the Housing Register.
Infrastructure	Basic services necessary for development to take place, for example, roads, electricity, sewerage, water, education and health facilities.
Lifetime Homes	The 'Lifetime Homes' standards seek to make homes more flexible, convenient, safe, adaptable and accessible than most new homes, as defined in the EHDC Affordable Housing & Lifetime Homes Supplementary Planning Document.
Listed Building	Any building or structure which is included in the list of 'buildings of special architectural or historic interest' as defined in the Planning (Listed Building and Conservation Areas) Act 1990.
Local Referendum	A direct vote in which electors in the Neighbourhood Area (or larger area if recommended by the Independent Examiner) will be asked to either accept or reject the Neighbourhood Development Plan.
Major Development	A development defined as major development in The Town and Country Planning (Development Management Procedure) (England) Order 2010 i.e. Development involving any one or more of the following— (a) the winning and working of minerals or the use of land for mineral-working deposits; (b) waste development; (c) the provision of dwellinghouses where — (i) the number of dwellinghouses to be provided is 10 or more; or (ii) the development is to be carried out on a site having an area of 0.5 hectares or more and it is not known whether the development falls within sub-paragraph (c)(i); (d) the provision of a building or buildings where the floor space to be created by the development is 1,000 square metres or more; or (e) development carried out on a site having an area of 1 hectare or more;
Mitigation	Measures taken to reduce adverse effects of a development.
Modal Shift	The trend that sees more journeys made by a sustainable form of transport, usually away from cars and towards walking, cycling or public

	transport.
National Planning Policy Framework	Sets out national policy and how this is expected to be applied.
Neighbourhood Area	Area to which a proposed Neighbourhood Development Plan or Neighbourhood Development Order will relate.
Neighbourhood Plan	A local plan prepared by a parish council and community representatives for a particular neighbourhood area, which includes land use topics. If accepted by an independent examiner and passed by a simple majority at referendum, the Plan carries equal weight to other adopted local plans.
Objective	An aim or a goal to assist in achieving the overall vision for the area.
Open Space	All open space of public value including land, rivers, canals and lakes which offer important opportunities for recreation and can act as a visual amenity.
S106 Contributions	See Developer Contributions.
Secured by Design	The official flagship initiative of the Association of Chief Police Officers, supporting the principles of 'designing out crime'.
Sequential and Exception Test	The methodology recommended by the National Planning Policy Framework to ensure that new developments are sited in the most appropriate locations.
Shared Equity Housing	Shared equity is where more than one party has an interest in the value of the home, with the aim of reducing the cost of occupancy, e.g. an equity loan arrangement or a shared ownership lease.
Shared Space	Shared space is a design approach that seeks to change the way streets operate by reducing the dominance and speed of motor vehicles. No particular class of usage within the space has priority over any other when moving around and responsibility for safe and free movement is shared by all.
Sheltered Housing	Housing which is purpose built or converted exclusively for sale to elderly people with a package of estate management services and which consists of grouped, self-contained accommodation usually with communal facilities and normally with a warden.
Significant Development	A development of a scale sufficient to trigger the requirement for a Transport Assessment in accordance with Roads in Hertfordshire: Highway Design Guide 3 rd Edition i.e.: Residential development in excess of 80 units Non-food retail development of more than 1,500m ² Gross Floor Area (GFA) Class B1 Business of more than 2500m ² GFA Class B2 General industrial of more than 4,000m ² GFA Warehousing (use class B8) of more than 5,000m ² GFA
Social Housing	Subsidised housing for rent allocated on the basis of need.
Supplementary Planning Document	Documents which add further detail to the policies in the Local or District Plan. They can be used to provide further guidance for a

	development of specific sites or a particular issue.
Supported Housing	As for 'Sheltered Housing', but designed for those with physical or learning disabilities rather than just the elderly.
Sustainable Communities	Places where people want to live and work, now and in the future.
Sustainable Development	Development that allows change without damaging the environment or natural resources and that meets the needs of the present, without compromising the ability of future generations to meet their own needs.
Vision	A series of statements describing how an area would like to be at some time in the future.

Appendix 5 – AECOM Character Assessment Summary

This Appendix contains a summary of the AECOM Heritage and Character Assessment for the Neighbourhood Area divided up to describe the land and townscape features of each sub-area. As developments arise in any sub-area, it is expected that the Key Character Management Principles applicable for that sub-area will guide developers in designing suitable buildings, streets and spaces for their location.

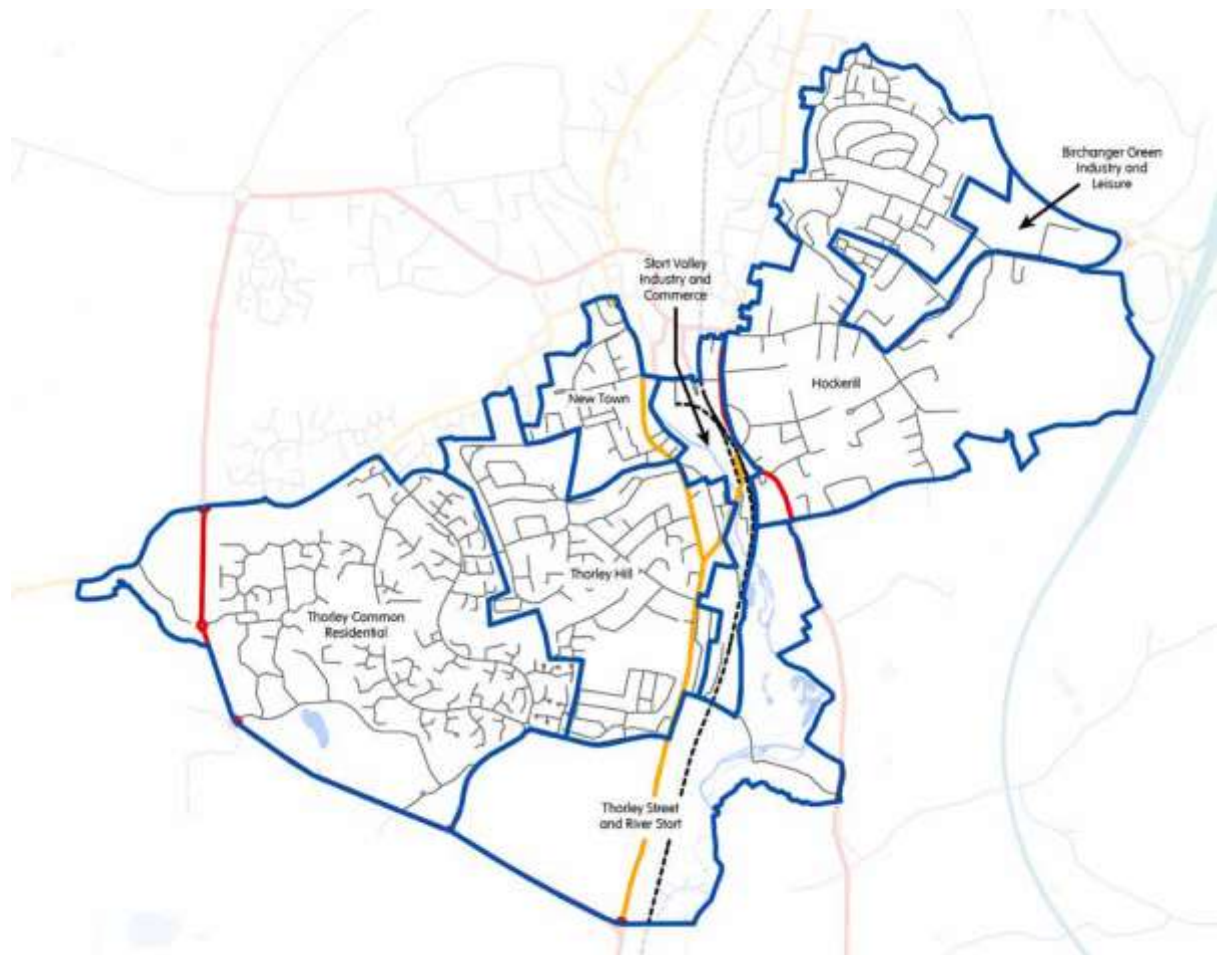


Fig 11 – Map showing the seven Townscape Character Sub-areas

- TCA01 – Hockerill
- TCA02 – Birchanger Green
- TCA03 – Stort Valley
- TCA04 – Newtown
- TCA05 – Thorley Common
- TCA06 – Thorley Hill
- TCA07 – Thorley Street and River Stort

Sub-area ID	Name	NP Policy Reference	Key Character Management Principles
TCA 01	Hockerill	HDP2/BSEM1	Future development adjacent to Green Belt should provide a buffer of green space on the edge
		HDP2/BSEM1	Proposals which retain or enhance well-vegetated front gardens that demonstrate a strong relationship with the street are more likely to be acceptable than proposals to introduce substantial areas of paving for parking
		HDP2	Views along Parsonage Lane and Warwick Lane towards the town centre and higher ground to the west of the town should be retained
		HDP2/BSEM1	New residential development should respect the existing proportions of the street, with building frontages set back behind generous front gardens, and scale of adjacent buildings and the shape and continuity of the roof lines
		HDP2/BSEM1	Development in the north should seek to strengthen the existing structure of the landscape and retain the wooded backdrop to longer distance views
		HDP2	The setting of historic buildings which are locally distinctive, such as the Nags Head Public House, should be protected and enhanced
		GIP1	Birchanger Wood should be protected and enhanced through active management
		HDP1/GI	A strategy for street tree management and replanting to increase the age structure and range of species to ensure continuous contribution of tree cover to streets, increased diversity and resilience to environmental change
TCA 02	Birchanger Green	HDP2/BP8	Future development should consider opportunities to introduce a mix of uses
		HDP2	The scale of new buildings should be minimised and should be no taller than the surrounding residential development around the boundaries of the area
		HDP2	Mature trees, woodland and hedgerows, which divide the area and enclose development, should be reinforced and enhanced

		TP4	Routes across the area for pedestrians and cyclists should be improved to enhance permeability and legibility
		BP10	A strategy should be developed to manage traffic and on-street parking within the area
		BP8	A strategy to reduce the visual impact of signage within industrial estates should be considered
TCA 03	Stort Valley	HDP2/GY1	Proposals for new development should be of high architectural quality, should demonstrate an understanding of the history and context of the area and make reference to vernacular style and materials and the scale of adjacent buildings
		GY1	Development within the northern part of the area should sustain and reinforce the historic and cultural links between the town and river
		HDP2/GY1	Development should be set back from the River Stort and the intervening space should be publicly accessible and include generous areas of public green space
		GY1	Development should not exceed four storeys in height to maintain views across the town from the east and west and with landmarks
		GY1	Opportunities to create a more active edge to Station Road and Anchor Road should be explored to improve the quality and vibrancy of the public realm
		GY1	A common pallet of materials, street furniture and signage should be developed to enhance the quality and legibility of the public realm
		GY2	Links between the town centre and railway station should be enhanced through a comprehensive public realm scheme
		GY6	Connectivity to the River Stort green corridor for pedestrians and cyclists should be enhanced
TCA 04	New Town	HDP2/BP6	Future development should maintain views from green space and along streets in the west of the St Michael's Church and across roof tops within the town centre. Development proposals in excess of four storeys are not likely to be acceptable
		HDP2/BP6	Development along South Street and Potters Street north of Station Road should incorporate active frontage and

			improvements to the quality and appearance of shop fronts should be supported
		HDP2/BP6	Future development within the Conservation Area should retain and enhance original shop fronts.
		HDP2	The high quality public realm in the northern parts should be extended to enhance legible connections and permeability of the area
		HDP2	In streets where front gardens are common, proposals which retain or enhance well-vegetated front gardens that demonstrate a strong relationship with the street are more likely to be acceptable
		HDP2	Development proposals south of Station Road between South Street and the River Stort should create physical connections with the river and enhance its setting and accessibility to the public
		HDP2	The junction of South Street and Station Road should be enhanced through development and public realm improvements to reinforce this key node between the station and the town centre
TCA 05	Thorley Common	HDP2	The strong landscape framework which encloses and divides the area should be protected and sustained
		HDP2	Proposals which retain or enhance well-vegetated front gardens that demonstrate a strong relationship with the street are more likely to be acceptable than proposals to introduce substantial areas of paving for parking
		HDP2	Development should protect and enhance existing blocks and belts of woodland and incorporate new planting to further enhance the quality of the area
		HDP2	Development should sustain views across green space to local landmarks and wooded hills beyond to maintain legibility
		HDP2	A strategy should be developed to improve legibility through the residential estates in this area and provide connections between adjacent residential areas for pedestrians and cyclists
		GIP1	Active use of the green spaces on the edges of the area should be encouraged to deter fly tipping

TCA 06	Thorley Hill	HDP2	Proposals which retain or enhance well-vegetated front gardens that demonstrate a strong relationship with the street are more likely to be acceptable than proposals to introduce substantial areas of paving for parking
		HDP2/BSHS1	Infill development should reflect the scale, density and roof line of adjacent buildings, and arrangement and offsets of buildings from the street and should include front gardens
		GIP1	A strategy for street tree management and replanting should be developed to increase the age structure of tree stock and range of species to ensure continuous contribution of tree cover to streets, increased diversity and resilience to environmental change
		GIP2	Public green space within the residential estates should be protected and enhanced
TCA 07	Thorley Street and River Stort	HDP2/BSS1	Future development in the south of the area should provide a clear transition between town and countryside and incorporate new green spaces and wherever possible, integrate existing vegetation
		BSS1	A buffer of green space should be provided along Thorley Street to protect the setting of the area and the many listed buildings along London Road
		GIP2	The semi-natural character of the River Stort corridor and Rushy Mead Nature Reserve should be protected and enhanced through active management
		BSS1	The materials proposed for any new development should be responsive to the vernacular style and materials of the area
		GIP?	A strategy for street tree management and replanting along London Road should be developed to increase the age structure of tree stock and range of species to ensure continuous contribution of tree cover to streets, increased diversity and resilience to environmental change
		TP4/BSS14	Opportunities to increase and improve connections between Thorley Street, the River Stort and Rushy Mead Nature Reserve should be maximised
		BSS1	Proposals which retain or enhance well-vegetated front gardens are demonstrate a strong relationship with the

			street are more likely to be acceptable than proposals to introduce substantial areas of paving for use as driveways
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Appendix 6 – Potential Encroachment of Plan Allocations on Consultations Zones

HSE Reference Number	TRANSCO Index Number	Pipeline Operator	Pipeline / Location Name	Location Map Reference (Start)	Location Map Reference (Finish)	Inner Zone (Metres)	Middle Zone (Metres)	Outer Zone (Metres)
7547	1804	National Grid Gas PLC	Thorley / Bishops Stortford (1TNO)	TL 480198	TL 491205	15	15	15

EAST HERTS COUNCIL

EXECUTIVE – 16 OCTOBER 2017

REPORT BY EXECUTIVE MEMBER FOR ECONOMIC DEVELOPMENT

PARKING ENFORCEMENT PRIORITIES

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To invite the Executive to adopt the recommendations of the Council's Overview and Scrutiny Committee, thus confirming the Council's parking enforcement priorities when its new parking enforcement contract commences in January 2019.

<u>RECOMMENDATION FOR EXECUTIVE:</u> That:	
(A)	in respect of parking enforcement priorities when the new contract commences in January 2019, the key recommendations of the Overview and Scrutiny Committee, as detailed at paragraph 3.1 of the report submitted, be adopted.

1.0 Background

1.1 East Herts Council's parking enforcement contract is being re-tendered. The new contract will commence on 16 January 2019 and will operate for five years with the possibility of a maximum two year extension.

1.2 The preparation of this new contract has given the Council an opportunity to review its parking enforcement priorities to ensure they remain fit for purpose. A Member Task and Finish Group was established in May 2017 to assist with this review. The T&F Group reported to the Council's Overview and Scrutiny Committee on 12 September 2017, where its recommendations were agreed in full.

2.0 Report

- 2.1 The Task and Finish Group met on five occasions during June, July and August 2017. Evidence was received in person or in written form from a number of interested parties. The composition of the Task and Finish Group and a list of those who gave evidence are set out in **Essential Reference Paper 'B'**.
- 2.2 The Group recognised that the nature of our towns and villages has changed since the current enforcement contract was prepared in 2011. For example, the evening economy has developed significantly - especially in our main towns. As new residential and business developments take place, pressure on off-street and on-street parking capacity is likely to grow. With finite resources and growing (and sometimes conflicting) demands on the service, it is right to re-assess the Council's parking enforcement priorities.

Statutory Basis of Civil Parking Enforcement

- 2.3 Statutory Guidance issued in conjunction with the Traffic Management Act 2004 confirms the core purposes of Civil Parking Enforcement (CPE) as:
- Managing the traffic network to ensure expeditious movement of traffic
 - Improving road safety
 - Improving the local environment
 - Improving the quality and accessibility of public transport
 - Managing and reconciling the competing demands for kerb space

All changes to policy and practice must be considered in the context of these objectives and of the statutory framework within which CPE operates.

Current Position in East Herts

- 2.4 East Herts Council enforces on-street parking restrictions on behalf of the Highway Authority, Hertfordshire County Council. The County Council wishes there to be a broad uniformity of approach to on-street enforcement across the county; therefore whilst local circumstances can be accommodated to a degree, a

district council's freedom to depart too far from a consistent approach to on-street parking enforcement is limited.

- 2.5 East Herts Council is responsible for the management and enforcement of its off-street car parks. The Council therefore enjoys considerable freedom to dictate the terms under which car park enforcement is conducted.

Parking and Transport Strategy 2011/12

- 2.6 In 2011/12 East Herts Council surveyed residents' views on a number of parking and transport issues. This included asking where the Council's enforcement priorities should lie. Residents identified their enforcement priorities as follows:

- Safety around schools
(69% made this their highest or second highest priority)
- Safer parking in general
(67% made this their highest or second highest priority)
- Keeping traffic moving
(34% made this their highest or second highest priority)

The view of the Task and Finish Group is that these should remain the Council's core objectives for the delivery of its parking enforcement service.

Evidence from East Herts Council's Parking Manager

- 2.7 The Council's Parking Manager attended all meetings of the Task and Finish Group and gave detailed evidence on 20 June in particular. Minutes of all T&F meetings are offered as **Essential Reference Paper 'C' (i) – (v)**.

Evidence from the Hertfordshire County Council (Highway Authority)

- 2.8 Representatives of the Highway Authority, Hertfordshire County Council, gave evidence on 21 June. Their evidence reinforced the evidence given by the Council's Parking Manager that CPE is primarily a safety related tool and is not a revenue raising exercise. (In common with most local authorities in England and Wales, parking enforcement in East Herts operates at a financial deficit. East Herts Council absorbs the deficit incurred through enforcing on-street restrictions on behalf of the County Council). Minutes of that meeting are contained within **Essential Reference Paper 'C' (ii)**.

Evidence from Mr Peter Lowe of RTA Associates Ltd

- 2.9 Mr Lowe gave evidence on 17 July. Mr Lowe is the consultant employed by East Herts Council to run the current parking enforcement tender process. Mr Lowe has considerable experience in implementing CPE across many years and is the current President of the British Parking Association – the lead industry body. Minutes of that meeting are contained within **Essential Reference Paper ‘C’ (iv)**.

Submissions from Town Councils

- 2.10 Hertford, Bishop’s Stortford, Ware, Sawbridgeworth and Buntingford Town Councils, together with Stanstead Abbots Parish Council, were invited to submit written evidence to the Task and Finish Group. A summary of their responses is offered as **Essential Reference Paper ‘D’**.

Overview and Scrutiny Committee (12 September 2017)

- 2.11 The recommendations of the T&F Group as set out in Paragraph 3.1 (below) were adopted in their entirety by the Council’s Overview and Scrutiny Committee on 12 September. Minutes of that Committee may be accessed on the Council’s website at <http://democracy.eastherts.gov.uk/ieListDocuments.aspx?CId=515&MId=3169&Ver=4&J=3>

- 3.0 Key Recommendations from the Task and Finish Group (as endorsed by the Overview and Scrutiny Committee on 12 September)

- 3.1 There was much common ground among the parties who gave evidence. The recommendations of the Task and Finish Group, subsequently adopted by the Council’s Overview and Scrutiny Committee, are as follows (in no order of importance). It will be noted that these correlate with the stated priorities of East Herts residents as recorded in paragraph 2.6.

- i) Increase attendance around schools at the start and end of the school day to promote safety, by ensuring as many Civil Enforcement Officers as possible are at or near a school at the relevant time(s).

- ii) Prioritise enforcement of the highway over enforcement of car parks.
- iii) Boost engagement in measures to combat blue badge fraud including more frequent collaboration with the Shared Anti-Fraud Service and publication of prosecutions where possible.
- iv) Seek recovery of penalty charge debt incurred by European registered vehicles on a 'no win, no fee' basis.
- v) Increase the amount of safety related on-street evening enforcement in our main towns to reflect the growth of the evening economy.*
- vi) Increase the amount of safety related on-street Sunday enforcement in our main towns to reflect the growth of Sunday trading and leisure activities.*
- vii) Engage with schools to promote the safety message.*
- viii) Consider the use of an ANPR equipped vehicle in the very limited circumstances permitted in law, as an adjunct to foot patrolling.*
- ix) Allow members of the public access to an out-of-hours service for enforcement requests.* (It is not proposed to 'outsource' requests for parking enforcement between 0900 and 1700, Monday to Friday. The Council is moving towards a unified customer service function as part of its 'Digital East Herts' programme and requests for enforcement during the Council's opening hours should still be handled by Council officers).

3.2 The competitive tendering process will of course yield the most economically advantageous bid for these services; however the consequence of implementing the primarily safety-related measures marked with an (*) is a likely increase in the Council's enforcement costs. For example, evening and night time enforcement requires Officers to patrol in pairs for reasons of personal safety.

3.3 Members noted the response of the Manchester Airports Group (MAG) to its inquiries, as recorded in **Essential Reference Paper 'C' (iv)** of this report. The fact the entire response related to the MAG's activities in Uttlesford was regretted as the airport also has a direct effect on the quality of life of residents in East Herts – in particular Bishop's Stortford. Although not strictly related to the remit of this Task and Finish Group, the Group recommended that Members scrutinise the problems of airport parking in East Herts, including inviting the Chairman of MAG to attend an appropriate committee of the Council.

- 3.4 A reduction in the amount of daytime enforcement to help fund a higher level of evening and weekend enforcement is not considered prudent as the trend over recent years has been to introduce ever more restrictions and controls in our towns and villages, such as Resident Permit Zones, all of which require enforcement to some degree.
- 3.5 Officers will make a growth bid within the 2019/20 Medium Term Financial Plan (MTFP) to help fund these increasing demands on the enforcement service and it is suggested that unless this is awarded, it would be difficult to achieve significant improvement in areas v) and vi) in particular. Without an increase in funding for the new contract, the Council's ability to fund the service enhancements in items vii), viii) and ix) might also be jeopardised.

Background Papers

The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions. (Traffic Management Act 2004)

<https://www.gov.uk/government/publications/civil-enforcement-of-parking-contraventions>

Minutes of the Council's Overview and Scrutiny Committee on 12 September 2017

<http://democracy.eastherts.gov.uk/ieListDocuments.aspx?CId=515&MId=3169&Ver=4&J=3>

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Report Author: Andrew Pulham – Parking Manager
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives:	Priority 1 – Improve the health and wellbeing of our communities Priority 2 – Enhance the quality of people's lives Priority 3 – Enable a flourishing local economy
Consultation:	Consultees with whom the Member Task and Finish Group engaged are listed elsewhere in this report.
Legal:	N/A
Financial:	Many of the service enhancements recommended by the Member Task and Finish Group are likely to increase the cost of the parking enforcement contract. The contract will be re-tendered during 2018 and until tenders have been received it will not be possible to identify these additional costs. The Council's MTFP contains a growth bid of £100k effective from 2019/20 to fund these additional costs. It should also be borne in mind that expenditure on the parking enforcement service yields financial and other returns. As well as intangible benefits in terms of improved safety and the efficient flow of traffic, parking enforcement helps to maintain the Council's income from car park charges. In 2016/17 revenue from penalty charges yielded approximately £0.88 for every £1.00 spent on the enforcement contract.
Human Resource:	The parking enforcement service is contracted out. It is not anticipated that the enhancements to services recommended in this report will require any growth to the Client side operation.
Risk Management:	Should the enhancements to the service recommended in this report not be agreed, the Council will increasingly struggle to meet the demands imposed by growth in the evening and weekend economy and by increasing development (and therefore increasing car use) in our towns and villages.

Health and wellbeing – issues and impacts:	Parking enforcement contributes significantly to the health and wellbeing of communities – primarily by helping to ensure the safe and efficient use of our roads and car parks by all, including pedestrians.
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Composition of Member Task and Finish Group

- Chairman - Councillor Jonathan Kaye (Ware)
- Councillor George Cutting (Bishop's Stortford)
- Councillor Holly Drake (Bishop's Stortford)
- Councillor Ian Devonshire (Much Hadham)
- Councillor Jeff Jones (Buntingford)
- Councillor Colin Woodward (Bishop's Stortford)
- Councillor Mark Pope (Ware)

Witnesses Attending Member Task and Finish Group

20/06/17	Andrew Pulham, Parking Manager, East Herts Council
21/06/17	Terry Curtis, Principal TRO Officer, Highways Strategy and Compliance Group, Herts County Council Richard Stacey, Assistant Network Manager, Herts County Council
03/07/17	No external witnesses
17/07/17	Mr Peter Lowe, RTA Associates Consideration of written submissions from town councils
17/08/17	No external witnesses

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**East Herts Council
Parking Enforcement Contract Task & Finish Group
20th June 2017**

NOTES

1	Attendance
	<p>Task & Finish Group Members: Chairman: Cllr Kaye Cllrs: Cutting, Devonshire, Drake, Jones, Pope, Woodward</p> <p>Contact Officers: Andrew Pulham: Parking Manager</p> <p>Support: Fiona Corcoran: Scrutiny Officer</p>
2	Background - Andrew Pulham
2.1	The group heard that EHC is responsible for civil parking enforcement, since the police withdrew and decriminalised parking enforcement. With regard to on-street parking, EHC enforces on behalf of HCC (The Highway Authority), which means EHC is more constrained in terms of what it can do. EHC is also responsible for the management and enforcement of its off-street car parks, which it has more control over. The role of a local authority in parking enforcement is clearly defined in law and this needs to be considered when looking at options for enforcement.
2.2	The purpose of parking enforcement is effective traffic management rather than revenue generation. It also serves as a disincentive for law-breaking. Due to the mostly rural nature of East Herts, it does not generate a surplus from parking enforcement. EHC outsources parking enforcement, currently to NSL.
3	Discussion on key themes/issues/options for change
	The following points were raised in discussion:
3.1	It is essential to be clear on what is the responsibility of the Police and what is the responsibility of the Council. The Council enforces under the civic law, hence 'penalty notices' rather than 'fines. The Police retained some criminal charges, one of which is obstruction.
3.2	EHC cannot enforce parking on grass verges or pavements. As per page 11, para 1 of the EHC Report on Parking Enforcement 2015/16, the option of implementing targeted, local bans on an experimental basis, was proposed but the number of areas identified by Members was not sufficient to take this forward. If

3.3	Members wished to revisit this option, this was unlikely to fall within the remit of this task and finish group so it was suggested they consult with the Executive Member.
3.4	Blue Badge fraud needs to be taken seriously and enforced robustly. The government gives a blue badge holder the right to park on double yellow lines. There was discussion over whether we could use the Shared Anti-Fraud Service (SAFS) for this. It was noted that the SAFS approach to blue badge fraud was more reactive, whereas a more proactive approach could be gained from new contract.
3.5	The Group discussed charging for parking at night and did not feel this was the best option.
3.6	Altering the nature of single/double yellow lines would be within the remit of the County Council and likely to be prohibitively expensive.
3.7	Grace periods – The Government requires a 10 minute grace period following time expired in a permitted parking bay. People parked on yellow lines are not entitled to a grace period but EHC give one of 5 mins, which is considered best practice. The purpose of this is to allow officers to check whether an exempt activity such as loading or unloading is taking place is enforceable so that there is less likelihood of the decision being overturned should a ticket be issued. EHC can withdraw the grace period if they are aware of abuse taking place.
3.8	Residents' Parking Zones (RPZ) were discussed and the group heard that they could create a number of problems as well as solutions, as the parking problem may be dispersed elsewhere rather than resolved. Under new policy it is more difficult to set RPZs, with stringent requirements to be met.
3.9	Members discussed whether existing RPZs could be used by businesses during the day and heard that officers have found two areas in Bishop's Stortford where a managed number of business permit holders use RPZ bays. If successful, a similar approach could be implemented in other areas. Cllr Cutting expressed his disappointment that fewer RPZs will be created going forward and highlighted the problem of residential roads being used for airport parking. It was suggested that stopping people parking in certain roads for a set 1 hour period during each day would prevent commuters and holiday-makers using residential roads to park in, but this would need to be implemented by the County Council.
3.10	Members raised issues around people parking in Bishop's Stortford for Stansted Airport, including the potential to use town centre car parks and top up daily via the pay by phone service for an extended time period. The question of whether the pay by phone service could be modified to put in a restriction, such as a break between sessions, was raised. Members heard that officers did not have evidence of this being a problem currently.
3.11	Members felt that more enforcement was needed near schools

	<p>at pick up and drop off times. The group heard that a random enforcement programme is currently in place and agreed that was a good approach. Members noted that the ways to increase enforcement outside schools would be either to significantly increase staff resources or to use ANPR. Members felt it would be important to address this and for parking enforcement officers to take a proactive approach, as cars parking inappropriately for school pick up and drop off had a significant impact on traffic flow.</p>
3.12	<p>Currently parking enforcement officers spend less than 60% on street. The group felt that this was not the right balance and that 70% on street/30% off street would be more effective, with a focus on schools at certain times.</p>
3.13	<p>Members asked whether school crossing staff could be used to help keep traffic moving. The group heard that EHC officers would be willing to engage with schools, perhaps attending an assembly to communicate the message about parking near the school at pick up and drop off time. It was noted that some work was being done by the County Council to engage and communicate with schools but not all schools engage. Members suggested that EHC Comms produce an advert to go in school newsletters or a flyer.</p>
3.14	<p>Members raised the issue of people not being able to report a parking offence after 6:30pm or on a Sunday. It was suggested that Councillors could be given direct access to the enforcement officers hotline.</p>
3.15	<p>The Group discussed the need for more parking enforcement in the evenings, particularly in areas with a busy night time economy but also noted the need to consider the costs as civil enforcement officers needed to be double-staffed for safety and paid at an enhanced rate in the evenings.</p>
3.16	<p>There was discussion of parking in taxi ranks and it was noted that they need a high level of enforcement in the evening but they cease to be taxi ranks during the day.</p>
3.17	<p>The Group heard about the potential for using Automatic Number Plate Recognition (ANPR) and noted that the resource and cost could be shared with Welwyn Hatfield and Stevenage Councils. ANPR can only be used for parking enforcement in specific places such as zig-zags outside schools and restricted bus stops. It is possible to use ANPR to identify parking breaches and issue the tickets automatically by post. Members highlighted the need to consider cost and resource implications of introducing ANPR. It was noted that if ANPR were to be introduced, it would require strong buy-in from Members as some people are strongly opposed to it.</p>
3.18	<p>The Group heard that if a car is parked across a dropped curb and a resident complains, they will look into it but on some occasions officers are being called to respond to requests for enforcement as a result of a neighbours' dispute. It was suggested that this group could develop a framework around</p>

	when officers are required to respond and when they are not.
4	Potential recommendations emerging
4.1	Buy in anti-fraud service as part of enforcement contract. Include the provision of a blue badge enforcement service in contract. This can be bought in as 1 day per month for example, which would act as a deterrent.
4.2	Members suggested increasing evening enforcement, particularly in areas where there is a significant night time economy
4.3	More enforcement near schools at pick up and drop off times. Civil enforcement officers to be taken out of car parks between 7:30am – 9am and 3pm – 4pm and moved to schools at for this time period.
4.4	Adjust the balance of on street and off street parking to 70% on street/30% off street, with a focus on schools at certain times around drop off in the morning and pick up in the afternoon.
4.5	Members suggested that EHC Comms produce an advert to go in school newsletters or a flyer to be given to all new families with their school induction materials.
4.6	It was suggested that Councillors could be given direct access to the enforcement officers' hotline so that they could report parking offences at any time.
5.	Actions
5.1	The Parking Manager to provide the group with data on SAFS actions relating to blue badge fraud
5.2	The Parking Manager to confer on this matter with other district councils in Hertfordshire (via Herts Forum) and also other district councils nationally.
5.3	The Parking Manager to arrange for Councillors to go out with enforcement officers in Bishop's Stortford as had been agreed previously.
5.4	The Parking Manager to obtain a quote for the introduction of ANPR as an extra to the parking enforcement contract (rather than a core offer)
5.5	The Parking Manager to provide statistics on the number of complaints from residents involved in disputes with neighbours requesting parking enforcement.
5	Date and time (and location) of future meeting(s) of this group
	<ul style="list-style-type: none"> • Wednesday 21st June 2017, 2:30pm – 4pm: County Council Witnesses Q&A • Monday 3rd July 2017, 7pm – 9pm

- | | |
|--|---|
| | <ul style="list-style-type: none">Monday 17th July 2017, 7pm – 9pm (Peter Lowe, Consultant to attend) |
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<p>The meeting concluded at 20:30</p>

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**East Herts Council
 Parking Enforcement Contract Task & Finish Group Witness Evidence
 and Q&A
 21st June 2017**

NOTES

1	Attendance
	<p>Task & Finish Group Members: Chairman: Cllr Kaye Cllr Jones</p> <p>Lead Officer: Andrew Pulham: Parking Manager</p> <p>Support: Fiona Corcoran: Scrutiny Officer</p> <p>Witnesses: T. Curtis, Principal TRO Officer, Highways Strategy and Compliance Group, Herts County Council R. Stacey, Assistant Network Manager, Herts County Council</p>
2	Background
	The Parking Manager gave an outline of the work and remit of the Task & Finish Group.
3	Witness evidence
	The following comments were made by witnesses:
3.1	Parking enforcement needs correctly signed restrictions that must be maintained and clear, underpinned by accurate, correct and up to date Traffic Regulation Orders (TROs). If these are present, then it is possible to enforce.
3.2	A street survey was carried out by Hertfordshire County Council (HCC) and cross-referenced as much as possible. In Hertfordshire, there are over 8000 TROs, most of which cover numerous roads and types of restriction.
3.3	Tactics for enforcement are decided by the individual enforcement authority.
3.4	If you limit parking enforcement to certain hours, they are the only hours you can enforce.
3.5	The first constraint is when the parking attendants are working and the second is the limit of how many officers you have. It can

	be difficult but it is necessary to match resource to need.
3.6	Problem areas should be targeted, such as drop off and pick up times around schools, which may use an hour of Civil Enforcement Officer's (CEO) time. An area to target should be based on the number of public complaints received.
3.7	Enforcement needs to be robust and should be driven by improving traffic flow rather than generating revenue.
3.8	Priorities for enforcement may include double yellow, no loading for reasons of traffic flow and school keep clear for reasons of safety.
3.9	New regulations from central government in 2016 allow more flexibility on colour/texture of road surface.
3.10	Ultimately compliance is the best outcome.
3.11	Residential dropped kerbs require resident communication before enforcement officers can visit.
3.12	Most complaints received by County Council regarding parking are about dropped kerbs and parking outside schools.
3.13	20 mile per hour zones can be introduced outside schools and can be only in operation during school hours.
3.14	Car Parks should not be a priority for enforcement between 8am and 9am - CEOs should be going out to schools and highways.
3.15	Signage is important – CEOs will check signs and take a context shot with the sign in the background
3.16	The option of Automatic Number Plate Recognition (ANPR) should be considered for use at school drop off/pick up times as one drive through the area could pick up all cars breaching parking regulations.
3.17	Removing 'grace period' around hot spots or where it is being misused (eg. parking to pop in to a shop because grace period is sufficient time to do this.)
3.18	Taxi ranks should also be a priority.
3.19	HCC would support greater emphasis on on-street and Night Time Economy related parking.
3.20	It is important to consider benefits to the community, even though these may not be measurable.
3.21	The County Council view is that there are no specific areas regarding parking enforcement in which EHC is currently lacking.
3.22	The district leads on Residential Parking Zones (RPZs) but new

	policy will make it harder for an area to qualify for RPZs.
4	Member Q&A and discussion
4.1	Members commented on the difficulty of the need for somewhere for parents to park when they are dropping off/picking up school children but noted that if there was no risk of being caught some people would always breach the parking regulations.
4.2	The need to engage with schools, speak to governors, remind them of parking restrictions around the school was discussed and Members highlighted the need to do this repeatedly with each new intake of students. Members suggested partnership working with the safer schools team at HCC. Coaches dropping off at schools could also be a problem, it was noted that HCC had created bus holding points on the main road near a school so the bus/coach can wait there where the road is wider and be given the go ahead to come to the school entrance at the appropriate time.
4.3	The increase of CEOs core hours until 10pm was welcomed and it was noted that in order to target particular problems, CEOs may need to go out outside usual hours.
4.4	In discussion of ANPR, it was noted that this can be done in conjunction with an officer issuing PCNs in person or they can be issued automatically by post, which uses less officer resources. Use of ANPR is limited to certain areas such as school keep clear and bus stops. ANPR is not currently used anywhere in Hertfordshire for parking enforcement.
4.5	When CEOs are using vehicles, the vehicles must be marked and this will need to be written into the parking enforcement contract.
4.6	There was discussion of advisory disabled bays which are not enforceable and enforceable disabled parking bays. Disabled parking bays need to be reviewed when user of that bay dies or moves.
4.7	Parking enforcement is a national issue as the number of people, cars and size of towns increases.
5	Actions
	The Parking Manager to check if Herts Chief of Police decided if PCSOs can issue Fixed Penalty Notices (FPN)

The meeting concluded at 15:30

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**East Herts Council
Parking Enforcement Contract Task & Finish Group
3rd July 2017 at 7pm**

NOTES

1	Attendance
	<p>Task & Finish Group Members: Chairman: Cllr Kaye Cllrs: Devonshire, Drake, Jones, Pope, Woodward</p> <p>Apologies: Cllr Cutting</p> <p>Contact Officers: Andrew Pulham: Parking Manager</p> <p>Support: Fiona Corcoran: Scrutiny Officer</p>
2	Notes from past meetings
2.1	With regard to engagement with schools, the group discussed potential links with the anti-idling campaign and the use of signage was suggested. The group noted that the general drive nationally and locally was to declutter the highways in terms of signage.
2.2	In relation to ANPR, the group heard that the Council had considered ANPR for more general usage at its Environment Committee a number of years ago, but the proposal had been rejected. If ANPR were to be used for Parking Enforcement in future, it would be in a highly specific targeted and focussed way, rather than the more general approach that had been suggested in the past. The group agreed that, if the use of ANPR were to be proposed, it would have to be made clear exactly what the terms and restrictions would be.
2.3	The Group requested that an increase in Sunday enforcement be included in the contract, in addition to the increase in evening enforcement, recorded in the notes from the previous meetings.
2.2	The Group agreed that the hours in which CEOs should be working outside schools must be 8am – 9am and 3pm – 4pm.
3	Response to questions asked at past meetings and issues arising from the responses
	<ul style="list-style-type: none"> • The Parking Manager to provide the group with data on Shared Anti-Fraud Services (SAFS) actions

	relating to blue badge fraud
3.1	<p>There had been 5 prosecutions in 2017 (to date).</p> <ul style="list-style-type: none"> • The Parking Manager to confer on this matter with other district councils in Hertfordshire (via Herts Forum) and also other district councils nationally.
3.2	<p>Officers have contacted a number of other districts in the county and concluded that comparatively East Herts is currently doing more work proactively in terms of parking enforcement than most districts. Watford and St. Albans use a consultant to go out with Civil Enforcement Officers (CEOs) but East Herts would not wish to take this approach as the power to prosecute blue badge fraud lies solely with the County Council. The group heard that the most cost effective approach may be to continue to leave the parking fraud work to the SAFS.</p> <ul style="list-style-type: none"> • The Parking Manager to obtain some feedback from the Manchester Airports Group on their approach to parking and whether they understand the impact of their policy on local residents.
3.3	<p>Officers are looking into this and will provide a response to this at the next meeting.</p> <ul style="list-style-type: none"> • The Parking Manager to arrange for Councillors to go out with enforcement officers in Bishop's Stortford as had been agreed previously.
3.4	<p>Any Members who wish to go out with Civil Enforcement Officers in any area of the district at any time, can contact Andrew Pulham to arrange this.</p> <ul style="list-style-type: none"> • The Parking Manager to obtain a quote for the introduction of ANPR as an extra to the parking enforcement contract (rather than a core offer)
3.5	<p>It was agreed that the quote would be for this as an additional, stand-alone item in the tender documentation.</p> <ul style="list-style-type: none"> • The Parking Manager to provide statistics on the number of complaints from residents involved in disputes with neighbours requesting parking enforcement.
3.6	<p>With regard to contacting the enforcement service out of hours, it was noted that the other district councils do respond to enforcement requests, although currently East Herts does not.</p>
3.7	<p>Currently the service at East Herts is confined to officers' working hours, but a call centre service could handle calls outside these times. Some districts, such as St. Albans, have a</p>

	<p>hotline that the public can call within certain hours. In the case of St.Albans the service is provided by NSL who have a regional call centre. The group considered whether that type of service would be beneficial to East Herts and asked officers to find out more detail (eg. the level of access, times, who can call hotline – public/councillors.) The group heard that an out of hours service could be an add-on to the contract or included in the core contract. The Parking Manger agreed to find out more information about the number of calls to the call centre that were genuine and led to some action. It was noted that the resource to respond to out of hours complaints would be there if more CEOs were working in the evenings and weekends. It was noted that even an out of hours services would not be 24/7 and would not be able to respond to calls at 11pm/midnight. It was noted that the customer wants to access the service at the time that they phone up, rather than having to call back in officer hours. The group suggested that the out of hours call centre could be included as a core part of the contract.</p> <ul style="list-style-type: none"> • The Parking Manager to check if Herts Chief of Police decided if PCSOs can issue Fixed Penalty Notices (FPN).
3.8	It was noted that PCSOs can issue FPNs but only for obstruction of a road or footway.
4	Questions in advance for Mr Peter Lowe
4.1	The Group requested that Peter Lowe be provided with a list of all the issues they had identified and would also like to look at a projection of the situation in 7 years' time.
4.2	The Group agreed to contact the Parking Manager with any further questions they have in advance of the meeting on 17 th July.
5.	Other questions/discussion
5.1	<p>Members asked who the potential service providers might be and heard that it was expected that around 4 companies would be likely to tender for this contract.</p> <p>Members raised the question of what can be done to implement parking enforcement against cars registered outside the UK and it was noted that the police did not have access to other countries' databases but there were companies that would take the debt on overseas to pursue it and keep a percentage when it was received. The Parking Manager agreed to find out more information about this service and report back to the Group.</p>
6.	Actions and potential recommendations
6.1	The Parking Manger agreed to find out more information about the number of calls to the call centre that were genuine and led to some action

6.2	The out of hours call centre could be included as a core part of the contract.
6.3	The Parking Manager to obtain a quote for the introduction of ANPR as an extra to the parking enforcement contract (rather than a core offer)
6.4	The Parking Manager to obtain some feedback from the Manchester Airports Group on their approach to parking and whether they understand the impact of their policy on local residents.
6.5	The Parking Manager agreed to find out more information about this overseas debt recovery service.
6.6	The Parking Manager agreed to summarise responses from town and parish councils and bring to the meeting on 17 th August.
5	Date and time (and location) of future meeting(s) of this group
	<ul style="list-style-type: none"> • Monday 17th July 2017, 7pm – 9pm (Peter Lowe, Consultant to attend) • Thursday 17th August 2017, 7pm – 8pm (Review and comment on draft report)

The meeting concluded at 19:40



**East Herts Council
Parking Enforcement Contract Task & Finish Group
17th July 2017 at 7pm**

NOTES

1	Attendance
	<p>Task & Finish Group Members: Chairman: Cllr Kaye Cllrs: Cutting, Devonshire, Drake, Jones, Pope, Woodward</p> <p>Apologies: None</p> <p>Contact Officers: Jess Khanom: Head of Operations Andrew Pulham: Parking Manager</p> <p>Support: Fiona Corcoran: Scrutiny Officer</p> <p>Witnesses: Peter Lowe, RTA Associates</p>
2	Review of minutes of 3rd July 2017 Meeting
2.1	There was discussion of how best to tackle blue badge fraud, the role that East Herts should play in this and how it links in to the County Council.
.2.2	With regard to minute 3.5, it was agreed that the Parking Manager would provide an update for the group with a quote for ANPR as an extra to the parking enforcement contract (not part of the core offer.)
2.3	In relation to minute 3.8, it was noted that the general rule was that if the space left was less than 1.2 metres or the width of a push chair, it would be considered an obstruction. The challenge with cases of obstruction of the highway is that it is difficult to prove which car parked last and caused the obstruction. It was noted that where white lines are introduced to allow parking on pavement, the footpaths often needed to be strengthened.
2.4	In relation to paragraph 5.2, it was noted that 153 tickets had been cancelled in the last year on the basis of having a non-UK registration number and therefore not being able to be traced. The Council's current bailiff and enforcement contractors could offer the service of following up fine collection abroad and the Council would get £30 of each claim, with the collection

	company taking the balance. Statistics show this service to be 15/20% successful. The group commented that this was not purely a matter of finances but also a matter of fairness and deterrent and agreed to include this in the contract.
3	Presentation by Mr Peter Lowe, RTA Associates
3.1	Peter Lowe provided information about his background, including roles as the President of the British Parking Association and Chair of the Welsh Parking Association and informed the group of his specialism in writing specifications and procurement.
3.2	Peter Lowe highlighted that parking enforcement is a traffic management tool and not a cash generator as the cost of enforcement and administration outweighs the funds generated from Penalty Charge Notices (PCNs.)
3.3	The model contract provided by Peter Lowe shows efficiencies and consistency of approach and is recommended as a basis for a parking enforcement contract.
3.4	In order to ensure increased evening and Sunday enforcement, it would be advised to extend core hours, for example to 7:30am – 10:00pm.
3.5	The group heard that, as a client the Council could have the final say as to how the contractor was used.
4.	Q&A Session
4.1	In terms of addressing issues around school drop-off and collection times, the group noted that education was key and should start with the children as they will pass the message on to their parents. Ensuring civil enforcement officers (CEOs) were not in car parks but around schools at drop-off and collection times was important but it was unlikely to result in the issuing of large numbers of tickets as parents will move on as soon as they see the CEOs in uniform. It was noted that the camera car used for ANPR would be marked and not covert. A day rate for the ANPR car could be agreed in the schedule or the resource could be shared with neighbouring authorities so it would not be necessary for the Council to purchase a vehicle to utilize ANPR. The Group discussed whether a lighter touch approach may need to be taken in some areas around schools where there is no alternative suitable place to park and it was noted that the Council operated a grace/observation period of up to 5 minutes for parking on a double or single yellow line but not for keep clear lines as they were in place for safety purposes.
4.2	The Group discussed the possibility of using the contractor to deliver an out of hours customer service hotline. It was noted that this could be between the hours of 5pm and 10pm. It was noted that the Parking Manager was currently working on this proposal to establish the details. The Group heard that St. Albans Council outsource their calls all day and evening. It was

	<p>noted that East Herts officers held a significant amount of local knowledge, which could contribute to resolution or response to complaints quickly and appropriately. The number of calls received by officers per week also needed to be considered and the Parking Manager agreed to investigate the option of outsourcing all calls or only out of hours. The group discussed the need to respond to calls out of hours in order to fall line with the modern way of working in many sectors.</p>
4.3	<p>Members suggested the possibility of implementing an out of hours call centre service as a pilot, which could then be reviewed and the need to establish whether the number and severity of out of hours complaints justified the procurement of an out of hours call centre service was highlighted. It was noted that the call centre would need to triage cases with the use of targeted questioning and that the service would reserve the right to refuse service. In conjunction with the call centre service, there would need to be an appropriate number of CEOs on the ground who could take action based on the complaints received. It was noted that after a certain time at night CEOs were required to work in pairs (within line of sight of each other) due to personal safety reasons but this also resulted in higher cost to the Council.</p>
4.4	<p>It was agreed that the Parking Manager would ascertain the costings of the out of hours call centre service as an optional extra to the contract. The Group heard that it could be written in to the contract that the Council reserved the right to pull out with a certain period of notice (Eg 3 months) or the contract could work on a trial basis for the first 6 months.</p>
4.5	<p>With regard to Blue Badge Fraud, it was noted that consistency of assessment was the key to ensuring badges were issued only where appropriate but as far as action that East Herts could take, it was noted that one option would be to hire a Fraud Officer as many of the London Boroughs do, which could potentially be done in collaboration with neighbouring authorities. The Parking Manager agreed to find out the County's statistics for the number of people registered disabled and the number of blue badge holders as it would indicate how significant the issue may be. Members highlighted the need to consider whether this was an area worth pursuing as it could be difficult to enforce, time-consuming and may not be a priority in terms of traffic management. In discussion Members also made the point that prosecutions in this area would act as a deterrent. The Parking Manager agreed to explore this area further to establish whether this was a significant problem in the district or not. The Group noted that the Fraud Officer service could be added as an extra to the contract rather than core offer. The potential costs for these services were discussed and the Group considered whether East Herts' role should be more around influencing the County Council. It was noted that although the prosecution of Blue Badge fraud sat with the County Council, the District Council and CEOs were the 'eyes and ears' on the street, while the County Council provided the administrative role.</p>

4.6	Members suggested making more use of the Shared Anti-Fraud Service and it was agreed that this could be included in the report as a recommendation if it was decided that blue badge fraud was a significant issue needing to be addressed.
4.7	The Group heard that the situation regarding parking may be significantly different in 7 years' time with the move towards electric and even driverless vehicles but it was necessary to work on the basis of the current situation at this point as the future situation could not be known.
4.8	The Group discussed the price versus quality balance and heard that it was not advised to go above 60% as it would be likely to result in more money needing to be spent in order to address problems. The Group agreed that 60% price versus 40% quality balance was appropriate.
4.9	The Group discussed the tendering process and noted that the Council would be required to declare its priorities at the beginning via a scoring system.
4.10	The Group heard that officers had learnt from previous tendering processes and would be more prescriptive about the details of the contract than previously. It was noted that the technical part of the process and would be carried out by officers.
4.11	With regard to evening/Sunday enforcement, the Group noted that officers would establish the key areas to enforce and would not deploy resources when and where they were not needed. This enforcement work would be intelligence-led and pared down to that which was necessary. Members highlighted the importance of backing this up with adequate communications to avoid the incorrect public perception that it is about introducing parking charges.

5.	Responses from town councils
5.1	It was noted that responses from Bishop's Stortford Town Council and Stansted Abbots Parish Council were still awaited but the general consensus from all the Councils that had responded was in line with the stances of East Herts Council (see attached summary of responses.)
5.2	The Group agreed that any town/parish councils that had not yet responded could do so by email and it could be further discussed at the next meeting on 17 August. It was also suggested that Officers provide an update on the work of this Group to the next town clerks' meeting. Town and Parish Councils could also be engaged with post award of tender to highlight specific local concerns.
5.3	It was noted that a request for growth had been submitted by officers but it would not be known if this had been accepted within the Medium Term Financial Plan until early 2018. If this growth was not accepted, it may be necessary to cut back aspects of the contract and prioritise.
6	Summary of Findings and Recommendations
6.1	The Parking Manager agreed to circulate the report to the Group at least one week before the meeting on 17 August.
7.	Next Steps and Key Dates
7.1	Final T&F Group meeting 17/08/17 (draft scrutiny report to be circulated for comment to T&F Group on Thursday 10/08/17)
7.2	Submission of report to O&S Committee on Friday 25/08/17
7.3	O&S Committee on Tuesday, 12/09/17
7.4	Executive on Tuesday 31/10/17
7.5	Preparation of contract specification November 2017 – January 2018
The meeting concluded at 20:35	

1. N.B. A submission from the Manchester Airports Group, detailing its actions to reduce parking problems in the area of Stanstead Airport, was received on Tuesday, 18 July – too late for discussion at this meeting. An un-edited copy of this submission follows below.

Further to your below email, I can confirm the following action that London Stansted Airport has taken in the last 10 years.

Uttlesford District Council's planning policies are clear and longstanding, that airport parking should be within the operational boundaries of the airport. We consume all of our official parking operations within the confines of our airport

land. The local authority will not allow the operation of (or grant planning permission for) any off-airport parking operations outside the airport boundary.

As part of recent legal obligations associated with the airport's planning permissions, we monitor any reported 'off airport' parking activity through a Fly Parking hotline that residents can call into. Our Transport Forum Highways Group, which comprises of local authorities, Highways England and ourselves, then analyses this data and any hotspots are reviewed. We can then provide a contribution to a parking scheme if a local authority wishes to introduce a scheme to tackle a potential problem ie Permit scheme or 1 hour street parking ban. We successfully worked with Essex CC to provide a contribution for a parking ban in a specific area in Takeley.

As part of Sustainable Development Plan, we have a tremendous track record in encouraging air passengers to use public transport as their mode of choice to travel to and from the Airport. We currently have over 51% of our passengers use rail, coach or bus which is the best of any airport in the UK and one the best in Europe. This continues to grow from strength to strength with over 1800 bus and coach services a day operating from the Airport and over 27% of air passengers using rail.

Our Sustainable Development Plan is available on the Stansted Airport website – www.stanstedairport.com

- 2. In addition, the submission from Bishop's Stortford Town Council discussed in paragraph 5.1 has now been received and has been added to the table of Town and Parish Council responses presented at this meeting.*



**East Herts Council
Parking Enforcement Contract Task & Finish Group
17 August 2017 at 7pm**

NOTES

1	Attendance
	<p>Task & Finish Group Members: Chairman: Cllr Kaye Cllrs: Cutting, Devonshire, Drake, Jones, Pope, Woodward</p> <p>Apologies: Cllr: Devonshire & Drake Jess Khanom: Head of Operations</p> <p>Contact Officers: Andrew Pulham: Parking Manager</p> <p>Support: Fiona Corcoran: Scrutiny Officer</p>
2	Notes from past meetings
2.1	<p>The group noted the minutes from the previous meeting on 17 July 2017.</p> <p>With regard to actions in paragraph 2.2, 4.4 and 4.5. the Manager agreed to provide the following via email to the Group:</p> <ul style="list-style-type: none"> • A quote for ANPR as an extra to the parking enforcement contract (not part of core offer); • A quote for out of hours call centre service as an optional extra to the contract; • The county's statistics for the number of people registered disabled and the number of blue badge holders and to find out if blue badge fraud was a significant issue in the district.
2.2	<p>Members discussed the plans to allow businesses to use Residents Parking Zones (RPZ) during the day when more residents were out. It was noted that the first arrangement of this kind was being implemented in the Chantry area of Bishop's Stortford and the Parking Manager would circulate a copy of the Traffic Order to all Bishop's Stortford district Councillors when it was advertised in September.</p>
3	Draft Report to Scrutiny Committee (12 September)
3.1	<p>The group considered the draft report for Overview and Scrutiny Committee on Parking Enforcement Priorities.</p>
3.2	<p>There was discussion of the recommendations in paragraph 3 of the draft report and the Group endorsed the</p>

	recommendations overall and agreed the following amendments:
3.2.1	To amend the wording of 3.1 iii) to strengthen this recommendation and include reference to increased use of the Shared Anti-Fraud Service and publicising of prosecutions.
3.2.2	To include a recommendation around the need to address the issue of airport parking impacting on East Herts residents, particularly in Bishop's Stortford. It was noted that the statement received by the Group from Manchester Airports Group (MAG) provided examples of working with other Councils but did not mention East Herts specifically. Members would like to know what actions MAG are taking to help alleviate the problem of airport parking in the district and it was noted that MAG had funded RPZs in other areas in the past. There was some discussion of the overall impact of increased airport usage at Stansted on the surrounding areas within East Herts and it was noted that this was an area Members may wish to consider for further scrutiny work in future although it was beyond the remit of this task and finish group.
3.3	The Parking Manager agreed to amend the recommendations to reflect the feedback from the Group and send a revised draft, with changes highlighted to all Members to check before it was submitted to the Committee.
4.	AOB
4.1	There were no urgent matters arising.
5.	Key Dates
	T&F Group final report to be considered on Tuesday 12th September 2017, 7pm at Overview & Scrutiny Committee Meeting

The meeting concluded at 19:40

ESSENTIAL REFERENCE PAPER 'D'

Task and Finish Group – Parking Enforcement Priorities

Summary of Responses from Town Councils

1. Hertford Town Council

Issue	Town Council Response	Officer Response
Enforcement of the evening economy	<p>It would be a concern should higher levels of enforcement of the evening economy operate to the detriment of daytime coverage.</p> <p>It is important to maintain access to the town centre.</p>	<p>It should not be our aim to fund increased evening coverage by reducing coverage during the working day.</p> <p>Enforcement of illegally parked vehicles in the evening would probably enhance access to the town centre in the evening (and certainly safety).</p>
Enforcement around schools	Strongly supported and would support discussions between individual schools and EHDC to aim for an individualised approach where possible.	Congruent with the T&F Group's findings.
Mix of on-street vs off-street enforcement	Difficult to respond without knowing in greater depth what is intended.	N/A
Use of ANPR vehicle in limited circumstances permitted by law.	Supported, should it promote effective parking management and only operate within current legal parameters.	Noted. The service would only operate such a vehicle within legally permitted parameters.
Acceptance of public requests for enforcement	Ability for the public to make requests for enforcement should be maintained, where enforcement action can help resolve the problem.	Noted. The option for the public to request enforcement is likely to be retained and possibly enhanced should we move to offer an 'out of hours' service via the enforcement contractor.

2. Bishop's Stortford Town Council

Issue	Town Council Response	Officer Response
Enforcement of the evening economy.	There should be more emphasis on the evening economy, which could have implications for car park charges.	Congruent with T&F Group's findings. No commitment to impose evening car park charges. Council's car park charges are frozen for the next 2.5 years.
Schools enforcement	There should be more emphasis on schools enforcement.	Congruent with T&F Group's findings.
Mix of on-street vs off-street enforcement.	Favour the former over the latter.	Congruent with T&F Group's findings.
ANPR equipped enforcement vehicles	Believe its use to be appropriate on the terms described.	Noted. The service would only operate such a vehicle within legally permitted parameters.

3. Ware Town Council

Issue	Town Council Response	Officer Response
Enforcement around schools	Strongly supported.	Congruent with T&F Group's findings.
Mix of on-street vs off-street enforcement	All areas need enforcement, but agree that on-street enforcement merits more time than car park enforcement.	Congruent with T&F Group's findings.
Enforcement of the evening economy	Supported, but must be focussed on-street and not in car parks.	This would inevitably be the case, as car parks do not charge after 1830, so there are precious few contraventions to enforce in car parks after that time. Congruent with T&F Group's findings.
Pavement Parking	There should be enforcement of parking on the pavement.	Not currently possible. EHDC has not adopted these powers.

4. Sawbridgeworth Town Council

Issue	Town Council Response	Officer Response
Enforcement of the evening economy	The town council would not like to discourage the evening economy by enforcement measures.	If a vehicle is parked illegally on a double yellow line (which will only be there to promote highway safety) then it should be appropriate to take enforcement action.
Enforcement around schools	Supported.	Congruent with T&F Group's findings.
Enforcement against 'stationary idling' vehicles.	Town council would like to see this enforced.	The Council's parking service currently has no powers to enforce in this area.
ANPR based enforcement	Not in favour. No substitute for visible foot patrols.	ANPR would not be a substitute to or at the expense of foot patrols. It would be highly focussed as per statutory permissions and would serve as an adjunct to foot patrolling.
Public requests for enforcement	These should still be accepted.	Noted.

5. Buntingford Town Council

Issue	Town Council Response	Officer Response
Enforcement of the evening economy	Supported – especially in respect of the High Street, but should not be to the detriment of the evening economy.	Greater enforcement of the evening economy would not be to the detriment of daytime enforcement. Congruent with T&F Group's findings.
Enforcement around schools	Strongly supported.	Congruent with T&F Group's findings.
On street vs car park enforcement	On-street enforcement should be prioritised over car park enforcement.	Congruent with T&F Group's findings.
Enforcement by ANPR	This might release CEOs' time, but would add another vehicle causing obstruction.	Not necessarily the case.
Public requests for enforcement	Only accept when the issue is a persistent nuisance.	No way of telling when a member of the public calls whether the problem is 'persistent' and most members of the public would tend to regard their concerns as meriting a prompt and effective response from EHDC.

N.B.

i) No response received from S Abbotts Parish Council

EAST HERTS COUNCIL

EXECUTIVE– 16 OCTOBER 2017

REPORT BY EXECUTIVE MEMBER FOR FINANCE AND SUPPORT SERVICES

BUSINESS RATES PILOT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- The Department for Communities and Local Government has issued an invitation for Authorities to bid to become 100% Business Rates retention pilots. The bid needs to come from all the Authorities within Hertfordshire. Indications are that there could be gains for Hertfordshire of **£6-£8 million**. Further work will be carried out to confirm the level of benefits. The bid needs to be submitted by 27th October 2017, and could be subject to a competitive process.

<u>RECOMMENDATION FOR EXECUTIVE:</u> That:	
(A)	the Executive Member for Finance and Support Services be given delegated authority to decide whether East Herts Council should be part of the application for a Business Rates pilot.

1.0 Background

1.1 On the 1st September 2017, the Department for Communities and Local Government (DCLG) issued an invitation to Local Authorities to become Business Rates pilots.

1.2 Business Rate pilots must be based on functional economic areas, which for two tier areas are the County Council and all Districts. The Pilot areas can retain all the growth in Business Rates income, but does take on some risk of funding falls in Business Rates income. The DCLG is looking for applications that

demonstrate:

- Promoting financial stability and sustainability
- Investment in growth
- Consider tier splits

1.3 A Business Rates pool allows the Authorities within the pool to reduce the amount of levy payable to the DCLG on any Business Rate growth achieved above the baseline. A pool can be made up of any Authorities, although it does need to include at least one top-up Authority (i.e. Hertfordshire County Council). To provide the optimum financial gains for the Business Rates pool they usually also include the Districts with the highest forecast Business Rate growth.

1.4 EHC has not previously been part of a Business Rates pool that has occurred in Hertfordshire.

2.0 Report

2.1 Alternative Options Considered

EHC could choose not to be part of a Business Rates pilot. This would mean that it would not be possible for Hertfordshire to apply to be a pilot as all authorities must participate.

3. Consultation With Relevant Members And External Organisations

3.1 There is currently ongoing consultation with other authorities within Hertfordshire to determine the financial benefits and level of support of the proposals for the Business Rates pilot.

3.2 A working group has been set up with Hertfordshire County Council (HCC), EHC, Hertsmere and Welwyn Hatfield to prepare a proposal for consultation with HCFOs and Chief Executives in Early October about the Business Rates pilot.

4. Relevant Considerations

4.1 Early indications are that the combined net benefits for the Hertfordshire Authorities (Hertfordshire County Council and the 10 Districts) of being a Business Rates pilot could be **£6-8 million**. This is based on a forecast of:

- 50% of growth that would have been paid to the DCLG that would now be retained
- Not having to pay a levy on the retained growth to the DCLG
- Less having to top-up the Business Rates for any Authority where it drops below a certain level (known as a safety net) that would previously have been funded by the DCLG

4.2 As well as the financial benefits, there is also an opportunity for Pilot areas to influence the design of the future 100% Business Rates retention system. For example, this could result in a system that is simpler to operate or possibly improved financial benefits.

4.3 The risk of the Pilot is in relation to safety net payments. If some of the Authorities have a drop in Business Rate income then this will need to be funded by those Authorities that have growth, rather than by the DCLG. Overall the pilot area would have a safety net that was set at 3%. If the total Business Rates of the pilot area fell below 97% of the baseline level, then the drop below this level would be funded by the DCLG. The first 3% would equate to around £1.8 million.

4.4 There will be some joint work carried out to verify what the potential gains from being a pilot would be. If this confirms the financial benefits, then work will progress towards the details of the bid to the DCLG. It is likely that the number of applicants will be greater than the number of pilots required, so the DCLG may need to go through a selection process based on the bids submitted. The bid therefore needs to address the points referenced in 1.2. The implications of this are likely to be:

- Some of the growth could be retained by Authorities to support their General Fund.
- The remainder of the growth would need to fund further growth across the County. An early idea is that this could be via One Public Estate, an initiative which aims to unlock the value of public sector owned land. This would need a unanimous agreement from all other parties of the pilot. Hertfordshire authorities are likely to want a share of the growth they have generated rather than channelling it into One Public Estate.
- Proposals in relation to tier splits. The current split is that Districts get 80% of any growth (or decline), although this is then subject to a levy. HCC only get 20% of any growth, but this does give them a much more stable budget.

4.5 It is expected that EHC will make an application for the Business Rates Pilot. All 10 District Authorities in Hertfordshire, alongside HCC, must agree to be part of the pilot in order for it to proceed. This offers the best financial gains for EHC, and a better chance of acceptance.

4.6 Applications have to be made to the DCLG by 27th October 2017.

5. Legal Implications

5.1 To be accepted as a pilot for 2018/19, agreement must be secured locally from all relevant authorities to be designated as a pool for 2018/19 (in accordance with Part 9 of Schedule 7B to the Local Government Finance Act 1988) and to put in place local arrangements to pool their additional business rates income.

6. Financial Implications

6.1 These are covered in section 4. The benefits from a Business Rates pilot are forecast to be around **£6-8 million**. EHC could expect to get some of this benefit directly as additional income. There would also be the indirect benefits from any money that is invested in promoting further Business Rate growth. It is likely that EHC would only achieve/receive baseline funding, however this would give budget stability over the short term.

7. Risk Implications

7.1 Under a pilot arrangement, the Authority would be taking on a higher amount of risk. The additional financial modelling work that will take place during October will further analyse the level of risk involved. Current indications are that the risk is worth taking as the potential benefits are both greater in value and more likely to happen.

8.0 Implications/Consultations

8.1 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:	Priority 1 – Improve the health and wellbeing of our communities Priority 2 – Enhance the quality of people's lives Priority 3 – Enable a flourishing local economy
Consultation:	With Hertfordshire County Council, District Councils
Legal:	Referred to in the body of the report
Financial:	Referred to in the body of the report
Human Resource:	There are no Human Resources implications.
Risk Management:	None
Health and wellbeing – issues and impacts:	There no Health and Wellbeing issues raised as part of this report.

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EAST HERTS COUNCIL

THE EXECUTIVE – 16 OCTOBER 2017

REPORT BY THE EXECUTIVE MEMBER FOR FINANCE & SUPPORT SERVICES

GENERAL FUND REVENUE, CAPITAL AND PERFORMANCE OUTTURN 2016/17

WARD(S) AFFECTED: All

Purpose/Summary of Report

- To advise Members on the General Fund Revenue Outturn for 2016/17 and provide explanations for significant variances against the approved Budget.
- To advise Members of the financing arrangements for the 2016/17 Capital Outturn and the updated 2017/18 capital budget allowing for the approved slippage from 2016/17.
- To advise Members of the annual position against the Councils key performance indicators.

RECOMMENDATIONS FOR EXECUTIVE: that:

(A)	the General Fund revenue outturn of £166k overspend funded from the General Reserve, be agreed ;
(B)	the Capital budgets of £1,899k re-profiled from the 2016/17 capital programme to 2017/18 programme to fund ongoing capital schemes, be agreed;
(C)	the Capital Programme for 2017/18 to 2020/21 as set out in paragraph 4.5 be agreed;
(D)	the Annual Performance results be noted.

1 Background

- 1.1 The 2016/17 Budget was approved by Executive on 7 February 2016. The Net Expenditure Budget approved was £15.548m with a contribution from reserves of £46k and corporate budgets of £1.4m and a net cost of services budget of £14.159m. This was funded by £8.9m of Council Tax, £1.96m Non Domestic Rates and £4.7m of Government grants.
- 1.2 In year budget monitoring and management actions have sought to deliver the spending plans approved by Council. Members have been kept updated throughout the year through the Healthcheck reports where significant variances have been reported.
- 1.3 This report contains the following sections and Essential Reference Papers:

REPORT SECTIONS	
2	General Fund Revenue Outturn
3	Reserves
4	Funding
5	Capital Outturn
6	Performance
7	2016/17 Annual Statement of Accounts
8	Implications

ESSENTIAL REFERENCE PAPERS	
B	General Fund Revenue Outturn
C	Capital Outturn
D	Performance

2 General Fund Revenue Outturn

- 2.1 The final outturn for the year, detailed in this report, is still subject to external audit. The final audited accounts will be presented to the Performance, Audit and Governance Committee in September.
- 2.2 An overspend of £166k is reported against the 2016/17 revenue budget. This is summarised in table 1 and **Essential Reference Paper B**.

Table 1: Summarised 2016/17 Outturn Position

	2016/17 budget	2016/17 Outturn	Variance to budget
	£m	£m	£m
Net Cost of Services	14.16	14.71	0.55
Use of Reserves	(0.05)	(1.26)	(1.21)
Corporate budget	2.35	3.31	0.96
Funding	(7.54)	(7.67)	(0.14)
Council Tax	(8.93)	(8.93)	-
Overspend			0.16

2.3 It is recommended that the 2016/17 overspend of £166k is funded from the Councils general reserve.

NET COST OF SERVICES

2.4 An overspend against the 2016/17 net cost of services budget of £552k is reported, as shown by service in Table 2 below with explanations for significant variances in the following paragraphs.

Table 2: Net Cost of Services Outturn

	2016/17 Original budget	2016/17 Outturn	Variance
	£'000	£'000	£'000
Chief Executive & Directors	466	427	(39)
Communications, Strategy & Policy	1,165	1,129	(36)
HR & Organisational Development	469	492	23
Strategic Finance & Property	1,268	1,486	218
Housing & Health	2,407	2,322	(85)
Democratic and Legal	1,102	1,208	106
Planning & Building Control	1,044	1,230	186
Operations	4,490	4,058	(432)
Shared Revenues & Benefits Service	273	420	147
Shared Business & Technology Services	1,298	1,537	239
Redundancies & Pension Strain costs	177	402	225
Total Net Cost of Services	14,159	14,711	552

Redundancies & Pension Strain Costs

2.5 Following the senior management restructure the salary budget has been aligned with the new structure resulting in £177k of salary budget not required for senior management costs. Redundancies and pension strain costs of £402k will be partially funded from this budget and the balance (£225k) will be funded from the Transformation Reserve.

Strategic Finance and Property

2.5.1 Planning and Consultancy service costs for the Bishops Stortford town centre planning framework were £142k in 2016/17. This has been funded through the priority spend earmarked reserve.

2.5.2 In 2015/16 the Council let part of the office space that it uses in Charringtons House. This arrangement came to an end after the 2016/17 budgets were set. This resulted in a £55k overspend against the budget.

Democratic and Legal Services

2.5.3 Income from land charges is £33k below the 2016/17 budget due to less activity in the housing market during the year.

2.5.4 There are increased salary costs of £70k in Democratic and Legal Services due to additional staffing costs.

Planning and Building Control

2.5.5 Along with 6 other Hertfordshire authorities East Herts set up Hertfordshire Building Control, a company to carry out building control functions. A payment of £204k was made to the company in 2016/17 which represents work that had been paid for but not yet carried out.

Operations

2.5.6 Pay and display income from car parks is 6% above the 2016/17 budget, resulting in an additional £172k of income. This is due to car park usage being greater than assumed when the budget was set. This increase in income is in line with the 2015/16 outturn position.

2.5.7 An additional £43k of income has been generated by Hertford Theatre, £30k from pantomime ticket sales and £17k from sales through the café.

2.5.8 Income from recycling was £214k above the 2016/17 budget, there are a number of contributing factors including;

- Increase of £2.54 in the price per tonne received in recycling credits from Hertfordshire County Council
- the tonnage of co-mingled recyclables collect was above the estimate for the year.
- a higher price achieved on the sale of aluminium cans from February 2017 following a new contract.

Revenues and Benefits Service

2.5.9 An increase in the summons costs recovered has resulted in £51k additional income in 2016/17. This is in line with the outturn position for 2015/16 and is reflected in the changes to the MTFP for 2017/18.

2.5.10 The housing benefit budget shows an overspend against budget of £280k. This is a result of the complex subsidy calculated allowances versus the actual benefits paid. This variance represents 0.1% of the £35m in housing benefits that the Council paid in 2016/17. Officers have put improved monitoring processes in place to highlight any similar issues at an earlier stage during 2017/18.

Shared Business and Technology Services

2.5.11 There is a £239k overspend against the Business and Technology Service shared budget in 2016/17. This variance has arisen for increased software and contractual costs across both authorities.

Corporate Budgets

2.6 Corporate budgets were overspent by £960k in 2016/17, table 3 below shows the items that are included in this area of the net expenditure budget.

Table 3: Corporate budgets outturn

	2016/17 Original budget	2016/17 Outturn	Variance
	£'000	£'000	£'000
NHB Grants to Town & Parish Councils	901	903	2
Contingency Budget	150	150	-
Interest Payments	662	677	15
Interest & Investment income	(902)	(1,203)	(301)
RCCO	25	166	141
Pension Fund Deficit contribution	600	600	-
Deficit on Collection fund	917	2,020	1,103
Total Corporate Budgets	2,353	3,313	960

- 2.7 The 2016/17 budgeted investment and interest income figure was £902k. Due to improved rates on direct property investments the 2016/17 outturn figure for investment income is £1.2m. The £300k difference will not impact on Revenue budgets as this has been transferred to the Interest Equalisation Reserve.
- 2.8 There was a greater Revenue Contribution to Capital Outlay (RCCO) than budgeted, the outturn figure includes £57k of capital salary costs and £109k of reserves used to fund capital expenditure, such as £76k towards demolition of the Causeway Building in Bishop's Stortford.
- 2.9 The deficit on collection fund figure is £1.253m higher than in the original budget. This relates to the Councils share of income from both the Council Tax and Non Domestic Rates (NDR) collection funds. There is a small surplus (£101K) that relates to Council Tax. The balance (£2.3m) relates to NDR, this deficit has come about due to the uncertainty around business rate appeals. Appeals are an area of risk for Local Authorities and this pressure for 2016/17 has been offset by provisions allocated from previous year's contributions.

3 Reserves

- 3.1 The Council is generally well placed with regard to establishing appropriate Earmarked Reserves and Balances.
- 3.2 The Executive meeting on 7 February 2016 reviewed the Councils earmarked reserves in support of the MTFP.

3.3 A significant risk is posed by potential budget reductions and changes in the allocation of funding to Local Government. There is significant uncertainty with respect to the future New Homes Bonus allocations and Non Domestic Rates income. The DCLG have already consulted on proposed changes to the New Homes Bonus, the results of which are still to be published. A number of working groups have been set up by the DCLG and LGA to discuss future changes to Non Domestic Rates.

3.4 The following table show the appropriations during the year:

Table 4: Reserve movements

	2016/17 Original budget	2016/17 Outturn	Variance
	£'000	£'000	£'000
Contributions to Earmarked reserves	2,128	1,383	(745)
Contributions from Earmarked reserves	(2,175)	(2,637)	(462)
Net use of reserves	(47)	(1,254)	(1,207)

3.5 When setting the 2016/17 budget it was assumed that there would be a contribution of c£700k to earmarked reserves. Given that the final outturn position is an overspend of £166k this will instead be a contribution funded from the Councils earmarked reserves.

3.6 Contributions from earmarked reserves to fund revenue activities were greater than the budget set in February 2016 by £462k. As detailed in the preceding paragraphs this increase includes funding for;

- Payment to Hertfordshire Building Control company of income received for work not completed ahead of the transfer date.
- The shortfall in housing benefit subsidy received from central government.

4 Funding

4.1 In 2016/17 the Council received £139k funding above the budgeted amount, details are shown in the following table.

Table 5:2016/17 funding

	2016/17 Original budget	2016/17 Outturn	Variance
	£'000	£'000	£'000
RSG	(1,145)	(1,145)	-
NDR	(1,956)	(2,116)	(160)
Section 31 Grants	(712)	(646)	66
Other General Grants	(120)	(159)	(39)
New Homes Bonus	(3,602)	(3,608)	(6)
Total Funding	(7,535)	(7,674)	(139)

4.2 There is increasing pressure on Local Government to find alternative sources of funding for the services delivered. With the loss of Revenue Support Grant (RSG), proposed move to 100% business rate retention and consultations around New Homes Bonus, officers are working in consultation with members to look at alternative funding streams.

4.3 The major contributor to funding above budget in 2016/17 is £160k Non Domestic Rating (NDR) income this is due to timing differences between when the Council sets its budget and statutory returns submitted to Central Government which determine the funding for the year.

5 Capital Outturn

5.1 The progress of the capital programme for 2016/17 has been reported to the Executive throughout the year as part of the Healthcheck process.

5.2 Capital expenditure in 2016/17 is £2.8m as detailed in the table below:

Table 6: Capital Outturn Summary

	2016/17 Original budget £'000	2016/17 Revised budget £'000	2016/17 Outturn £'000	(Under)/ Over Spend £'000	Carry forward to future years £'000
Business & Technology Shared Service	675	1,076	415	(661)	658
Communications, Strategy & Policy	20	48	9	(40)	40
Housing & Health	2,028	2,711	846	(1,865)	312
Operations	1,029	1,325	880	(445)	110
Planning & Building Control	92	568	201	(473)	473
Strategic Finance & Property	764	928	396	(532)	308
Other	-	-	67	67	-
Total:	4,608	6,656	2,813	(3,949)	1,899

5.3 It is requested that £1,899k of budgets re-profiled from 2016/17 to the 2017/18 capital programme be approved. This relates to schemes that have either been re-timetabled to take place during 2017/18 or for schemes which were started during 2016/17 but not complete as at 31st March 2017. Further details can be found in **Essential Reference Paper C**

5.4 The 2016/17 capital programme has been financed from the following sources:

Table 7: Capital Financing

	£'000
Capital Receipts	1,876
Government Grants	316
Third Party Contributions	455
Revenue Contribution	166
TOTAL:	2,813

5.5 The future capital programme is detailed in the table below:

Table 8: Capital Programme 2017/18 to 2020/21

	2017/18 Revised budget £'000	2018/19 Budget £'000	2019/20 Budget £'000	2020/21 Budget £'000
Business & Technology Shared Service	1,198	555	467	400
Communications, Strategy & Policy	40	-	-	-
Housing & Health	2,149	1,184	934	-
Operations	749	325	145	-
Planning & Building Control	528	55	55	-
Strategic Finance & Property	622	530	260	250
Total:	5,286	2,649	1,861	650

6 Performance

6.1 The Council monitors performance on a monthly basis throughout the year. The following paragraphs include details of the Councils annual performance by Corporate priority, further information can be found in **Essential Reference Paper D** in addition to accessing the results online. Links and passwords can be found in MIB.

6.2 Priority One - Improve the health and wellbeing of our communities

Communications, Strategy and Policy (CSP)

6.2.1 CSP successfully launched the new East Herts Website and expanded avenues for engagement setting up Instagram (for tourism and event/service promotion) and LinkedIn accounts (business engagement and recruitment)

6.2.2 QEHPI 5.12 Number of Twitter Followers (**Communications, Strategy & Policy**) - The number of users continues to rise as we become more digital and reach out to more and more users. The Council has recently also started to promote other digital channels

such as Instagram and LinkedIn which will be monitored corporately for 2016/17. QEHPI 5.12b Number of Facebook followers (Facebook likes) also increased 20% this year.

- 6.2.3 MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face - Across the year, 2,419 customers gave a good score, representing 84% and over our 80% target. This is an improvement on last year's figures. A further 6% or 159 people gave a medium score with the remaining 10% or 286 people giving a poor score.
- 6.2.4 **QEHPI 5.13c (Communications, Strategy & Policy) – Customer Satisfaction (GovMetric) – Website Quarterly and Annual FAILING** – Satisfaction with the council website was red for the majority of the year averaging 32% against a target of 35%. The council were aware of issues with the website and launched the new website in May. This saw 9% increase on the annual average value in satisfaction to 41% making the indicator green for that month.
- 6.2.5 **QEHPI 5.13b (Communications, Strategy & Policy) – Customer Satisfaction (GovMetric) – Phone Quarterly and annual no feedback given.** Performance was absent in the majority of months throughout the year this is due to a lack of feedback from customers. The measure is being reviewed going forward in light of the lack of feedback.
- 6.2.6 **AEHPI 5.10 Percentage of key Services that are available via a digital channel**-Based on the SOCTIM survey of key services delivered by the Council, currently around 48% or 54 of 114 services are in a digital channel.
- 6.2.7 **AEHPI 5.11 Percentage of broadband accessibility in the district**- The District currently has around 65% or 44,708 properties, with broadband as supplied by Connected Counties with planned rollouts over the next 3 years to an estimated 93% of our District.

Health and Housing

- 6.2.8 **QEHPI 150 Number of prevented homeless applications**- The council prevented 291 households becoming homeless this year a 27% improvement on last year.
- 6.2.9 **QEHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter**- 2016/17 saw 14 households in temporary accommodation down from 19 the previous year.

6.2.10 **HEHPI 140 Number of over 50s participating in 'Forever Active' programme-** 1,186 new sign ups, 28% more than initially targeted.

6.2.11 **MEHPI 132 Percentage of full applications for Disabled Facilities Grant approved within 7 weeks –** 100% against a target of 95%, there is no previous year to compare year on year to.

6.3.12 **HEHPI 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme-** Across the year, there was a total of 245 people who signed up to The Herts Volunteering which surpassed our initial 200 annual target.

Revenues & Benefits

6.2.13 **MEHPI 181 Time taken to process Housing Benefit new claims and change events-** averaging 7.05 days this is a further reduction of 2.68 days from last year (9.73 days) against a target of 10 days.

Operations

6.2.14 Operations again saw 2 Green Flags awarded this year, however given the constraints on resources and time we are unlikely to bid for any further green flags awards.

6.3 Priority Two – Enhance the quality of people's lives

Operations

6.3.1 **QEHPI 2.4 Fly-tips: removal** - Time taken to remove fly tipping has reduced to 1.62 days 6.24 hours faster than the previous year and below the 2 day target. Despite an increase in use with 1,114 in 2016/17 fly tips removed compared to 1,003 in 2015/16.

6.3.2 **EHPI 191 (Operations) Cumulative Annual Residual household waste per household-** With more material capture via the kerbside service than the previous year and street sweepings being recycled, household waste has gone down compared to last year (468.66kgs per household) this means we are well within the target of 435kg.

6.3.3 **MEHPI 192 Percentage of household waste sent for reuse, recycling and composting-** Reused, recycled or composted 50.5% of our waste a new high point. This translates to 1,612.80 metric tonnes of waste no longer going to landfill, incinerators etc.

- 6.3.4 **MEHPI 2.2 Waste: missed collections per 100,000 collections of household-** slightly over the 30% target at 31.04% this is an increase from 22.47% last year.
- 6.3.5 **AEHPI 195a (Operations) % Improved Street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter.** The target was missed by 1%. Figures have always been quite stable at 3% marginally sitting above our 2% target.
- 6.3.6 **AEHPI 195b (Operations) Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus.** The target was missed by 3% and the last 3 years results do show a general trend in missing annual targets.

Planning

- 6.3.7 **MEHPI 157a (Percentage) Processing of planning applications dealt with in timely manner - Major applications-** at 87% this is an improvement on 78% last year and well above target.
- 6.3.8 **MEHPI 157b (Percentage) Processing of planning applications dealt with in timely manner- Minor applications-** at 93% this is an improvement on 89% last year and above target.
- 6.3.9 **MEHPI 157c (Percentage) Processing of planning applications dealt with in timely manner- Other applications-** at 93% this is only a 1% improvement on the previous year's 92%; it is also the smallest over target of anytime of planning application handling time (just 3%).
- 6.3.10 **MEHPI 205 Percentage of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'**- On target (100%), this is the first year that this has been measured.

Health & Housing

- 6.3.11 **AEHPI64 Number of private sector vacant dwellings that are returned into occupation or demolished-** 2016/2017 Outturn 2017 - Target achieved. 20 private sector dwellings brought back into occupation; eight of which had been empty for 2 – 10 years with a further two being empty for over 10 years. This is an improvement on last year's outturn of 11 dwellings.
- 6.4 Priority Three – Enable a flourishing local economy

Governance and Risk Management

- 6.4.1 **MEHPI 8 Percentage of invoices paid on time-** at 98.6% this is an improvement on last year's 98.23% and brings performance above the 98.5% target..

Communications, Strategy & Policy

- 6.4.2 The Eastern Plateau Rural Development Programme allocated £145,903 to six projects in East Herts, projected to create 10.5 FTE jobs in rural areas.
- 6.4.3 The council has contracted with Central Management Consultants to work in Bishop's Stortford to deliver a Business Improvement District (BID) programme. 94 businesses have been consulted so far. This is a business led endeavour; businesses are first asked whether they want a BID in their area.
- 6.5.4 Face to face and live chat conversations undertaken with WENTA and 112 clients used the 'My Incubator' base.
- 6.5 Corporate Priority – Supporting Corporate Health

Communications, Strategy & Policy

- 6.5.1 **QEHPI 5.1 Percentage of complaints resolved in 14 days (10 working days) or less-** at 61.86% against a target of 70% this has consistently failed at every quarter this year despite an improvement in the last quarter. Figures are therefore much lower than previous year's 77.63%.
- 6.5.2 Planning typically has the lowest % of complaints dealt with within agreed time scales but it should be considered alongside producing a District Plan, more planning applications and complaints being of a more specialised nature than other Service Areas.
- 6.5.3 Remediation action in the last quarter has included setting up a weekly email notification which is presented to Leadership Team in order for Heads of Service to be kept aware and to help progress complaints, which has improved performance.
- 6.5.4 **QEHPI (All) 5.2a Percentage of complaints about the Council and its services that are upheld: 1st Stage-**below target (30%) and falling back on last year's 24.6% this year saw 36.59%

complaints upheld. In every quarter, we failed to meet our 30% or less deadline though there was a slight improvement during Q4.

- 6.5.5 A great deal of these stage one complaints relate to missed bin collection as we do not directly manage this there is a limit as to what can be done quickly to address this.
- 6.5.6 **QEHPI 5.2b Percentage of complaints about the Council and its services that are upheld: 2nd stage – appeal-** We failed to hit our target by less than 2% with 26.67% complaints upheld at the second stage.
- 6.5.7 As the above indicators make clear, complaints are a problem, while it may be the case that a service outside our direct control (waste collection) is a major contributor and while there have been improvements recently, ultimately the issues present are the responsibility of the council. These measures will be monitored closely in 2017/18 to see what improvements can be made. SIAS are also auditing our complaints process to identify weaknesses and recommend ways to improve our responses.

Revenues & Benefits

- 6.5.8 **MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected-**equal with the previous year at 97.8% this was above target in 2016/17.
- 6.5.9 **MEHPI 10.2 Council tax collection, % of current year liability collected-** 98.4% of liability was collected, though equal with last year's figure this is below the target of 98.6%.

7 2016/17 Annual Statement of Accounts

- 7.1 Regulations require the Council's Annual Statement of Accounts to be approved by Members after the annual audit has taken place. Approval and publication must take place by 30 September following the relevant accounting year. The Council's Constitution delegates the scrutiny and approval of the accounts to the Performance Audit and Governance Committee. The Accounts are required however to be signed by the Council's Section 151 Officer by 30 June following the relevant accounting year.
- 7.2 In order to adopt best practice the Accounts will be submitted to the Performance, Audit and Governance Committee for consideration in order to give the Committee an early opportunity of viewing the

(unaudited) accounts. Members should also note that in the wider interest of transparency and public accountability the unaudited accounts will also be available on the Council's website.

- 7.3 The audited accounts will be submitted for approval at the meeting of the Audit Committee on 26 September 2017.

8 Implications/Conclusion

- 8.1 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:	Priority 1 – Improve the health and wellbeing of our communities Priority 2 – Enhance the quality of people's lives Priority 3 – Enable a flourishing local economy
Consultation:	Financial and non-financial discussions have taken place with the Leadership Team and Portfolio Holder for Finance and Support Services.
Legal:	There are no legal implications.
Financial:	Financial implications are included in the body of the report.
Human Resource:	There are no Human Resources implications.
Risk Management:	By not having effective performance management and reporting the Council is at risk of not being clear whether its priorities and objectives are being met and service delivery issues being resolved efficiently and effectively. Effective performance management supports transparency and improves local accountability.
Health and wellbeing – issues and impacts:	There no Health and Wellbeing issues raised as part of this report.

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2016/17 GENERAL FUND REVENUE OUTTURN

	2016/17 Original budget	2016/17 Outturn	Variance	
	£'000	£'000	£'000	
NET COST OF SERVICES	Chief Executive & Directors	466	427	(39)
	Communications, Strategy & Policy	1,165	1,129	(36)
	HR & Organisational Development	469	492	23
	Strategic Finance & Property	1,268	1,486	218
	Housing & Health	2,407	2,322	(85)
	Democratic and Legal	1,102	1,208	106
	Planning & Building Control	1,044	1,230	186
	Operations	4,490	4,058	(432)
	Shared Revenues & Benefits Service	273	420	147
	Shared Business & Technology Services	1,298	1,537	239
	Redundancies & Pension Strain costs	177	402	225
Total Net Cost of Services	14,159	14,711	552	
CORPORATE BUDGETS	NHB Grants to Town & Parish Councils	901	903	2
	Contingency Budget	150	150	-
	Interest Payments	662	677	15
	Interest & Investment income	(902)	(1,203)	(301)
	RCCO	25	166	141
	Pension Fund Deficit contribution	600	600	-
	Deficit on Collection fund	917	2,020	1,103
	Total Corporate Budgets	2,353	3,313	960
USE OF RESERVES	Contributions to Earmarked reserves	2,128	1,383	(745)
	Contributions from Earmarked reserves	(2,175)	(2,637)	(462)
	Net use of reserves	(47)	(1,254)	(1,207)
FUNDING	RSG	(1,145)	(1,145)	-
	NDR	(1,956)	(2,116)	(160)
	Section 31 Grants	(712)	(646)	66
	Other General Grants	(120)	(159)	(39)
	New Homes Bonus	(3,602)	(3,608)	(6)
	Total Funding	(7,535)	(7,674)	(139)
Council Tax	(8,930)	(8,930)	-	
Overspend	-	166	166	

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As @ 31st March 2017

2016/17 Approved Schemes	2016/17 Revised Budget	2016/17 Actual to Date	COMMENTS
Head of Strategic Finance & Property	£	£	
Fabric Improvements to Swimming Pools	40,000	20,885	Works commenced. Budget reprofiled
Glazing & equalities access works to Swimming Pools	40,000	0	Budget reprofiled to 2017/18
Grange Paddocks Teaching Pool - Replace existing handrail & tiles to walls, steps & base of pool	33,770	22,354	Works completed. Budget saving of £11,416
Leventhorpe Swimming Pool - Renew main supply fan to the main pool area	25,000	0	Budget reprofiled to 2018/19
Hartham Swimming Pool - Refurbishment of Pool Filters to ensure the efficiency of the pools filtration plant operation & to maintain the pools water quality	25,000	0	Budget reprofiled to 2017/18 Work to be completed over Xmas closure 2017.
Fanshawe Swimming Pool - Joint Provision Pools (Ward Freman, Leventhorpe & Fanshawe) - Replacement Air Conditioning to Offices	15,000	0	Budget reprofiled to 2018/19
Fanshawe Swimming Pool - Refurbish/Replace Pool Filters, to maintain efficient operation of the pool filter & pool water quality	20,000	29,196	Works completed, revised cost £29,196.00 increase due to inflation.
Fanshawe Swimming Pool - Replace Pool Circulating Pumps	20,000	0	Budget reprofiled to 2017/18
OPERATIONAL BUILDINGS			
Rolling programme for planned preventative capital maintenance of operational buildings	279,610	0	£179,610 reprofiled to 2017/18 for planned works
Hertford Theatre			
Entrance Lobby Roof - to replace the existing defective roof with new leak free, energy efficient roof and reduce overheating in the entrance lobby / foyer area in summer months	18,800	18,337	Completed.
Hertford Theatre - Flood Alleviation Works to Sump Pumps - To modify the existing sump pump installation to reduce the likelihood of any future flooding of the Theatre	20,000	3,760	1st phase of work completed. Balance reprofiled to 2017/18.
Hertford Theatre - Emergency Lighting works to backstage areas	11,000	10,482	Completed.
Buntingford Service Centre - Energy Saving Lighting - To replace the existing lighting in the recycling, workshop and storage area with energy efficient/low maintenance LED lighting	45,000	46,760	Completed
Library Car Park, Ware - to carry out drainage & resurfacing works to the annexe area of the public car park	20,000	19,234	Completed.
Replacement of Chairs & Desks	4,400	4,912	Completed
Charringtons House 2nd Floor Suite Refurbishment			
Maximise return from Council assets by generating rental income & business rates income from Charringtons House for the Council once the suite is refurbished	300,000	143,971	First and second phase of refurbishment complete. 3rd phase being planned for 2017/18.
Demolition 1 The Causeway, B/S	0	76,198	Planning approved. Funded from Commercial Property Fund. Works commenced April 2017
North Drive, Ware - reconstruct road & drainage	10,350		Planning Enforcement negotiating with developer to try and resolve outstanding issues. Reprofiled to 2017/18.
Total Strategic Finance & Property	927,930	396,089	

As @ 31st March 2017

2016/17 Approved Schemes	2016/17 Revised Budget	2016/17 Actual to Date	COMMENTS
Head of Shared Business & Technology Services			
Replacement Infrastructure (Note 1)	47,140	7,096	Investment to update data centres to improve resilience and capacity for Digital Programmes. Balance reprofiled to 2017/18.
Merging IT systems - Licensing & Env Health	38,810	38,815	Completed.
Merging IT systems - Licensing & Env Health. Capital Salaries	25,380	23,109	Contract further extended for existing member of staff and remaining budget reprofiled.
Establishment of LES & internet links to replace MPLS	1,810	1,812	All datalinks to the Stevenage Data Centre have been completed.
New HR & Payroll System	55,000	33,078	Project in progress. Balance of funding to be reprofiled to 2017/18
New Finance System	175,000	65,420	Provider agreed. Budget to be reprofiled to 2017/18
New Asset Management System	20,000	6,125	Upgrade of Uniform to v10, ongoing implementation. Budget reprofiled to 2017/18.
Client Equipment	31,300	31,300	Budget used to deliver equipment needs identified within year.
Electoral Management Software	1,570	1,566	Completed.
Revs & Bens EDM Solution	91,560	91,561	Scheme complete
Car Park Data Warehousing	22,000	22,056	Completed
Audio & Visual Equipment Council Chamber Wallfields	4,700	0	Reprofiled to future years
Audio & Visual Equipment Hertford Theatre	36,100	36,109	Completed
Fix My Street	18,000	17,375	Scheme completed.
Exchange 2013	50,000	10,664	Budget reprofiled to future years
ICON: Migration to be Hosted	40,000	29,275	Budget reprofiled to future years
Rolling programme to be utilised on ICT projects subject to ITSG review	417,680	0	Budget reprofiled to future years
Total Shared Business & Technology Services	1,076,050	415,358	

As @ 31st March 2017

2016/17 Approved Schemes	2016/17 Revised Budget	2016/17 Actual to Date	COMMENTS
Head of Operations			
Car Park Management System - To implement a cost effective car park management system for the Council to manage its car parks for the next 10 years	340,000	305,916	Installation of final 16 machines + associated signage. Complete.
Refurbishment of Hertford Theatre Café/Bar			
The layout, design and equipment provision is in need of upgrade in order to meet the needs of our customers and maximise the potential for revenue generation	50,000	31,635	Reprofiled balance to 2017/18
Hertford Theatre replacement of 6 lighting hoists	13,080	13,001	Completed
Refuse Collection & Recycling			
Containers Replacement Programme	109,160	110,771	Completed
Replacement Litter Bins	7,370	5,908	Completed
Commercial Waste Bins	56,490	14,265	Reprofile balance to 2017/18
Bell Street, Sawbridgeworth - Modernise the public convenience facilities, in preparation for transferring the operation to Sawbridgeworth Town Council under an agency agreement	67,400	0	Reprofile budget to 2017/18
Hartham Pavilion Refurbishment - Replace public toilets, redevelop existing café area, create functional changing area for footballers & incorporate meeting/training room. (Note 2)	58,550	98,698	Additional S106 funding of £36k approved at Leadership Team to cover priced specification that came in above initial estimate. Works completed.
Play Area Grange Paddocks, B/S - Install new play area, to include new activity equipment & surfacing. New footpath & installation of new seating. (Note 6)	95,500	95,500	Scheme completed
Play equipment & infrastructure replacement	50,000	49,863	Scheme completed
Play Area, The Bourne, Ware (Phase 2) - Installation of a fitness & play facility for older children & open space access improvements. (Note 4)	41,200	45,310	Scheme completed
Hartham Common, Hertford - Preliminary works associated with the development of the major play site development project to be undertaken in 2016/17 in accordance with Hartham Common Development Plan (see note 5)	25,000	0	This project is to be reviewed in 2017/18 pending decisions on Leisure Strategy. Budget reprofiled to 2017/18
Open Space improvements Bishop's Park, B/S - Installation of a car park, footpath improvements & health/play facilities	106,000	106,000	Scheme completed
Pishiobury Park, Sawbridgeworth - Wetland Habitat Project - improvements to boardwalk/paths permitting safe access to the wetland area of the park	12,180		The land has now successfully been secured through a long term lease. Works were not possible over the summer due to bird nesting. The budget will be reprofiled to 2017/18.
Buryfield Recreation Ground, Ware - Installation of play area to encourage healthy activity for younger children	2,760	2,763	Retention only, scheme completed
Energy Efficiency & Carbon Reduction Measures - Installation of solar panels at Wallfields, Hertford	45,000		Potential contractors are being asked to provide revised costings and estimated FIT paybacks for the project (after revisions to government tariff payments). Budget to be reprofiled to 2018/18.
Castle Weir Micro Hydro Scheme - To provide a small Hydro-electricity turbine in the river Lee at Hertford Weir. This is an invest to save project and will generate electricity providing power for Hertford Theatre and for sale to the Grid. The scheme is subject to a rigorous approval process by the Environment Agency for flood risk and protection of biodiversity.	200,980	0	Flood operation protocols recently received from Environment Agency to move forward in revised flood modelling assessments to be undertaken (EA requirements), along with reveiw viability. Budget reprofiled to 2017/18.
Market Improvement Scheme	43,930	1,515	Budget reprofiled to 2017/18
Accrual adjustment		(1,595)	
Total Head of Operations	1,324,600	879,550	

As @ 31st March 2017


2016/17 Approved Schemes	2016/17 Revised Budget	2016/17 Actual to Date	COMMENTS
Head of Housing & Health			
Community Capital grants - to provide the right tools for people to get involved with projects that improve facilities such as green spaces or community buildings – inspiring ownership and pride.	136,600	93,312	Budget reprofiled to 2017/18.
Future Social Housing Schemes	820,740	0	No current commitments. Budget reprofiled to 2017/18.
Ridgeway Scheme, Hertford (Network Homes)	500,000	250,000	50% paid on commencement of work to build 120 new build affordable housing units. Balance to be paid on completion. Budget reprofiled to future years.
Gladstone Road, Ware (Network Homes)	77,000	38,500	50% paid on commencement of work to build 10 new build affordable housing units. Balance to be paid on completion. Budget reprofiled to future years.
Private Sector Improvement Grants			
Disabled Facilities (Govt funding of £530,136 rec'd for 16/17)	694,150	315,249	Unused budget reprofiled to 2017/18.
Disabled Facilities - Discretionary	100,000	0	Budget not required
Decent Home Grants	150,000	20,294	Remaining budget not required
Energy Grants	58,000	400	Wider range of measures planned to take effect in 2017/18. The revised scheme will take account of the the new ECO scheme to achieve max value. Budget reprofiled to future years.
Capital Salaries	26,000	26,000	
River & Watercourse Structures - Improve, maintain & renew structures along rivers and watercourses to alleviate possible flooding throughout the district.	55,320	16,316	Bridge surveys on East Herts bridges have now been completed. Remedial works have been identified and outstanding budgets will be reprofiled to future years.
Air Quality Capital Grant Scheme - Subway improvement works in Hertford to include bespoke artwork & signage	1,130	970	Information signage installed
Land Management Programme - Land Management Asset Register & Associated Works	63,920	56,730	Works are ongoing. Many assets have been identified and surveyed with areas still to investigate. The data is being correlated and any remedial and/or major works that are identified will be carried out depending on priority & budget available. Some safety works have been identified and work carried out.
Land Management Programme - Land Management Asset Register & Associated Works. Capital Salaries	8,200	8,089	Funded to March 2017
Air Pollution Monitoring Equipment	20,000	19,830	Fully funded from HCC Contribution
Total Housing & Health	2,711,060	845,691	

As @ 31st March 2017


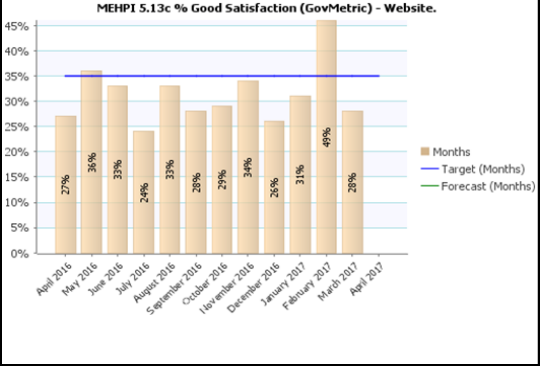
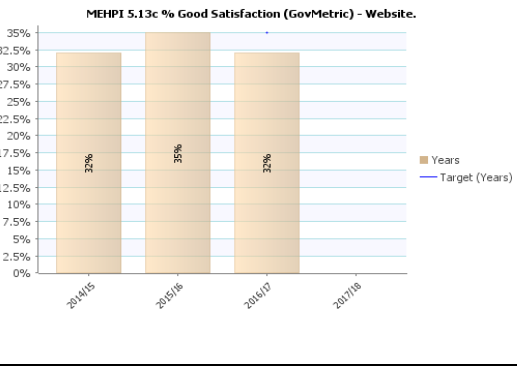

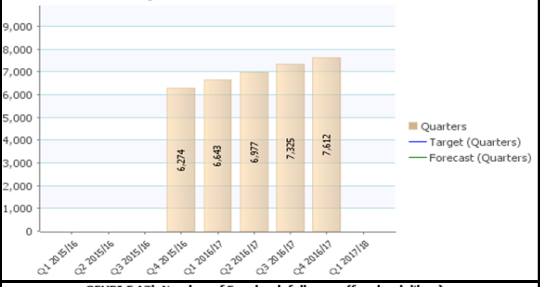

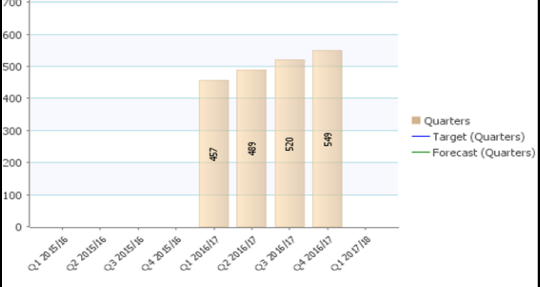
2016/17 Approved Schemes	2016/17 Revised Budget	2016/17 Actual to Date	COMMENTS
Head of Planning & Building Control			
Historic Building Grants - Enable grants to be offered to the owners of historic buildings to encourage their maintenance and upkeep.	67,680	70,286	Rolling programme of grants.
Building Control Loan	0	107,000	Start up Loan for Building Control Joint Venture Company.
Improvements to The Wash, Maidenhead Street & Bull Plain, Hertford	500,000	24,103	Consultants engaged. Unspent budget to be reprofiled to future years.
Total Planning & Building Control	567,680	201,389	
Head of Communications, Strategy & Policy			
Device Responsive Template - Revised website templates including new navigation, enhanced accessibility and device responsiveness	20,000	8,500	Delivery of new templates for public website plus new Intranet Templates. Outstanding budget to be reprofiled to future years.
Environmental Enhancements to East Herts town centres	28,000		Delay in the delivery of the Tudor Square project by Ware Town Council. Budget to be reprofiled to 2017/18.
Total Communications, Strategy & Policy	48,000	8,500	
Other			
Watton-at-Stone Parish Council - New Tennis Courts	0	38,000	Fully funded from S106 as agreed at CMT 9.2.16
Bishops Stortford Town Council - path works on Sworders Field	0	28,814	Fully funded from S106 as agreed in May 2014
Total Other	0	66,814	
TOTAL	6,655,320	2,813,391	

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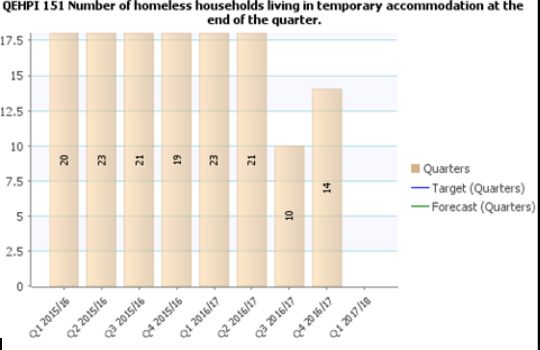
Essential Reference Paper: Annual Performance Results																		
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes												
Priority 1 - Improve the Health & Wellbeing of Communities (16 Indicators)																		
Service Area Communications, Strategy and Policy.																		
AEHPI 5.11 % of broadband accessibility in the district.	65%	none set	N/A	N/A	<table border="1"> <caption>AEHPI 5.11 % of broadband accessibility in the district.</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>0</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>0</td> <td>0</td> </tr> <tr> <td>2016/17</td> <td>65</td> <td>0</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	0	0	2015/16	0	0	2016/17	65	0	The District currently has around 65%, around 44,708 properties, with broadband as supplied by Connected Counties with planned rollouts over the next 3 years to an estimated 93% of our District. There may well be private broadband companies that provide alternative internet coverage not covering this.
Year	Value (%)	Target (%)																
2014/15	0	0																
2015/16	0	0																
2016/17	65	0																
AEHPI 5.10 % of key Services that are available via a digital channel	47	none set	N/A	N/A	<table border="1"> <caption>AEHPI 5.10 % of key Services that are available via a digital channel</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>0</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>0</td> <td>0</td> </tr> <tr> <td>2016/17</td> <td>47</td> <td>0</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	0	0	2015/16	0	0	2016/17	47	0	Based on the SOCTIM survey of key services delivered by the Council, currently around 48% or 54 of 114 services are in a digital channel. However, with the launch of the new website, many new digital e-forms have been generated which should dramatically improve this number with more planned improvements over the course of 2017/18
Year	Value (%)	Target (%)																
2014/15	0	0																
2015/16	0	0																
2016/17	47	0																


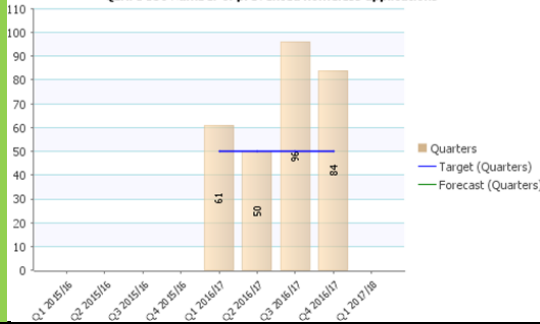
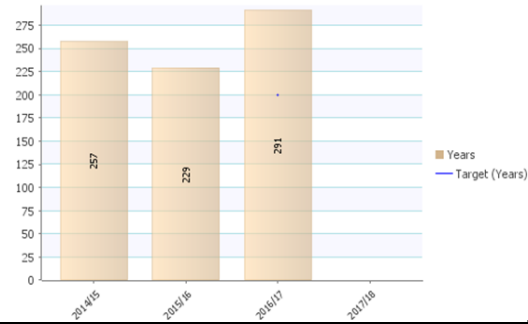

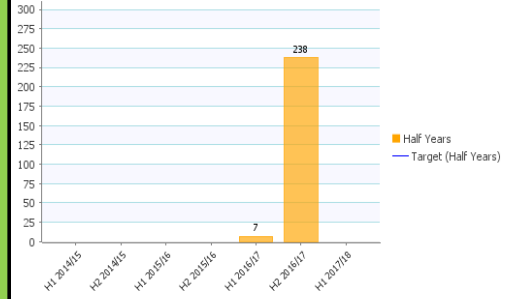
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PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																																				
MEHPI 5.13b % Good Satisfaction (GovMetric) - Face to Face	84%	80%		 <table border="1"> <caption>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>81%</td></tr> <tr><td>May 2016</td><td>82%</td></tr> <tr><td>June 2016</td><td>91%</td></tr> <tr><td>July 2016</td><td>84%</td></tr> <tr><td>August 2016</td><td>88%</td></tr> <tr><td>September 2016</td><td>85%</td></tr> <tr><td>October 2016</td><td>87%</td></tr> <tr><td>November 2016</td><td>87%</td></tr> <tr><td>December 2016</td><td>85%</td></tr> <tr><td>January 2017</td><td>87%</td></tr> <tr><td>February 2017</td><td>79%</td></tr> <tr><td>March 2017</td><td>92%</td></tr> <tr><td>April 2017</td><td>92%</td></tr> </tbody> </table>	Month	Percentage	April 2016	81%	May 2016	82%	June 2016	91%	July 2016	84%	August 2016	88%	September 2016	85%	October 2016	87%	November 2016	87%	December 2016	85%	January 2017	87%	February 2017	79%	March 2017	92%	April 2017	92%	 <table border="1"> <caption>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>82%</td></tr> <tr><td>2015/16</td><td>85%</td></tr> <tr><td>2016/17</td><td>84%</td></tr> </tbody> </table>	Year	Percentage	2014/15	82%	2015/16	85%	2016/17	84%	<p>Across the year, 2,419 gave a good score, representing 84% and over our 80% target. This is an improvement on last years figures. A further 6% or 159 people gave a medium score with the remaining 10% giving a poor score</p>
Month	Percentage																																									
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MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.	N/A	90%	n/a	 <table border="1"> <caption>MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td></tr> <tr><td>May 2016</td><td>100%</td></tr> <tr><td>June 2016</td><td>100%</td></tr> <tr><td>July 2016</td><td>100%</td></tr> <tr><td>August 2016</td><td>100%</td></tr> <tr><td>September 2016</td><td>100%</td></tr> <tr><td>October 2016</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td></tr> <tr><td>January 2017</td><td>100%</td></tr> <tr><td>February 2017</td><td>100%</td></tr> <tr><td>March 2017</td><td>100%</td></tr> <tr><td>April 2017</td><td>100%</td></tr> </tbody> </table>	Month	Percentage	April 2016	100%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	100%	October 2016	100%	November 2016	100%	December 2016	100%	January 2017	100%	February 2017	100%	March 2017	100%	April 2017	100%	<p>N/A</p>	<p>As we only have data over some of the months in the year, it would be unrepresentative to provide an annual score for this. It is planned that a new script and link for customers to be sent to at the end of a phone call is brought it but this cannot be achieved until the telephone package has been updated. Currently, the process is manual that operators have to manually ask the customers if they would mind being transferred to this which has had very varied results.</p>								
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Essential Reference Paper: Annual Performance Results

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MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.	32%	35%		 <p>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>27%</td></tr> <tr><td>May 2016</td><td>36%</td></tr> <tr><td>June 2016</td><td>33%</td></tr> <tr><td>July 2016</td><td>24%</td></tr> <tr><td>August 2016</td><td>33%</td></tr> <tr><td>September 2016</td><td>28%</td></tr> <tr><td>October 2016</td><td>29%</td></tr> <tr><td>November 2016</td><td>34%</td></tr> <tr><td>December 2016</td><td>25%</td></tr> <tr><td>January 2017</td><td>31%</td></tr> <tr><td>February 2017</td><td>49%</td></tr> <tr><td>March 2017</td><td>28%</td></tr> <tr><td>April 2017</td><td>28%</td></tr> </tbody> </table>	Month	Percentage	April 2016	27%	May 2016	36%	June 2016	33%	July 2016	24%	August 2016	33%	September 2016	28%	October 2016	29%	November 2016	34%	December 2016	25%	January 2017	31%	February 2017	49%	March 2017	28%	April 2017	28%	 <p>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2016/15</td><td>32%</td></tr> <tr><td>2016/16</td><td>35%</td></tr> <tr><td>2016/17</td><td>32%</td></tr> </tbody> </table>	Year	Percentage	2016/15	32%	2016/16	35%	2016/17	32%	<p>A total of 456 people gave a good score over the 2016/17 period of a total of 1432, bringing a 32% score, marginally off our target and lower than last year. As anticipated for a number of months, we expect a big improvement in score when our new website goes live and our website is more engaging and user friendly.</p>
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QEHPI 5.12a Number of Twitter followers	7,612	none set		 <p>QEHPI 5.12a Number of Twitter followers</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Followers</th> </tr> </thead> <tbody> <tr><td>Q1 2016/16</td><td>0</td></tr> <tr><td>Q2 2016/16</td><td>0</td></tr> <tr><td>Q3 2016/16</td><td>0</td></tr> <tr><td>Q4 2016/16</td><td>6,274</td></tr> <tr><td>Q1 2016/17</td><td>6,648</td></tr> <tr><td>Q2 2016/17</td><td>6,977</td></tr> <tr><td>Q3 2016/17</td><td>7,235</td></tr> <tr><td>Q4 2016/17</td><td>7,612</td></tr> <tr><td>Q1 2017/18</td><td>7,612</td></tr> </tbody> </table>	Quarter	Number of Followers	Q1 2016/16	0	Q2 2016/16	0	Q3 2016/16	0	Q4 2016/16	6,274	Q1 2016/17	6,648	Q2 2016/17	6,977	Q3 2016/17	7,235	Q4 2016/17	7,612	Q1 2017/18	7,612	N/A	<p>As this figure is cumulative and is a new indicator, there are not long term results and Q4 figures are the same as the annual. The number of Twitter followers continues to rise, adding around 300 more followers to Q3 values</p>																
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QEHPI 5.12b Number of Facebook followers (Facebook likes).	549	none set		 <p>QEHPI 5.12b Number of Facebook followers (Facebook likes).</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Likes</th> </tr> </thead> <tbody> <tr><td>Q1 2016/16</td><td>0</td></tr> <tr><td>Q2 2016/16</td><td>0</td></tr> <tr><td>Q3 2016/16</td><td>0</td></tr> <tr><td>Q4 2016/16</td><td>0</td></tr> <tr><td>Q1 2016/17</td><td>457</td></tr> <tr><td>Q2 2016/17</td><td>483</td></tr> <tr><td>Q3 2016/17</td><td>520</td></tr> <tr><td>Q4 2016/17</td><td>549</td></tr> <tr><td>Q1 2017/18</td><td>549</td></tr> </tbody> </table>	Quarter	Number of Likes	Q1 2016/16	0	Q2 2016/16	0	Q3 2016/16	0	Q4 2016/16	0	Q1 2016/17	457	Q2 2016/17	483	Q3 2016/17	520	Q4 2016/17	549	Q1 2017/18	549		<p>As this figure is cumulative and is a new indicator, there are not long term results and Q4 figures are the same as the annual. The number of Facebook likes continues to rise, albeit at a slow level in relation to our Twitter account which is far more used than our Facebook account</p>																
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Service Area Health and Housing																																																																				
HEHPI 155 Number of affordable homes delivered (gross)	106	none set	N/A	<p>H/Q EHPI 155 Number of affordable homes delivered (gross)</p> <table border="1"> <thead> <tr> <th>Half Year</th> <th>Number of affordable homes delivered (gross)</th> <th>Target (Half Years)</th> </tr> </thead> <tbody> <tr> <td>H1 2016/17</td> <td>94</td> <td>~135</td> </tr> <tr> <td>H1 2017/18</td> <td>106</td> <td>~135</td> </tr> </tbody> </table>	Half Year	Number of affordable homes delivered (gross)	Target (Half Years)	H1 2016/17	94	~135	H1 2017/18	106	~135	N/A	Oct- Mar 2017: 104 new affordable homes were completed from either S106 sites or from housing association asset sites. New Indicator so there is no long term data																																																					
Half Year	Number of affordable homes delivered (gross)	Target (Half Years)																																																																		
H1 2016/17	94	~135																																																																		
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MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.	100%	95%		<p>MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>% of full applications approved within 7 weeks</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>Apr-16</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>May-16</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>June-16</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>July-16</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>August-16</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>September-16</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>October-16</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>November-16</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>December-16</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>January-17</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>February-17</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>March-17</td><td>100%</td><td>100%</td><td>100%</td></tr> <tr><td>April-17</td><td>100%</td><td>100%</td><td>100%</td></tr> </tbody> </table>	Month	% of full applications approved within 7 weeks	Target (Months)	Forecast (Months)	Apr-16	100%	100%	100%	May-16	100%	100%	100%	June-16	100%	100%	100%	July-16	100%	100%	100%	August-16	100%	100%	100%	September-16	100%	100%	100%	October-16	100%	100%	100%	November-16	100%	100%	100%	December-16	100%	100%	100%	January-17	100%	100%	100%	February-17	100%	100%	100%	March-17	100%	100%	100%	April-17	100%	100%	100%	<p>MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>% of full applications approved within 7 weeks</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Year	% of full applications approved within 7 weeks	Target (Years)	2016/17	100%	100%	2016/2017 Outturn - Target exceeded. 100% of housing grant applications processed within target times. This represents 46 approved in target times since April 2016. Introduced in 2016/17 so no previous date to compare with
Month	% of full applications approved within 7 weeks	Target (Months)	Forecast (Months)																																																																	
Apr-16	100%	100%	100%																																																																	
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Essential Reference Paper: Annual Performance Results																										
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																				
QEHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter.	14	none set		<p>QEHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p>  <table border="1"> <caption>QEHPI 151 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>20</td></tr> <tr><td>Q2 2015/16</td><td>23</td></tr> <tr><td>Q3 2015/16</td><td>21</td></tr> <tr><td>Q4 2015/16</td><td>19</td></tr> <tr><td>Q1 2016/17</td><td>23</td></tr> <tr><td>Q2 2016/17</td><td>21</td></tr> <tr><td>Q3 2016/17</td><td>10</td></tr> <tr><td>Q4 2016/17</td><td>14</td></tr> <tr><td>Q1 2017/18</td><td>14</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	20	Q2 2015/16	23	Q3 2015/16	21	Q4 2015/16	19	Q1 2016/17	23	Q2 2016/17	21	Q3 2016/17	10	Q4 2016/17	14	Q1 2017/18	14		<p>Jan 17 - Mar 17: At the end of March 2017 the council had 14 households in temporary accommodation . The council owned hostel had 8 out of 12 flats occupied. One household was in B&B as they were unsuitable for the hostel. Three households were in temporary supported accommodation and two were in longer term private leased accommodation. This remains a low number in temporary accommodation and reflects the low number of homeless presentations and acceptances, the successful prevention of homelessness and the increased rehousing opportunities from the 200 new affordable homes developed since April 2016 which are in addition to the usual turnover of housing association homes.</p>
Quarter	Value																									
Q1 2015/16	20																									
Q2 2015/16	23																									
Q3 2015/16	21																									
Q4 2015/16	19																									
Q1 2016/17	23																									
Q2 2016/17	21																									
Q3 2016/17	10																									
Q4 2016/17	14																									
Q1 2017/18	14																									

Essential Reference Paper: Annual Performance Results																								
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																		
QEHPI 150 Number of prevented homeless applications	291	200		<p>QEHPI 150 Number of prevented homeless applications</p>  <table border="1"> <caption>QEHPI 150 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>61</td> </tr> <tr> <td>Q2 2016/17</td> <td>50</td> </tr> <tr> <td>Q3 2016/17</td> <td>96</td> </tr> <tr> <td>Q4 2016/17</td> <td>84</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	61	Q2 2016/17	50	Q3 2016/17	96	Q4 2016/17	84	<p>QEHPI 150 Number of prevented homeless applications</p>  <table border="1"> <caption>QEHPI 150 Annual Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>257</td> </tr> <tr> <td>2015/16</td> <td>229</td> </tr> <tr> <td>2016/17</td> <td>291</td> </tr> </tbody> </table>	Year	Value	2014/15	257	2015/16	229	2016/17	291	<p>2016/17: The council prevented 291 households becoming homeless by the provision of advice to relieve homelessness or securing alternative accommodation through the housing register or actively assisting applicants secure accommodation through the private sector.</p>
Quarter	Value																							
Q1 2016/17	61																							
Q2 2016/17	50																							
Q3 2016/17	96																							
Q4 2016/17	84																							
Year	Value																							
2014/15	257																							
2015/16	229																							
2016/17	291																							
HEHPI 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme	245	200		<p>H/Q EHPI 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme</p>  <table border="1"> <caption>HEHPI 141 Half-Yearly Data</caption> <thead> <tr> <th>Half Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>H1 2016/17</td> <td>7</td> </tr> <tr> <td>H2 2016/17</td> <td>238</td> </tr> </tbody> </table>	Half Year	Value	H1 2016/17	7	H2 2016/17	238	N/A	<p>Across the year, there was a total of 245 people who signed up to The Herts Volunteering which surpassed our initial 200 annual target although most of this uptake was across Q2. This is a new indicator so there is no long term data.</p>												
Half Year	Value																							
H1 2016/17	7																							
H2 2016/17	238																							

Essential Reference Paper: Annual Performance Results															
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes									
HEHPI 140 Number of over 50s participating in 'Forever Active' programme	1186	854		<p>H/Q EHPPI 140 Number of over 50s participating in 'Forever Active' programme.</p> <table border="1"> <caption>H/Q EHPPI 140 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Half Years</th> <th>Target (Half Years)</th> </tr> </thead> <tbody> <tr> <td>H1 2016/17</td> <td>648</td> <td>~350</td> </tr> <tr> <td>H2 2016/17</td> <td>538</td> <td>~350</td> </tr> </tbody> </table>	Period	Half Years	Target (Half Years)	H1 2016/17	648	~350	H2 2016/17	538	~350	N/A	There were 1,186 sign ups to Forever Active, far exceeding the original set targets. As this is a new indicator, there is no long term trend
Period	Half Years	Target (Half Years)													
H1 2016/17	648	~350													
H2 2016/17	538	~350													
Service Area Operations															
AEHPI 130 Number of Green Flag awards.	2	none set		N/A	<p>AEHPI 130 Number of Green Flag awards.</p> <table border="1"> <caption>AEHPI 130 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>2</td> <td>0</td> </tr> <tr> <td>2016/17</td> <td>2</td> <td>0</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2015/16	2	0	2016/17	2	0	This value is 2 again and this is not likely to ever change as we are unlikely to bid for any further green flags awards given the time and effort constraints this brings. It is proposed that this PI is scrapped therefore as adds no value
Year	Years	Target (Years)													
2015/16	2	0													
2016/17	2	0													
Service Area Revenues and Benefits															

Essential Reference Paper: Annual Performance Results						
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes
MEHPI 181 Time taken to process Housing Benefit new claims and change events.	7.05	10.00 days (This is a new lowered target (from 11))		<p>MEHPI 181 Time taken to process Housing Benefit new claims and change events.</p>	<p>MEHPI 181 Time taken to process Housing Benefit new claims and change events.</p>	Time taken has decreased over the past 3 years, a positive trend
Priority 2 - Enhance Quality of People's Lives (15 Indicators)						
Service Area: Health & Housing.						
HEHPI 149a % of affordable housing delivered on sites subject to s106 agreements on affordable sites a) at the time of permission	60%		N/A	<p>HEHPI 149a % of affordable housing delivered on sites subject to s106 agreements on affordable sites a) at the time of permission</p>	N/A	Oct-March 2017: There were 7 schemes given planning permission in the second half of 2016/17 of which 4 were policy compliant with regards to the amount of affordable housing agreed on the S106 and three were not. This means that for 2016/17 overall 10 schemes were given planning permission of which 7 or 70% were policy compliant with regards to the percentage of affordable housing agreed in the S106. Indicator will be amended for the 2017/18 period (see 149b)

Essential Reference Paper: Annual Performance Results

PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																								
HEHPI 149b % of affordable housing delivered on sites subject to s106 agreements on affordable sites b) at the time of delivery completion	100%	100	N/A	<p>HEHPI 149b % of affordable housing delivered on sites subject to s106 agreements on affordable sites b) at the time of delivery completion</p> <table border="1"> <caption>HEHPI 149b Performance Data</caption> <thead> <tr> <th>Half Year</th> <th>Actual %</th> <th>Target %</th> </tr> </thead> <tbody> <tr> <td>H1 2014/15</td> <td>-</td> <td>100</td> </tr> <tr> <td>H2 2014/15</td> <td>-</td> <td>100</td> </tr> <tr> <td>H1 2015/16</td> <td>-</td> <td>100</td> </tr> <tr> <td>H2 2015/16</td> <td>-</td> <td>100</td> </tr> <tr> <td>H1 2016/17</td> <td>100</td> <td>100</td> </tr> <tr> <td>H2 2016/17</td> <td>100</td> <td>100</td> </tr> <tr> <td>H1 2017/18</td> <td>-</td> <td>100</td> </tr> </tbody> </table>	Half Year	Actual %	Target %	H1 2014/15	-	100	H2 2014/15	-	100	H1 2015/16	-	100	H2 2015/16	-	100	H1 2016/17	100	100	H2 2016/17	100	100	H1 2017/18	-	100	N/A	Frequency will change to Quarterly from 17/18 for better monitoring and will split into two measures; ' % of Affordable homes delivered on section 106 developments in Towns (149c) & Villages (149d)'
Half Year	Actual %	Target %																												
H1 2014/15	-	100																												
H2 2014/15	-	100																												
H1 2015/16	-	100																												
H2 2015/16	-	100																												
H1 2016/17	100	100																												
H2 2016/17	100	100																												
H1 2017/18	-	100																												
AEHPI 64 Number of private sector vacant dwellings that are returned into occupation or demolished	20	10		N/A	<p>A/Q EHP1 64 Number of private sector vacant dwellings that are returned into occupation or demolished</p> <table border="1"> <caption>A/Q EHP1 64 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Actual Count</th> <th>Target Count</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>13</td> <td>10</td> </tr> <tr> <td>2015/16</td> <td>11</td> <td>10</td> </tr> <tr> <td>2016/17</td> <td>20</td> <td>10</td> </tr> </tbody> </table>	Year	Actual Count	Target Count	2014/15	13	10	2015/16	11	10	2016/17	20	10	2016/2017 Outturn 2017 - Target achieved. 20 private sector dwellings brought back into occupation; 10 of which had been empty for more than 2 years including 2 that had been empty for over 10 years. This figure is likely to be higher, but limitations on how the data is gathered has prevented a more detailed figure being produced. We plan to change this with the use of Uniform and are currently working with IT to this end. Target to rise to 15 for 2017/18. Frequency will change to Quarterly from 17/18 for better monitoring												
Year	Actual Count	Target Count																												
2014/15	13	10																												
2015/16	11	10																												
2016/17	20	10																												

Essential Reference Paper: Annual Performance Results																		
PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes												
Service Area Operations																		
AEHPI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	3%	2%	↑	N/A	<p>AEHPI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter</p> <table border="1"> <caption>AEHPI 195a Litter Levels</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>2%</td> <td>2%</td> </tr> <tr> <td>2015/16</td> <td>3%</td> <td>2%</td> </tr> <tr> <td>2016/17</td> <td>3%</td> <td>2%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2014/15	2%	2%	2015/16	3%	2%	2016/17	3%	2%	2016/17 Outturn - Broken down into tranche 1- 3% , tranche 2 - 1%, tranche 3 - 4%. This shows that Litter levels rose in the last 4 months due to this being the worst time of year for litter when the vegetation dies back. In particular levels of litter were highest on main roads due to some contractor performance issues and difficulty getting traffic management from HCC.
Year	Actual (%)	Target (%)																
2014/15	2%	2%																
2015/16	3%	2%																
2016/17	3%	2%																
AEHPI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	10%	7%	↑	N/A	<p>AEHPI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus</p> <table border="1"> <caption>AEHPI 195b Detritus Levels</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>5%</td> <td>7%</td> </tr> <tr> <td>2015/16</td> <td>8%</td> <td>7%</td> </tr> <tr> <td>2016/17</td> <td>10%</td> <td>7%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2014/15	5%	7%	2015/16	8%	7%	2016/17	10%	7%	2016/17 Outturn- performance below target (i.e. worse than target by 3%). Inspections throughout year broken down as follows Tranche 1 - 15.23%, Tranche 2 - 6.48%, Tranche 3- 7.08%. This shows that the first 4 months of the year brought down performance. The areas identified were in industry & warehousing, rural roads and other highways and these areas have now been brought back up to standard.
Year	Actual (%)	Target (%)																
2014/15	5%	7%																
2015/16	8%	7%																
2016/17	10%	7%																

Essential Reference Paper: Annual Performance Results

PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes																																						
QEHPI 2.4 Fly-tips: removal.	1.62	2.00 days	↓	<p>QEHPI 2.4 Fly-tips: Time taken for removal.</p> <table border="1"> <caption>QEHPI 2.4 Fly-tips: Time taken for removal (Quarters)</caption> <thead> <tr> <th>Quarter</th> <th>Time taken (days)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>1.78</td></tr> <tr><td>Q2 2015/16</td><td>1.72</td></tr> <tr><td>Q3 2015/16</td><td>2.00</td></tr> <tr><td>Q4 2015/16</td><td>2.01</td></tr> <tr><td>Q1 2016/17</td><td>1.68</td></tr> <tr><td>Q2 2016/17</td><td>1.55</td></tr> <tr><td>Q3 2016/17</td><td>1.46</td></tr> <tr><td>Q4 2016/17</td><td>1.80</td></tr> <tr><td>Q1 2017/18</td><td>1.62</td></tr> </tbody> </table>	Quarter	Time taken (days)	Q1 2015/16	1.78	Q2 2015/16	1.72	Q3 2015/16	2.00	Q4 2015/16	2.01	Q1 2016/17	1.68	Q2 2016/17	1.55	Q3 2016/17	1.46	Q4 2016/17	1.80	Q1 2017/18	1.62	<p>QEHPI 2.4 Fly-tips: Time taken for removal.</p> <table border="1"> <caption>QEHPI 2.4 Fly-tips: Time taken for removal (Years)</caption> <thead> <tr> <th>Year</th> <th>Time taken (days)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>1.70</td></tr> <tr><td>2015/16</td><td>1.88</td></tr> <tr><td>2016/17</td><td>1.62</td></tr> <tr><td>2017/18</td><td>1.62</td></tr> </tbody> </table>	Year	Time taken (days)	2014/15	1.70	2015/16	1.88	2016/17	1.62	2017/18	1.62	<p>2016/17 Outturn - Annual average for fly tipping removal well within target even though the number of fly tips removed is greater than last year (Fly tips removed 1114 in 2016/17 compared to 1003 in 2015/16)</p>								
Quarter	Time taken (days)																																											
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MEHPI 2.2 Waste: missed collections per 100,000 collections of household	31.04	30	↑	<p>MEHPI 2.2 Waste: missed collections per 100,000 collections of household.</p> <table border="1"> <caption>MEHPI 2.2 Waste: missed collections per 100,000 collections of household (Months)</caption> <thead> <tr> <th>Month</th> <th>Missed collections</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>26.02</td></tr> <tr><td>May 2016</td><td>27.02</td></tr> <tr><td>June 2016</td><td>22.02</td></tr> <tr><td>July 2016</td><td>26.06</td></tr> <tr><td>August 2016</td><td>24.82</td></tr> <tr><td>September 2016</td><td>26.05</td></tr> <tr><td>October 2016</td><td>34.94</td></tr> <tr><td>November 2016</td><td>24.78</td></tr> <tr><td>December 2016</td><td>29.59</td></tr> <tr><td>January 2017</td><td>38.47</td></tr> <tr><td>February 2017</td><td>23.17</td></tr> <tr><td>March 2017</td><td>37.07</td></tr> <tr><td>April 2017</td><td>33.48</td></tr> </tbody> </table>	Month	Missed collections	April 2016	26.02	May 2016	27.02	June 2016	22.02	July 2016	26.06	August 2016	24.82	September 2016	26.05	October 2016	34.94	November 2016	24.78	December 2016	29.59	January 2017	38.47	February 2017	23.17	March 2017	37.07	April 2017	33.48	<p>MEHPI 2.2 Waste: missed collections per 100,000 collections of household.</p> <table border="1"> <caption>MEHPI 2.2 Waste: missed collections per 100,000 collections of household (Years)</caption> <thead> <tr> <th>Year</th> <th>Missed collections</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>29.18</td></tr> <tr><td>2015/16</td><td>22.47</td></tr> <tr><td>2016/17</td><td>31.04</td></tr> <tr><td>2017/18</td><td>31.04</td></tr> </tbody> </table>	Year	Missed collections	2014/15	29.18	2015/16	22.47	2016/17	31.04	2017/18	31.04	<p>The first half of the year saw missed collections consistent under the target of the 30, the latter half of the year saw however missed collections increased above the target and despite a concerted effort on contractors part, the year ended about 30. The waste team will continue to closely monitor missed collections, breaking them down to service and area in a bid to tackle the issue.</p>
Month	Missed collections																																											
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MEHPI 191 Cumulative Annual Residual household waste per household.	435kg	none set	N/A	<p>MEHPI 191 Residual household waste per household.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Waste (kg)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>4</td></tr> <tr><td>May 2016</td><td>78</td></tr> <tr><td>June 2016</td><td>112</td></tr> <tr><td>July 2016</td><td>147</td></tr> <tr><td>August 2016</td><td>179</td></tr> <tr><td>September 2016</td><td>220</td></tr> <tr><td>October 2016</td><td>254</td></tr> <tr><td>November 2016</td><td>295</td></tr> <tr><td>December 2016</td><td>328</td></tr> <tr><td>January 2017</td><td>368</td></tr> <tr><td>February 2017</td><td>400</td></tr> <tr><td>March 2017</td><td>400</td></tr> <tr><td>April 2017</td><td>435</td></tr> </tbody> </table>	Month	Waste (kg)	April 2016	4	May 2016	78	June 2016	112	July 2016	147	August 2016	179	September 2016	220	October 2016	254	November 2016	295	December 2016	328	January 2017	368	February 2017	400	March 2017	400	April 2017	435	<p>MEHPI 191 Residual household waste per household.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Waste (kg)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>456</td></tr> <tr><td>2015/16</td><td>467</td></tr> <tr><td>2016/17</td><td>435</td></tr> </tbody> </table>	Year	Waste (kg)	2014/15	456	2015/16	467	2016/17	435	With more material capture via the kerbside service than the previous year and street sweepings being recycled, household waste has gone down compared to last year (468.66kgs per household) this means we are well within the target of 435kg and have a recycling rate of 51.77% (which is a provisional figure based on data that is being checked)
Month	Waste (kg)																																									
April 2016	4																																									
May 2016	78																																									
June 2016	112																																									
July 2016	147																																									
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Year	Waste (kg)																																									
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2016/17	435																																									
MEHPI 192 % of household waste sent for reuse, recycling and composting	51.77	50%		<p>MEHPI 192 % of household waste sent for reuse, recycling and composting.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Recycling Rate (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>50.87%</td></tr> <tr><td>May 2016</td><td>52.62%</td></tr> <tr><td>June 2016</td><td>54.17%</td></tr> <tr><td>July 2016</td><td>55.68%</td></tr> <tr><td>August 2016</td><td>55.11%</td></tr> <tr><td>September 2016</td><td>55.40%</td></tr> <tr><td>October 2016</td><td>50.25%</td></tr> <tr><td>November 2016</td><td>53.92%</td></tr> <tr><td>December 2016</td><td>53.46%</td></tr> <tr><td>January 2017</td><td>52.97%</td></tr> <tr><td>February 2017</td><td>51.93%</td></tr> <tr><td>March 2017</td><td>51.77%</td></tr> <tr><td>April 2017</td><td>51.77%</td></tr> </tbody> </table>	Month	Recycling Rate (%)	April 2016	50.87%	May 2016	52.62%	June 2016	54.17%	July 2016	55.68%	August 2016	55.11%	September 2016	55.40%	October 2016	50.25%	November 2016	53.92%	December 2016	53.46%	January 2017	52.97%	February 2017	51.93%	March 2017	51.77%	April 2017	51.77%	<p>MEHPI 192 % of household waste sent for reuse, recycling and composting.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Recycling Rate (%)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>49.61%</td></tr> <tr><td>2015/16</td><td>48.69%</td></tr> <tr><td>2016/17</td><td>51.77%</td></tr> </tbody> </table>	Year	Recycling Rate (%)	2014/15	49.61%	2015/16	48.69%	2016/17	51.77%	Whilst in this short term, recycling rates fell, across the last 3 years, this is the highest recycling rate achieved. This figure remains provisional whilst the data is checked however we have collected more organic waste and more comingled material than last year and waste is down compared with last year also.
Month	Recycling Rate (%)																																									
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Service Area Planning and Building Control																																										

Essential Reference Paper: Annual Performance Results

PI Code & Name	Annual figure (where applicable)	Target	Movement since last update	Short term Performance Trend	Long Term Performance Trend	Annual Notes								
AEHPI 159 Supply of ready to develop housing sites. Annual Figures not available at this time	60% (2014/15)	none set	N/A	N/A	<table border="1"> <caption>AEHPI 159 Supply of ready to develop housing sites</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>60.0%</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> <tr> <td>2016/17</td> <td>-</td> </tr> </tbody> </table>	Year	Value (%)	2014/15	60.0%	2015/16	-	2016/17	-	<p>2015/16 Estimated outturn. Latest assessment of land availability in the Authority Monitoring Report submitted to the 17 Dec 2015 meeting of the District Plan Executive Panel. Land supply is between 3.4 years (68%) based on the Liverpool calculation method (previous under delivery applied across the whole plan period) or 3.0 years (60%) based on the Sedgefield method (under delivery applied in first five years. Figures based on finalised SHMA OAN of 745 units per year.</p> <p>It is not possible to calculate the future position in relation to this indicator. This would require an assessment of housing land availability up to 8 years in advance. Such assessments are unreliable. A favourable outcome of examination of the District Plan would establish an OAN and sufficient available land allocations to enable delivery in relation to this. This would lead to a land supply figure of 100% or greater.</p>
Year	Value (%)													
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2015/16	-													
2016/17	-													

Essential Reference Paper: Annual Performance Results																																																																										
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AEHPI 154 Net additional homes provided. Annual Figures not available at this time	581 (2014/15)	467	N/A		<p>AEHPI 154 Net additional homes provided</p> <table border="1"> <caption>AEHPI 154 Net additional homes provided</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>581</td> <td>467</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>600</td> </tr> <tr> <td>2016/17</td> <td>-</td> <td>450</td> </tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2014/15	581	467	2015/16	-	600	2016/17	-	450	<p>2014/15 Outturn: This figure is provided to us by HCC. It is a provisional figure as the service is continuing to check the accuracy of the data. Based on this provisional figure, New housing completions are higher than target for the year. This generally reflects a favourable development and investment climate.</p> <p>2015/16 Estimated outcome: Estimate of delivery in the current year set out in the Authority Monitoring Report submitted to the 17 Dec 2015 meeting of the District Plan Executive Panel. Estimated delivery of 786 new homes. Future targets: 2016/17: 455, 2017/18: 737 and 2018/19: 748</p>																																																								
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MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.	87.0%	60.0%		<p>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.</p> <table border="1"> <caption>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>May 2016</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>June 2016</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>July 2016</td><td>92.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>August 2016</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>September 2016</td><td>78.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>October 2016</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>November 2016</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>December 2016</td><td>75.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>January 2017</td><td>75.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>February 2017</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>March 2017</td><td>100.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>April 2017</td><td>82.00%</td><td>60.00%</td><td>60.00%</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	Forecast (Months)	April 2016	100.00%	60.00%	60.00%	May 2016	100.00%	60.00%	60.00%	June 2016	100.00%	60.00%	60.00%	July 2016	92.00%	60.00%	60.00%	August 2016	100.00%	60.00%	60.00%	September 2016	78.00%	60.00%	60.00%	October 2016	100.00%	60.00%	60.00%	November 2016	100.00%	60.00%	60.00%	December 2016	75.00%	60.00%	60.00%	January 2017	75.00%	60.00%	60.00%	February 2017	100.00%	60.00%	60.00%	March 2017	100.00%	60.00%	60.00%	April 2017	82.00%	60.00%	60.00%	<p>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.</p> <table border="1"> <caption>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>63.00%</td> <td>60.00%</td> </tr> <tr> <td>2015/16</td> <td>78.00%</td> <td>60.00%</td> </tr> <tr> <td>2016/17</td> <td>87.00%</td> <td>60.00%</td> </tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2014/15	63.00%	60.00%	2015/16	78.00%	60.00%	2016/17	87.00%	60.00%	<p>40 out of 46 Applications dealt with within timely manner, a large increase on previous years.</p>
Month	Actual (Months)	Target (Months)	Forecast (Months)																																																																							
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MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.	93.0%	80.0%		<p>MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.</p>	<p>MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.</p>	369 out of 397 Applications dealt with within timely manner, an increase on the previous 2 years
MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.	93.0%	90.0%		<p>MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.</p>	<p>MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.</p>	1440 out of 1542 applications dealt with within a timely manner, an increase on the previous 3 years


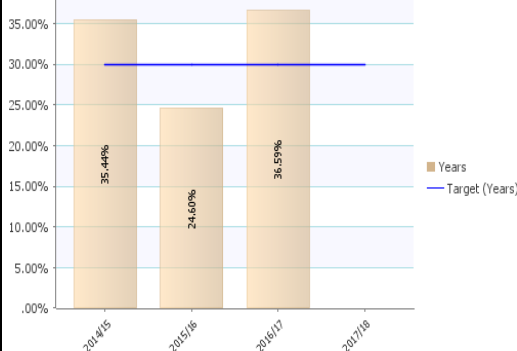
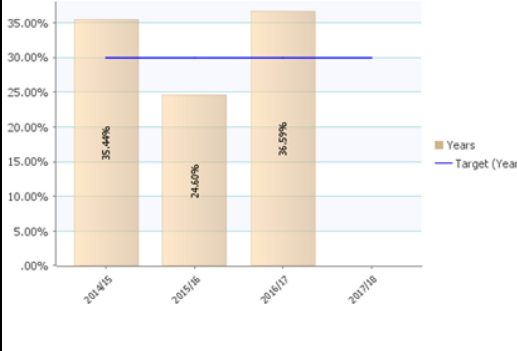

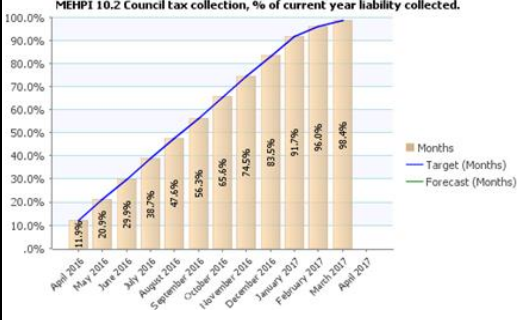
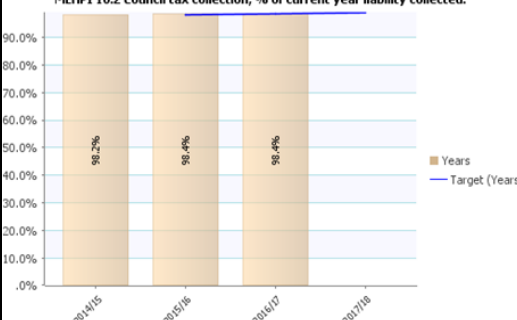
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MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.	100%	100%		<p>MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p> <table border="1"> <caption>MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td><td>100%</td></tr> <tr><td>May 2016</td><td>100%</td><td>100%</td></tr> <tr><td>June 2016</td><td>100%</td><td>100%</td></tr> <tr><td>July 2016</td><td>100%</td><td>100%</td></tr> <tr><td>August 2016</td><td>100%</td><td>100%</td></tr> <tr><td>September 2016</td><td>100%</td><td>100%</td></tr> <tr><td>October 2016</td><td>100%</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td><td>100%</td></tr> <tr><td>January 2017</td><td>100%</td><td>100%</td></tr> <tr><td>February 2017</td><td>100%</td><td>100%</td></tr> <tr><td>March 2017</td><td>100%</td><td>100%</td></tr> <tr><td>April 2017</td><td>100%</td><td>100%</td></tr> </tbody> </table>	Month	Performance (%)	Target (%)	April 2016	100%	100%	May 2016	100%	100%	June 2016	100%	100%	July 2016	100%	100%	August 2016	100%	100%	September 2016	100%	100%	October 2016	100%	100%	November 2016	100%	100%	December 2016	100%	100%	January 2017	100%	100%	February 2017	100%	100%	March 2017	100%	100%	April 2017	100%	100%	N/A	This is the first year this PI is being measured so there is no long term trend												
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Priority 3 - Enable a flourishing Economy (4 Indicators)																																																												
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AEHPI 11.3a Business Counts: Local units in East Herts. Annual Figures not available at this time	7,065(2015/16)	none set	N/A	N/A	<p>AEHPI 11.3a Business Counts: Local units in East Herts.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>7,065</td> </tr> <tr> <td>2016/17</td> <td>-</td> </tr> </tbody> </table>	Year	Value	2014/15	-	2015/16	7,065	2016/17	-	New Trend captured for 2015/16 and sources from external sources so 2016/17 values yet to be provided. For 2017/18, this PI will change to 11a and 11b (see ERP C) which will provide a more timely and accurate figure																				
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AEHPI 11.3b Business Counts: Enterprises in East Herts. Annual Figures not available at this time	8675 (2015/16)	none set	N/A	N/A	<p>AEHPI 11.3b Business Counts: Enterprises in East Herts.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>8,675</td> </tr> <tr> <td>2016/17</td> <td>-</td> </tr> </tbody> </table>	Year	Value	2014/15	-	2015/16	8,675	2016/17	-	New Trend captured for 2015/16 and sources from external sources so 2016/17 values yet to be provided. For 2017/18, this PI will change to 11a and 11b (see ERP C) which will provide a more timely and accurate figure																				
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MEHPI 11.6 Town centre footfall (proxy measure based on Wi-Fi connections on market days).	2,484	none set		<p>MEHPI 11.6 Town centre footfall (proxy measure based on Wi-Fi connections across Bishops Stortford Town Centre)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>5,274</td></tr> <tr><td>May 2016</td><td>4,607</td></tr> <tr><td>June 2016</td><td>4,744</td></tr> <tr><td>July 2016</td><td>4,586</td></tr> <tr><td>August 2016</td><td>4,837</td></tr> <tr><td>September 2016</td><td>3,507</td></tr> <tr><td>October 2016</td><td>3,764</td></tr> <tr><td>November 2016</td><td>3,314</td></tr> <tr><td>December 2016</td><td>2,674</td></tr> <tr><td>January 2017</td><td>2,285</td></tr> <tr><td>February 2017</td><td>2,243</td></tr> <tr><td>March 2017</td><td>2,484</td></tr> <tr><td>April 2017</td><td>-</td></tr> </tbody> </table>	Month	Value	April 2016	5,274	May 2016	4,607	June 2016	4,744	July 2016	4,586	August 2016	4,837	September 2016	3,507	October 2016	3,764	November 2016	3,314	December 2016	2,674	January 2017	2,285	February 2017	2,243	March 2017	2,484	April 2017	-	N/A	There were 2,484 distinct Clients for the March period with an average of 249 clients daily. It has been agreed that from 2017/18 period, this Indicator will not be collected as it adds little to no value
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Supporting these Priorities (5 Indicators)																						
Service Area Communications Strategy and Policy.																						
BI EHPI 3 Overall satisfaction with the authority	69 (2015/16)	none set	69%	N/A	<p>BI EHPI 3 Overall satisfaction with the authority</p> <table border="1"> <tr><th>Year</th><th>Value</th></tr> <tr><td>2015/16</td><td>69%</td></tr> </table>	Year	Value	2015/16	69%	This was a bi-annual measure that was collected from the residents survey. Thus there is no figure this year. The methodology of how we collect this data will need to change in the future as the Resident survey will not be conducted next year due to costing and how representative it is of our population												
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2015/16	69%																					
QEHP1 5.1 % of complaints resolved in 14 days (10 working days) or less.	61.86%	70.00%		<p>QEHP1 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> <table border="1"> <tr><th>Year</th><th>Value</th></tr> <tr><td>2014/15</td><td>77.85%</td></tr> <tr><td>2015/16</td><td>77.63%</td></tr> <tr><td>2016/17</td><td>61.86%</td></tr> </table>	Year	Value	2014/15	77.85%	2015/16	77.63%	2016/17	61.86%	<p>QEHP1 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> <table border="1"> <tr><th>Year</th><th>Value</th></tr> <tr><td>2014/15</td><td>77.85%</td></tr> <tr><td>2015/16</td><td>77.63%</td></tr> <tr><td>2016/17</td><td>61.86%</td></tr> </table>	Year	Value	2014/15	77.85%	2015/16	77.63%	2016/17	61.86%	This has consistently failed at every quarter this year despite an improvement in the last quarter. Figures are therefore much lower than previous years
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QEHP 5.2a % of complaints about the Council and its services that are upheld: 1st stage	36.59%	30.00%		<p>QEHP 5.2a % of complaints about the Council and its services that are upheld: 1st stage</p>  <table border="1"> <caption>QEHP 5.2a % of complaints about the Council and its services that are upheld: 1st stage</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>35.44%</td> </tr> <tr> <td>2015/16</td> <td>24.60%</td> </tr> <tr> <td>2016/17</td> <td>36.59%</td> </tr> </tbody> </table>	Year	Value (%)	2014/15	35.44%	2015/16	24.60%	2016/17	36.59%	<p>QEHP 5.2a % of complaints about the Council and its services that are upheld: 1st stage</p>  <table border="1"> <caption>QEHP 5.2a % of complaints about the Council and its services that are upheld: 1st stage</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>35.44%</td> </tr> <tr> <td>2015/16</td> <td>24.60%</td> </tr> <tr> <td>2016/17</td> <td>36.59%</td> </tr> </tbody> </table>	Year	Value (%)	2014/15	35.44%	2015/16	24.60%	2016/17	36.59%	<p>Across the year, in every quarter, we failed to meet our 30% or less deadline though there was a slight improvement during Q4. This is a worrying trend and will be discussed at Leadership Team as part of their weekly complaints discussions</p>																				
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MEHPI 10.2 Council tax collection, % of current year liability collected.	98.4%	98.6%		<p>MEHPI 10.2 Council tax collection, % of current year liability collected.</p>  <table border="1"> <caption>MEHPI 10.2 Council tax collection, % of current year liability collected</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>11.59%</td></tr> <tr><td>May 2016</td><td>20.9%</td></tr> <tr><td>June 2016</td><td>29.5%</td></tr> <tr><td>July 2016</td><td>38.7%</td></tr> <tr><td>August 2016</td><td>47.5%</td></tr> <tr><td>September 2016</td><td>56.3%</td></tr> <tr><td>October 2016</td><td>65.5%</td></tr> <tr><td>November 2016</td><td>74.5%</td></tr> <tr><td>December 2016</td><td>83.5%</td></tr> <tr><td>January 2017</td><td>91.7%</td></tr> <tr><td>February 2017</td><td>96.4%</td></tr> <tr><td>March 2017</td><td>98.4%</td></tr> <tr><td>April 2017</td><td>98.4%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	11.59%	May 2016	20.9%	June 2016	29.5%	July 2016	38.7%	August 2016	47.5%	September 2016	56.3%	October 2016	65.5%	November 2016	74.5%	December 2016	83.5%	January 2017	91.7%	February 2017	96.4%	March 2017	98.4%	April 2017	98.4%	<p>MEHPI 10.2 Council tax collection, % of current year liability collected.</p>  <table border="1"> <caption>MEHPI 10.2 Council tax collection, % of current year liability collected</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>98.2%</td> </tr> <tr> <td>2015/16</td> <td>98.4%</td> </tr> <tr> <td>2016/17</td> <td>98.4%</td> </tr> </tbody> </table>	Year	Value (%)	2014/15	98.2%	2015/16	98.4%	2016/17	98.4%	<p>PI slightly below targets which were based on 2015/16 period</p>
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KEY

PI Status

Performance is 6% or more off target	
Performance is on target or exceeding target	
No target to set performance against	Trend Only
Monthly/Q4/Annual data unavailable	

Movement since last period

Value is higher than previous period & this is positive movement	↑
negative movement	↓
positive movement	↑
negative movement	↓
Value is the same as previous period	▬
period	n/a

EAST HERTS COUNCIL

EXECUTIVE – 16 OCTOBER 2017

QUARTERLY CORPORATE HEALTHCHECK – QUARTER 1 JUNE 2017

REPORT BY THE EXECUTIVE MEMBER FOR FINANCE AND
SUPPORT SERVICES

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To provide a report on finance and performance monitoring for East Herts Council for 2017/18 as at 30th June 2017.
- The revenue budget for 2017/18 is £9.335m. The forecast as at 30th June 2017 shows an overspent position of £90k.
- The revised capital budget for 2017/18 is £5.287m. The forecast position shows a variance of £318k underspent.
- There are 37 Performance Indicators reported corporately in total. 17 of the 28 indicators that had a target against them achieved or sat within their targets. Three results were not available. The remaining 8 indicators did not meet targets to varying degrees.
- Of the 9 Performance Indicators that are trend only data;-
 - a) Three indicators are in a worse position than the previously reported period
 - b) Two Indicators are brand new for 2017/18, with no comparative data

<u>RECOMMENDATIONS FOR EXECUTIVE:</u> that	
(A)	the projected revenue budget forecast overspend of £90k in 2017/18 be noted (paragraph 2.1);
(B)	a transfer of £500k from transformation reserve to set up a Housing Benefit Subsidy equalisation reserve (paragraphs 2.8.1 and 4.7), be agreed;

(C)	the capital budget forecast underspend of £318k be noted (paragraph 6.1);
(D)	the reported performance for the period April 2017 to June 2017 be noted (paragraph 8); and
(E)	the schedule of taxi licencing charges presented in section 2.10 be recommended to full Council for approval.

1 BACKGROUND

- 1.1 This is the finance and performance monitoring report for the council.
- 1.2 On 1st March 2017 Council approved a balanced budget for the 2017/18 financial year. This report sets out the financial position for the year to date and provides forecasts for the outturn position.
- 1.3 The Councils revenue budget is made up of 5 areas; these are shown in table 1 below. The report that follows provides details of the forecast outturn position against these areas.

Table 1: 2017/18 revenue budget

	Original Budget 2017/18	Forecast outturn	Variance
	£'000	£'000	£'000
Total Net Cost of Services	13,945	14,064	119
Corporate Budgets Total	2,230	2,080	(150)
Net Use of Reserves	(647)	(647)	-
Funding	(6,192)	(6,071)	121
Council Tax	(9,335)	(9,335)	-
Overspend	-	-	90

- 1.4 Council approved the performance measures that would be monitored. This report sets out the year to date performance against those targets
- 1.5 This report contains the following sections and Essential Reference Papers:

REPORT SECTIONS	
2	Net Cost of Services
3	Corporate budgets
4	Reserves
5	Financing
6	Capital budgets
7	Debtors
8	Performance analysis

ESSENTIAL REFERENCE PAPERS	
B	Revenue budget
C	Capital Monitor
D	Debtors, aged debt profile
E	Performance monitoring

2 NET COST OF SERVICES

2.1 The Councils net cost of services budget for 2017/18 is £13.945m. An over spend of £119k is forecast in 2017/18. Table 2 below shows the current forecast outturn position as at 30th June 2017 by Head of Service.

Table 2: Revenue forecast outturn

		Original Budget 2017/18	Forecast outturn	Variance
		£'000	£'000	£'000
Net Cost of Services	Chief Executive & Directors	490	503	13
	Communications, Strategy & Policy	980	974	(6)
	HR & Organisational Development	516	509	(7)
	Strategic Finance & Property	1,042	1,055	13
	Housing & Health	2,478	2,361	(117)
	Democratic and Legal	1,206	1,341	135
	Planning & Building Control	857	898	41

Operations	4,671	4,736	65
Shared Revenues & Benefits Service	1,323	1,296	(27)
Housing Benefit Subsidy	(866)	(866)	-
Shared Business & Technology Services	1,273	1,283	10
Capital Salaries	(26)	(26)	-
Total Net Cost of Services	3,945	14,064	119

2.2 A £680k budgeted use of reserves has been included within the 2017/18 Original Budget figure above. Further information on the use of reserves can be found in section 4 below.

2.3 There are a number of budgets where there is risk of overspend or underachievement of income. Officers will be closely monitoring these throughout the year. Details are shown below:

- Dry recyclables income; resale prices for materials have fallen significantly and for some materials there is now a gate fee for processing. Contaminated loads also lead to a reduced income for the Council. Officers are seeking to mitigate the impact of this by sending leaflets to households and using pickers to sort the recyclables. The Council holds a reserve to offset a reduction in income due to reducing material prices.
- Planning application income; this is dependent on planning applications received. Currently this is slightly under achieving, officers will continue to monitor.
- Charringtons House; there are a number of vacant units, officers are working with Lambert Smith Hampton (Managing agents) to secure tenants, however if these are not let there would be an under achievement of rental income.

2.4 Housing and Health

2.4.1 An in-year efficiency of £26k is reported against the Community Transport budget due to the reprofiling of an anticipated scheme commencement date later in 2017/18.

2.4.2 A forecasted underspend of £83k is likely within Environmental Health because of staff vacancies being filled later in the year than

anticipated following the recent restructure.

2.5 Democratic and Legal

- 2.5.1 Due to revisions in work practices in order to comply with the statutory requirements of the Electoral Register and the workload and costs required to ensure compliance, this may result in a forecasted overspend of £65k.
- 2.5.2 There are increased salary costs of £42k in Democratic and Legal Services due to additional staffing costs.

2.6 Planning

- 2.6.1 The planning service area has been through a restructure process, seeking to ensure that it is focussed on the development pressures that will come forward following the adoption of the District Plan. Whilst recruitment is taking place to new posts in the service, interim staffing is being utilised to deal with some current workloads which is leading to the current predicted overspend of £41k.

2.7 Operations

- 2.7.1 At the end of June, Penalty Charge Notice revenue and car park revenue was £35k and £14k above budget respectively. Although there is an element of volatility to both income streams, officers can see no reason why this performance should not be sustained throughout the year.
- 2.7.2 Inflation on the waste and street cleansing contract will be £75k higher than budgeted, this is due to rising fuel prices.

2.8 Housing Benefits subsidy

- 2.8.1 The varying levels of Housing Benefit overpayment debt and the impact on subsidy received from the DWP is anticipated to result in an overspend for 2017/18 of £142k. Officers recommend that a Housing Benefits Equalisation Reserve is created to manage fluctuations in housing benefit subsidy, the figures in table 2 above reflect the use of reserves to fund the overspend in 2017/18.

2.9 Shared Business and Technology Services

- 2.9.1 An overspend of £10k is reported against the shared service. This is due to increased costs in respect of cyber security and additional

licences.

2.10 Fees and Charges

2.10.1 A recent audit by the Shared Internal Audit Service, SIAS, has found that there are some small discrepancies between the taxi licensing charges quoted in the MTFP report to the Executive on 7 February 2017, and subsequently approved by full Council on 1 March 2017, and the amounts that are currently being correctly charged. SIAS has recommended that to overcome these discrepancies the current charges be approved. The current, correct charges for 2017/18 are:

TAXI LICENSING FEES	Unit of Change	Charge for 2017/18
Hackney Carriage Vehicle/Proprietor Licence	per renewal	274.00
Hackney Carriage Vehicle/Proprietor Licence	per new vehicle	308.00
Private Hire Vehicle / Proprietor Licence	per renewal	274.00
Private Hire Vehicle / Proprietor Licence	per new licence	308.00
Private Hire drivers licence	per renewal	264.00
Private Hire drivers licence	per new licence	369.00
Private Hire Business Operator - up to 6 vehicles	per licence	258.00
Private Hire Business Operator - additional vehicles	per vehicle	30.00
Dual Driver (Hackney/Private Hire)	per renewal	264.00
Dual Driver (Hackney/Private Hire) (Grant)	per new licence	369.00
Change of vehicle	per change	78.00
Change of Vehicle DVLA registration number	per change	45.00
Change of Vehicle licence designation - Hackney to Private	per change	45.00
Change of Vehicle licence designation -Private to Hackney	per change	45.00
Change of vehicle proprietor with unexpired licence	per change	45.00

Convert drivers licence to dual driver	per change	45.00
Knowledge Test	per test	91.00
Roof light (complete)	per light	68.33
Roof light (cover or base plate separate)	per light	36.67
Charge for unusable/damaged returned roof light to be discounted from any refund	per light	15.83
Replacement badge	per badge	22.50
Replacement plate/trailer plate	per plate	36.67
TAXI LICENSING FEES	Unit of Change	Charge for 2017/18
Roof light bulb	per bulb	2.08
Magnets (sold as pair)	per pair	6.67
Executive Private Hire Disc	per disc	10.83

3 CORPORATE BUDGETS

- 3.1 Corporate budgets are costs and income received by the Council that are not service specific these include income from the Councils investments, pension deficit contributions and New Homes Bonus grants to Town and Parish Councils.
- 3.2 Table 3 below shows the forecast outturn position against the corporate budgets. The only movement from budget is in Contingency, it is assumed that this will be used to reduce the total overspend in 2017/18.

Table 3: Corporate budgets 2017/18 forecast outturn

	Original Budget 2017/18	Forecast outturn	Variance
	£'000	£'000	£'000
NHB Grants to Town & Parish Council	890	890	0

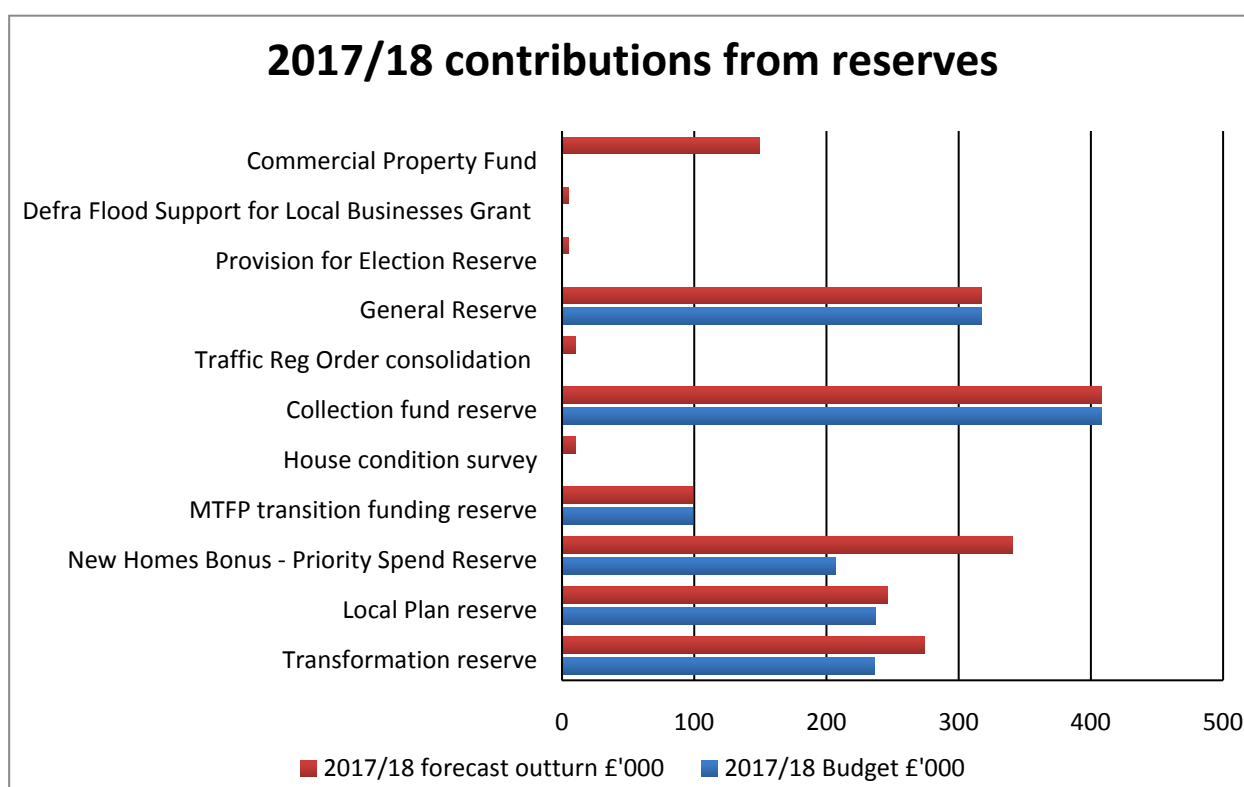
NHB Priority Spend	890	890	0
Contingency Budget	150	0	(150)
Interest Payments	662	662	0
Interest & Investment Income	(1,804)	(1,804)	0
RCCO	26	26	0
Pension Fund Deficit contribution	696	696	0
Corporate Budget Total	2,230	2,080	(150)

4 RESERVES

4.1 The Council holds earmarked reserves to fund unpredictable financial pressures and to smooth the effect of known spending over time. Graph 1 and 2 below reflect the forecast outturn position as at 30th June 2017.

4.2 Funding from reserves will offset expenditure shown in section 2 of this report whilst a contribution to reserves will be shown as income in the revenue forecast outturn.

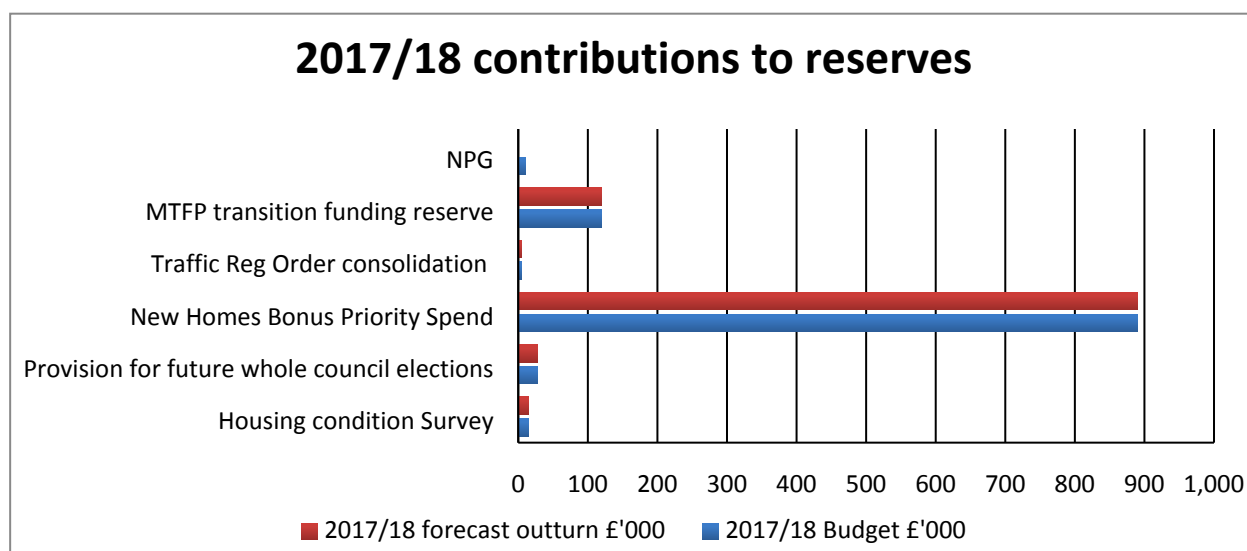
Graph 1: 2017/18 forecast contributions from reserves



- 4.3 As at 30th June 2017 it is forecast that there will be a total contribution from reserves of £2.007m in 2017/18 this is £502k higher than approved as part of the 2017/18 budget setting process. The significant variances are reported in the following paragraphs.
- 4.4 The transformation reserve was created to fund transitional staffing costs and service improvements. The total use of reserve is £38k above the 2017/18 budget, these items were approved in 2016/17 after the 2017/18 budget was approved at full Council. This is made up of:
- £75k funding for costs relating to Leisure Development Consultancy consultants for the procurement of a new financial system, approved in 2016/17
 - £18k to fund the agency costs for the HR systems temporary role
 - (£58k) reduction in the use of reserve to fund planning staff cost due to a higher estimate during the budget process.
- 4.5 The New Homes Bonus – Priority spend reserve was established from unspent New Homes Bonus monies and utilised to fund items agreed by Leadership Team and Executive. The use of this reserve is £134k above budget, these items were approved after the 2017/18 budget was approved at full Council. The main items are:
- £40k to fund East Herts contribution to Public Health projects, to match funding received from Hertfordshire county Council.
 - £25k for the implementation of the new financial system
 - £14k to fund consultants with regards to East Herts Digital Transformation.
 - £47k to fund CMS consultants regarding development of the Business Improvement District.
- 4.6 The Commercial Property Fund reserve is used to support the development of investment opportunities in commercial property. £149k of revenue expenditure will be funded from this reserve in 2017/18.
- 4.7 It is recommended that £500k is transferred from within the Councils earmarked reserves to set up a Housing Benefits equalisation reserve and that £142k of this is used to offset the forecast variance in Housing Benefits subsidy received in 2017/18 (as per paragraph

2.8.1).

Graph 2: 2017/18 forecast contributions to reserves



4.8 The forecast outturn total contribution to reserves has decreased by £10k to £1.057m from the 2017 /18 budgeted position, this is due to the budgeted Neighbourhood Planning Grant being utilised in 2017/18 and not transferred to reserves.

5 FUNDING

5.1 These income budgets are general and non-service specific income sources. The table below shows the value and source of these funding streams as at 30th June 2017.

Table 4: 2017/18 funding

	Original Budget 2017/18	Forecast Funding 2017/18	Variance
Council Tax	(9,335)	(9,335)	-
NDR	(2,048)	(1,592)	456
Section 31 Grants	(522)	(903)	(381)
Deficit on collection fund	408	454	46
RSG	(351)	(351)	-

New Homes Bonus	(3,559)	(3,559)	-
Transition Grant	(120)	(120)	-
Total Funding	15,527	(15,406)	121

5.2 The variance against the original budget shown above, in relation to Non Domestic Rates, is due to timing differences between the setting of the Council's budget and the statutory return to central government which forms the basis of the Councils income for 2017/18. The original budget is set before Christmas while the NNDR1 (statutory return) is submitted at the end of January. This year's budget setting was impacted by the business rates revaluation and the subsequent provisions and adjustments required in respect of business rate appeals. The Council holds a large provision in respect of outstanding business rate appeals, this is an issue nationally due to numbers of appeals outstanding and delays with the Valuation Office in settling these appeals.

5.3 Section 31 grants are those given direct from central government. The movement in the grants in the table above are to offset the impact on local government of reliefs that government has granted to business rate payers.

6 CAPITAL PROGRAMME

6.1 The revised 2017/18 budget has increased from £3.388m to £5.287m. This is an increase of £1.899m which relates to the carry forward of unspent grant funding in 2016/17. As at 30th June 2017 an underspend of £318k is reported. Details of the movements against budget that make up this underspend can be found in the following paragraphs

6.2 The 2017/18 capital forecast expenditure is summarised in Table 3 below. **Essential Reference Paper C** sets out the detailed forecast on each scheme.

Table 3: Capital forecast outturn

	2017/18 Original Budget	2017/18 Revised Budget	2017/18 Total to Date	2017/18 Forecast Outturn	Variance between Forecast Outturn & Revised Budget
	£'000	£'000	£'000	£'000	£'000
Strategic Finance & Property	315	1223	165	1,223	-
Shared Business & Technology Services	540	1,198	164	1,198	-
Operations	659	826	42	842	16
Housing & Health	1,819	2,073	84	1,138	(935)
Planning & Building Control	55	528	176	528	-
Communications, Strategy & Policy	-	40	9	40	-
Total	3,388	5,888	640	4,969	(919)

6.3 An underspend of £935k is reported against the capital schemes under Housing and Health. These include;

- The capital budget for future social housing schemes of £821k remains forecasted to be unspent. As with 2016/17 the first priority is to utilise Section 106 funds for affordable housing in the district.
- There are outstanding Community Capital grant commitments from 2015/16 and 2016/17 - 6 organisations have yet to complete and claim their grant (due to circumstances beyond their control), this totals £34k. It must be noted that this budget is always dependant on successful applicants being able to complete their project within the 1 year time frame.

7. DEBTORS

7.1 Total Outstanding debt as at 30th June 2017 is £1.7m. This is a 1.5% decrease from the previous quarter.

7.2 The outstanding debt over 120 days old totals £695k. Of this debt, over 90% relates to disputed invoices where negotiations are ongoing

to collect the debt owed on a complex lease arrangement for a property ground lease in Bishop's Stortford. The remainder of the debts over 120 days are invoices relating to environmental health enforcement, where a charge is held against property to pay the debt once the property is sold, or housing debts where repayments are being made with a payment plan over several months.

7.3 **Essential Reference Paper D** analyses the profile of aged debtors

8 PERFORMANCE ANALYSIS

Performance against targets

8.1 Please refer to performance indicator summary analysis in **Essential Reference Paper E** for full performance indicator analysis. Our latest results can be found at <https://eastherts.covalentcpm.com/login> and members have been issued with a password that sits in MIB packs

8.2 Q1 results show 37 performance indicators that are divided into the three corporate priorities and supporting priorities (Corporate Health). The performance of these indicators are discussed below:-

8.3 **Corporate Priority 1: Improve the Health and Wellbeing of our Communities (9 Performance Indicators)**

There are 8 Performance indicators within this priority that have a target set with the remaining being a trend only indicator (of which did show an increased negative movement on the last quarter). Targets within this priority are generally being met with the exception of the following;-

- **QEHPI 140 Number of over 50s participating in 'Forever Active' programme.**

This Indicator is reported by the calendar year thus already has Q2 results which have been reported to Sports England in July. The annual target has been set for 854 and for the half year period (end of June 2017) results suggest this target will be met, however, the latest results show a marginal missing of the set target for the quarter. The original target set of 216 is the same at each quarter and does not account for this period of the year typically being a time of the year for holidays and hot weather. Future targets for 2018/19 will be able to draw on this data however this is the first year the PI has been reported quarterly so there was little data to

go on in setting targets.

8.4 **Corporate priority 2: Enhance the quality of people's lives (12 Performance Indicators**

There are 10 performance indicators within this priority that have a target set with the remaining two being trend only indicators, of which latest monthly results are as yet unavailable. Within the target set indicators, one is missing data and over half are missing their set targets, detailed in the following;-

- **EHPI 2.2 – Waste: missed collections per 100,000 collections of household**
The number has increased in the last month, leading to the Waste Manager writing to the Contractor for an explanation on these unacceptable and unsustainable results. The issue was dealt with at the monthly contract meeting by the Council's Waste Services manager and Veolia explained how they would improve performance with this regard by more flexible use of resources. The Council also has a weekly complaints meeting to continue monitoring this.
- **QEHPI 155 Number of affordable homes delivered (gross)**
The number of affordable homes delivered in this quarter marginally failed targets set but this was anticipated as most of the affordable homes committed to, will be delivered in the Summer / Autumn 2017
- **MEHPI 157b – (Percentage) Processing of planning applications dealt with in timely manner- Minor applications & MEHPI 157c (Percentage) Processing of planning applications dealt with in timely manner- Other applications.**
Both of these planning indicators marginally failed to achieve their targets by 6 and 8% respectively in the last reporting period. The service area is currently experiencing resourcing difficulties. Actions are being taken to resolve this and associated performance.
- **MEHPI 205 - Percentage of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.**
For the last two months, the target has marginally failed its 100% target, achieving 96% in both months but this again is not expected to be a long term trend.

8.5 Corporate priority 3: Enable a flourishing local economy (4 Performance Indicators)

8.5.1 There are four performance indicators within this priority with two having a target set and the remaining two being trend only indicators which are showing marginal downward trends.

8.5.2 Within the target indicators, one was not available and this indicator may be edited or amended in the next few weeks to achieve more useful or relevant information.

8.6 Corporate priority: Corporate Health (12 Performance Indicators)

There are 12 performance indicators within this priority with eight having a target set and the remaining four being trend only indicators, all of which are showing positive trends

Of the eight performance indicators with set targets, one indicator was not available and two failed their targets;-

- **Percentage of FOI cases closed in month that was closed within 20 working days or less.** This indicator has failed to hit its targets in two of the three months however remediation work has commenced such as sending requests to group email addresses which is anticipated to ensure greater coverage and attention on cases close to time limits.
- **EHPI 5.1 – Percentage of complaints resolved in 14 days or less.**
68% of complaints were resolved within 14 days (10 working days) meaning the target was marginally missed by 2%. This indicator is being closely monitored given four failed targets (two of which significantly) across the last five quarters.

9 IMPLICATIONS/CONSULTATIONS

9.1 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>	Priority 1 – Improve the health and wellbeing of our communities Priority 2 – Enhance the quality of people's lives Priority 3 – Enable a flourishing local economy
Consultation:	Financial and non-financial discussions have taken place with the Leadership Team and Portfolio Holder for Finance and Support Services.
Legal:	There are no legal implications.
Financial:	Financial implications are included in the body of the report.
Human Resource:	There are no Human Resources implications.
Risk Management:	By not having effective performance management and reporting the Council is at risk of not being clear whether its priorities and objectives are being met and service delivery issues being resolved efficiently and effectively. Effective performance management supports transparency and improves local accountability.
Health and wellbeing – issues and impacts:	There no Health and Wellbeing issues raised as part of this report.

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2017/18 Revenue Forecast - Quarter ending June 2017

		Original Budget 2017/18	Budget to date	Actual to date	Variance to date	Forecast outturn	Variance
		£'000	£'000	£'000	£'000	£'000	£'000
Net Cost of Services	Chief Executive & Directors	490	122	2	(120)	503	13
	Communications, Strategy & Policy	980	264	115	(149)	974	(6)
	HR & Organisational Development	516	129	45	(84)	509	(7)
	Strategic Finance & Property	1,042	401	507	106	1,055	13
	Housing & Health	2,478	755	(117)	(872)	2,361	(117)
	Democratic and Legal	1,206	288	25	(263)	1,341	135
	Planning & Building Control	857	303	146	(157)	898	41
	Operations	4,671	1,709	352	(1,357)	4,736	65
	Shared Revenues & Benefits Service	1,323	850	138	(712)	1,296	(27)
	Housing Benefit Subsidy	(866)	8,689	7,878	(811)	(866)	-
	Shared Business & Technology Services	1,273	318	504	186	1,283	10
	Capital Salaries	(26)	-	-	-	(26)	-
	Total Net Cost of Services	13,945	13,828	9,595	(4,233)	14,064	119
Corporate Budgets	NHB Grants to Town & Parish Councils	890	-	-	-	890	-
	New Homes Bonus Priority Spend	890	-	-	-	890	-
	Contingency Budget	150	-	-	-	-	(150)
	Interest Payments	662	-	-	-	662	-
	Interest & Investment income	(1,084)	-	-	-	(1,084)	-
	RCCO	26	-	-	-	26	-
	Pension Fund Deficit contribution	696	-	-	-	696	-
	Corporate Budgets Total:	2,230	-	-	-	2,080	(150)
Use of Reserves	Contributions to Earmarked reserves	177	-	-	-	177	-
	Contributions from Earmarked reserves	(824)	-	-	-	(824)	-
	Net Use of Reserves:	(647)	-	-	-	(647)	-
Net Cost of Services Total:		15,528	13,828	9,595	(4,233)	15,497	(31)
Funding	RSG	(351)	-	-	-	(351)	-
	NDR	(2,048)	-	-	-	(1,592)	456
	Section 31	(522)	-	-	-	(903)	(381)
	(Surplus)/Deficit on Collection fund	408	-	-	-	454	46
	Other General Grants	(120)	-	-	-	(120)	-
	New Homes Bonus	(3,559)	-	-	-	(3,559)	-
Non Departmental Budgets Total:		(6,192)	-	-	-	(6,071)	121
Total:		9,335	13,828	9,595	(4,233)	9,426	90

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2017/18 CAPITAL MONITORING JUNE 2017

2017/18 Approved Schemes	Project Manager	Original Completion Date	Expected Completion Date	Project RAG Status	2017/18 Original Budget	2016/17 Slippage	2017/18 Amendments	2017/18 Revised Budget	2017/18 Actual to Date	2017/18 Commitment to Date	2017/18 Total to Date	2017/18 Forecast Outturn	Variance between Forecast Outturn & Revised Budget	Outturn RAG Status	COMMENTS
					£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
TOTAL					3,388	1,899	-	5,287	256	384	640	4,969	(318)		
RP - ROLLING PROGRAMME															
Head of Strategic Finance & Property															
Hartham Swimming Pool - Refurbishment of Pool Filters to ensure the efficiency of the pools filtration plant operation & to maintain the pools water quality	S. Whinnett	Dec-16	Dec-17	RED	-	25		25			-	25	-	GREEN	Works to be done Xmas closure 2017.
Fanshawe Swimming Pool - Replace Pool Circulating Pumps	S. Whinnett	Dec-13	2017/18	RED	20			20	-	-	-	20	-	GREEN	Tender stage
Fabric improvements to Swimming Pools	S. Whinnett	Not known	Jun-17		20			20	10	11	21	21	1	GREEN	Works completed, awaiting final invoices
Grange Paddocks Pool - to treat laminated timber beams to ensure they are properly protected from high humidity & chemicals used in the treatment of the pool water	S. Whinnett & J. Earley	Dec-17	Dec-17	GREEN	25			25	-	-	-	25	-	GREEN	Works planned for Xmas closure 2017, however, needs clarification following decision on Leisure development
OPERATIONAL BUILDINGS															
Rolling programme for planned preventative capital maintenance of operational buildings	S. Whinnett & J. Earley	RP	RP		240	100		340	-	-	-	340	-	GREEN	Budget in place to allow appropriate schemes to go forward upon provision of appropriate business case.
Hertford Theatre - Flood Alleviation Works to Sump Pumps - To modify the existing sump pump installation to reduce the likelihood of any future flooding of the Theatre	S. Whinnett & J. Earley	Aug-16	2017/18	RED	-	16		16			-	16	-	GREEN	1st phase of work completed. 2nd phased 17/18.
Replacement of Chairs & Desks		RP	RP		10			10	2	-	2	10	-	GREEN	
Charringtons House 2nd Floor Suite Refurbishment															
Maximise return from Council assets by generating rental income & business rates income from Charringtons House for the Council once the suite is refurbished	A. Osborne	Apr-16	2017/18	RED	-	156		156			-	156	-	GREEN	Third phase of investment on hold while discussions ongoing regarding long term future of Charringtons House and the Old River Lane site
Demolition 1 The Causeway, B/S	S. Whinnett	Jul-17	Aug-17	GREEN	-			-	111	31	142	600	600	RED	Planning approved. Funded from Commercial Property Fund. Works commenced 3.4.17
North Drive, Ware - reconstruct road &	A. Osborne	Mar-10	Aug-17	RED	-	10		10			-	10	-	GREEN	Developer close to finishing drainage works for new development. Second planning application in for development of further land off North Drive so money held until this determined
Total Strategic Finance & Property					315	307	-	622	123	42	165	1,223	601		

2017/18 Approved Schemes	Project Manager	Original Completion Date	Expected Completion Date	Project RAG Status	2017/18 Original Budget	2016/17 Slippage	2017/18 Amendments	2017/18 Revised Budget	2017/18 Actual to Date	2017/18 Commitment to Date	2017/18 Total to Date	2017/18 Forecast Outturn	Variance between Forecast Outturn & Revised Budget	Outturn RAG Status	COMMENTS
					£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
Head of Shared Business & Technology Services															
Replacement Infrastructure	P. Wain	RP	RP		35	40		75			-	450	375	RED	SHARED SCHEME w/Stevenage BC Implementation of new data centre hardware to improve performance and resilience in preparation for an increased reliance on technology. Additional funding to enable capitalisation of salaries, allowing recruitment of agency staff to support Business As Usual.
New HR & Payroll System	P. Tyler		Jul-17		0	22		22			-	63	41	RED	SHARED SCHEME w/Stevenage BC Core HR and Payroll went live in Apr-17. Additional modules and reporting services are now being implemented with 3rd party support
New Finance System	I. Brittain		Jan-18		125	110		235	8	156	164	235	-	GREEN	Implementation now underway, with target completion of Jan-18
New Asset Management System	I. Brittain	Sep-16	Mar-18		0	14		14			-	14	-	GREEN	System is the next in line for implementation following the upgrade of Uniform to v10. Ongoing implementation due for completion in 2017/18.
Client Equipment		RP	RP		0			-			-	20	20	RED	Budget used to service new and replacement equipment needs identified within year.
Audio & Visual Equipment Council Chamber Wallfields	P. Wain				0	5		5			-	10	5	RED	Alternative solution identified
Audio & Visual Equipment Hertford Theatre	P. Wain				0			-			-	0	-	GREEN	Scheme was scheduled for completion in 2016/17, small overspend this year
Exchange 2013	P. Tyler				0	39		39			-	54	15	AMBER	SHARED SCHEME w/Stevenage BC Migration to an updated email platform that is shared with SBC. Additional funding to enable capitalisation of salaries, allowing recruitment of agency staff to support Business As Usual.
ICON: Migration to be Hosted	P. Tyler				0	11		11			-	11	-	GREEN	Drawn down from rolling programme
Telephony Enhancements	P. Tyler	Sep-17	Sep-17		0			-			-	75	75	RED	SHARED SCHEME w/Stevenage BC Project to relocate and upgrade the Mitel phone system. Includes moving to a new SIP provider. Additional funding to enable capitalisation of salaries, allowing recruitment of agency staff to support Business As Usual.
Cyber Security	P. Tyler	Mar-18	Mar-18		0			-			-	95	95	RED	SHARED SCHEME w/Stevenage BC A number of our existing security solutions need to be revisited to ensure our Cyber Risks are being effectively mitigated. Additional funding to enable capitalisation of salaries, allowing recruitment of agency staff to support Business As Usual.
Revenues and Benefits Mobile Working	P. Tyler											12	12	RED	Implementation of mobile working solution included in the Capita contract.
Rolling programme to be utilised on ICT projects subject to ITSG review		RP	RP		380	417		797			-	159	(638)	RED	Remaining £159k funding to be used to support deliver of Digital East Herts programme
Total Shared Business & Technology Services					540	658	-	1,198	8	156	164	1,198	-		

2017/18 Approved Schemes	Project Manager	Original Completion Date	Expected Completion Date	Project RAG Status	2017/18 Original Budget	2016/17 Slippage	2017/18 Amendments	2017/18 Revised Budget	2017/18 Actual to Date	2017/18 Commitment to Date	2017/18 Total to Date	2017/18 Forecast Outturn	Variance between Forecast Outturn & Revised Budget	Outturn RAG Status	COMMENTS
					£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
Head of Operations															
Car Park Management System - To implement a cost effective car park management system for the Council to manage its car parks for the next 10 years	A. Pulham	Sep-16	Apr-17	RED	0	34		34	37	0	37	50	16	AMBER	Retention still to be paid, however, due to poor contractor performance in a number of areas, this may not be paid over. Once achieved, legitimate recharge of 50% of capital and revenue costs in Jackson Square MSCP to the landlord will eliminate the current overspend.
Waytemore Castle, Bishops Stortford - Open space improvements and historical conservation work	I. Sharratt	Sep-20			169			169		0		169	-	GREEN	We are on target with this project and are currently completing the procurement process for the main contracts which we should be awarding this month. The new community engagement officer is in post and the stakeholder meetings are ongoing. We will be meeting with the Lottery advisors again in July.
Refurbishment of Hertford Theatre Café/Bar															
The layout, design and equipment provision is in need of upgrade in order to meet the needs of our customers and maximise the potential for revenue generation	B. Cannell	Sep-16	Aug-17	RED		18		18	5	0	5	18	-	GREEN	To be completed during summer closure
Hertford Theatre replacement of 6 lighting hoists	B. Cannell								2	2	-			GREEN	Old year invoice still o/s
Bell Street, Sawbridgeworth - Modernise the public convenience facilities, in preparation for transferring the operation to Sawbridgeworth Town Council under an agency agreement	D. Allen	Sep-15	2017/18	RED	67			67			-	67	-	GREEN	Various meetings held with Sawbridgeworth Town Council & HOS to discuss future proposals. Project may go ahead during 2017/18.
Hartham Pavilion Refurbishment - Replace public toilets, redevelop existing café area, create functional changing area for footballers & incorporate meeting/training room.	M. Kingsland & S. Whinnett	Dec-15	Feb-17	RED				-	5	5	-	0	-	GREEN	Old year invoice still o/s
Play Area Grange Paddocks, B/S - Install new play area, to include new activity equipment & surfacing. New footpath & installation of new seating.	I. Sharratt	Mar-17	Mar-17					-	4	4	-	0	-	GREEN	Completed, awaiting 2 nd invoice of £38k, which will leave 5% retention fee to be paid.
Hertford & Beyond	I. Sharratt				30			30			-	30	-	GREEN	Hertford and Beyond - creation of walking routes emanating from Hertford Town centre providing health and well being opportunities. Will include waymarked routes supported by interpretation boards, maps and leaflets and footpath improvements in EHC parks. Follows on from the success of Southern Country Park and Beyond.
Play Equipment - Rowleys Road, Hertford	I. Sharratt				20			20			-	20	-	GREEN	Refurbishment of equipment in response to previous play audit.
Woodland restoration at Presdales Recreation Ground, Ware - Installation of a circular walk, car park improvements & woodland restoration.	I. Sharratt		Mar-18		85			85			-	85	-	GREEN	This is in the programme to be completed by end of financial year 17/18
Hartham Common, Hertford - Potential projects include development of water play area, improvements to car parking & pedestrian access	I. Sharratt				25			25			-	25	-	GREEN	This project is to be delayed & reviewed in 2017/18 pending decisions on plans for the leisure centre. The play area revamp is still an important improvement but may benefit from being considered as part of a larger project. A draft brief has been created & is ready to modify in line with any new objectives.
Pishiobury Park, Sawbridgeworth - Wetland Habitat Project - improvements to boardwalk/paths permitting safe access to the wetland area of the park	I. Sharratt	Mar-13	Oct-17	RED		12		12			-	12	-	GREEN	Agreement with fishing club has now been found and the project is planned to start in the Autumn 17. EA/Secretary of State approval granted for project to be carried out. CMS to lead.
Energy Efficiency & Carbon Reduction Measures - Installation of solar panels at Wallfields, Hertford	D. Thorogood/S. Whinnett	Mar-12	2017/18	RED		45		45			-	45	-	GREEN	Project awaiting programming within property work plan once accommodation review complete. Anticipated project completion this financial year.

KEY: Project RAG status: Green = on schedule; Amber = 1-3 months delay; Red = over 3 months delay

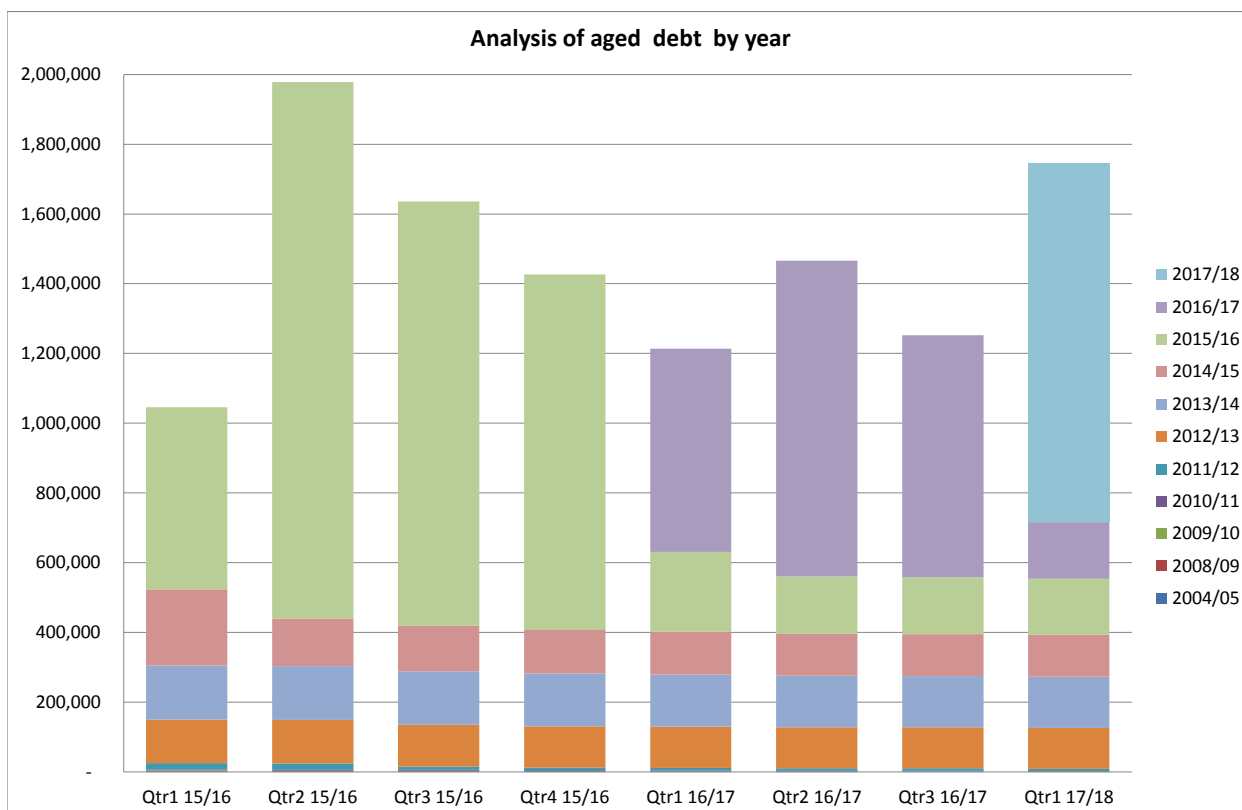
KEY: Outturn RAG status: Green = up to 10% variance; Amber = 10-50% variance; Red = over 50% variance

2017/18 Approved Schemes	Project Manager	Original Completion Date	Expected Completion Date	Project RAG Status	2017/18 Original Budget	2016/17 Slippage	2017/18 Amendments	2017/18 Revised Budget	2017/18 Actual to Date	2017/18 Commitment to Date	2017/18 Total to Date	2017/18 Forecast Outturn	Variance between Forecast Outturn & Revised Budget	Outturn RAG Status	COMMENTS
					£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
Castle Weir Micro Hydro Scheme - To provide a small Hydro-electricity turbine in the river Lee at Hertford Weir. This is an invest to save project and will generate electricity providing power for Hertford Theatre and for sale to the Grid. The scheme is subject to a rigorous approval process by the Environment Agency for flood risk and protection of biodiversity.	D. Thorogood	Mar-12	Autumn 2018	RED	201			201			-	201	-	GREEN	Revised flood risk protocols received from Environment Agency, which will now enable outstanding flood modelling to be undertaken. Health and Housing are taking opportunity to undertake a wider business case review to determine if it is possible for this and future flood modelling analysis work to be undertaken in-house, which may also achieve revenue generating opportunities if it proves possible to offer a wider external service. Once software/training undertaken, hydro modelling can be completed in-house. After modelling complete, it will be submitted to Env Agenc for imformal approval. Officers are hopeful that scheme delivery will move
Energy Grants	D. Thorogood	RP	RP		20	58		78			-	78	-	GREEN	Revised grant offer being prepared to determine best fit with the reduced general availability of national Energy Company Obligation funding - this is expected to increase demand on East Herts funding. East Herts is partner in Herts Warmer Homes initiative, a new project delivering energy efficiency measures to vulnerable households in the District. This is also to be funded from this capital allocation (£13k in 2017/18).
Market Improvement Scheme	N. Kirby		2017/18		42			42			-	42	-	GREEN	Options appraisal for markets went to Community Scrutiny March 2017 - outcome?
Total Head of Operations					659	167	-	826	31	11	42	842	16		

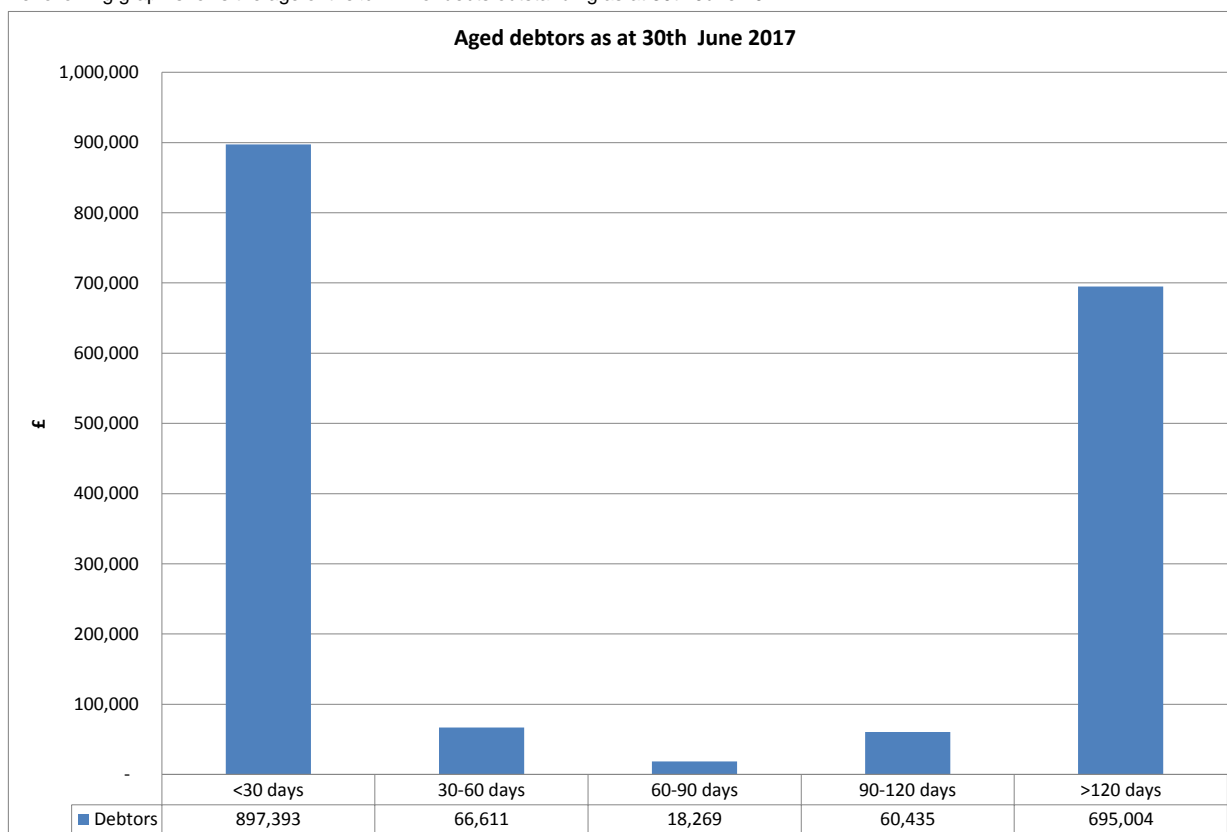
2017/18 Approved Schemes	Project Manager	Original Completion Date	Expected Completion Date	Project RAG Status	2017/18 Original Budget	2016/17 Slippage	2017/18 Amendments	2017/18 Revised Budget	2017/18 Actual to Date	2017/18 Commitment to Date	2017/18 Total to Date	2017/18 Forecast Outturn	Variance between Forecast Outturn & Revised Budget	Outturn RAG Status	COMMENTS
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								-			-		0		
Head of Housing & Health															
Community Capital grants - to provide the right tools for people to get involved with projects that improve facilities such as green spaces or community buildings – inspiring ownership and pride.	C. Pullen	RP	RP		125			125	3		3	56	(69)	RED	Community Capital Grants There are outstanding grant commitments from 15/16 and 16/17 - 6 organisations have yet to complete and claim their grant (due to circumstances beyond their control), this totals £33,883. Currently reviewing scheme so this means allocation of grants will be delayed meaning a significant amount of the budget will need to slip into 18/19. Note: spending this budget is always dependant on successful applicants being able to complete their project within the 1 year time frame.
Future Social Housing Schemes	L. Harris				821			821			-	0	(821)	RED	No current commitments. First priority is to spend S106 sums which have been collected for affordable housing.
Gladstone Road, Ware (Network Homes)	L. Harris				39			39	-		-	39	-	GREEN	Grant to be paid to Network Homes - fully funded from S106 commuted sum. To build 10 affordable housing units. Scheme should be completed by early 2018. 50% paid when work commenced on site & 50% on completion.
Private Sector Improvement Grants															
Disabled Facilities	P. Thomas-Jones	RP	RP		530	215		745	46		46	745	-	GREEN	Work underway on new HIA with planned "go live" in October 2017. The referral rate is projected to increase as a result of the new HIA for this year and subsequent years. In addition alternative projects are being looked at for spending increase in BCF allocation. All funding is to be transferred to the new HIA and East Herts will monitor spend.
Disabled Facilities - Discretionary	P. Thomas-Jones	RP	RP		60			60			-	15	(45)	RED	We are profiling an increase in the number of DFGs because of the new HIA, however likely spend this year is projected to be lower than subsequent years. This money will remain with East Herts after the HIA is up and running.
Decent Home Grants	P. Thomas-Jones	RP	RP		120			120	1		1	120	-	GREEN	Assistance policy is being reviewed, to increase the scope of works that the money can be spent on. It is too early to profile this budget, once the new policy is agreed, we will have a better understanding of likely spend.
Capital Salaries	I. Brittain	RP	RP		26			26			-	26	-	GREEN	
River & Watercourse Structures - Improve, maintain & renew structures along rivers and watercourses to alleviate possible flooding throughout the district.	P. Thomas-Jones	RP	RP		48	39		87	6	28	34	87	-	GREEN	Programme of works underway.
Land Management Programme - Land Management Asset Register & Associated Works	P. Thomas-Jones	RP	RP		50			50			-	50	-	GREEN	Programme of works underway.
								-			-				
Total Housing & Health					1,819	254	-	2,073	56	28	84	1,138	(935)		

2017/18 Approved Schemes	Project Manager	Original Completion Date	Expected Completion Date	Project RAG Status	2017/18 Original Budget	2016/17 Slippage	2017/18 Amendments	2017/18 Revised Budget	2017/18 Actual to Date	2017/18 Commitment to Date	2017/18 Total to Date	2017/18 Forecast Outturn	Variance between Forecast Outturn & Revised Budget	Outturn RAG Status	COMMENTS
					£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
								-			-				
Head of Planning															
Historic Building Grants - Enable grants to be offered to the owners of historic buildings to encourage their maintenance and upkeep.	K. Steptoe	RP	RP		55	(3)		52	20		20	52	-	GREEN	Claimants have 6 months from grant offer date to complete works. Maximum payment now £2,000. However, if a grant is approved for a property on the Buildings at Risk Register, maximum payment will be £10,000.
Improvements to The Wash, Maidenhead Street & Bull Plain, Hertford	K. Steptoe					476		476	9	147	156	476	-	GREEN	Funded from unallocated capital funds. Consultants engaged
Total Planning					55	473	-	528	29	147	176	528	-		
Head of Communications, Strategy & Policy															
Device Responsive Template - Revised website templates including new navigation, enhanced accessibility and device responsiveness	B. Wood	Sep-16	Sep-17	RED		12		12	9		9	12	-	GREEN	Negotiated delivery of new templates for public website to be bundled with existing project for delivery of new Intranet Templates. Intranet Project is starting now and is due for completion 31st March 2018.
Environmental Enhancements to East Herts town centres	P. Pullin	Not known		RED		28		28			-	28	-	GREEN	This scheme was expected to complete last year but there have been delays in the delivery of the Tudor Square project by Ware Town Council. Further delays encountered, including delays relating to challenges from Herts Highways on the proposals, which the Town Council are addressing. No delivery date as of yet
Total Communications, Strategy & Policy					0	40	0	40	9	0	9	40	0		

The following graph shows the Council's aged debt by year that the debt was raised. This position is shown for the most recent period and the preceding 7 periods. The debt outstanding as at 30th June 2017 is £1.7m




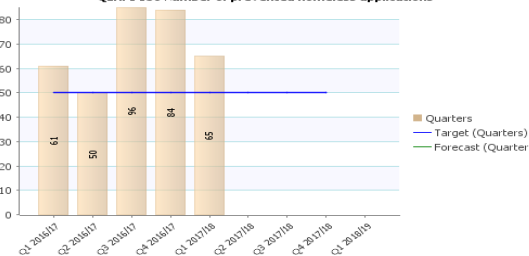
The following graph shows the age of the £1.7m of debts outstanding as at 30th June 2017

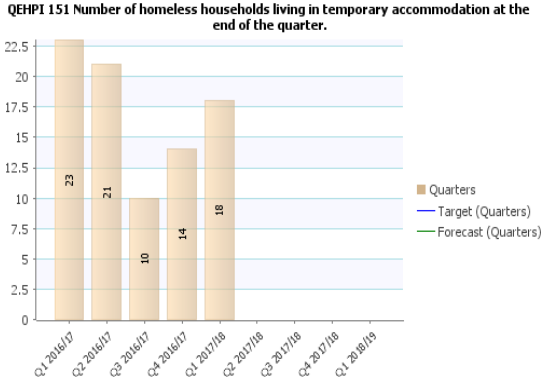
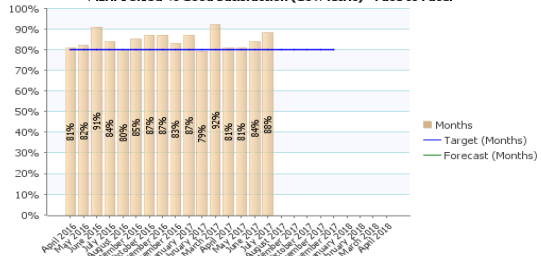


The outstanding debt over 120 days old totals £695k. Of this over 90% relates to disputed invoices where negotiations are ongoing to collect the debt owed on a complex lease arrangement for a property ground lease in Bishops Stortford. The remainder of the debts over 120 days old are invoices relating to environmental health enforcement, where a charge is held against property to pay the debt once the property is sold.

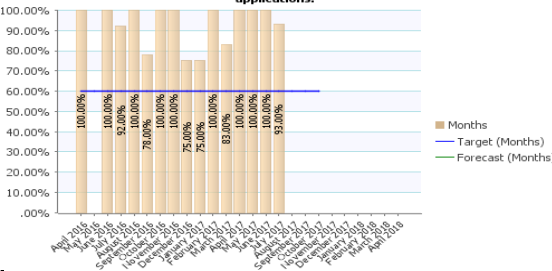
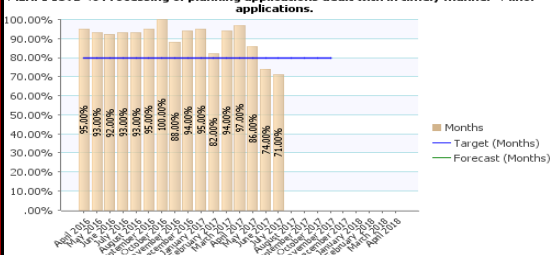
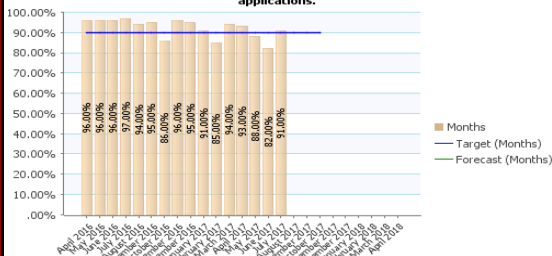
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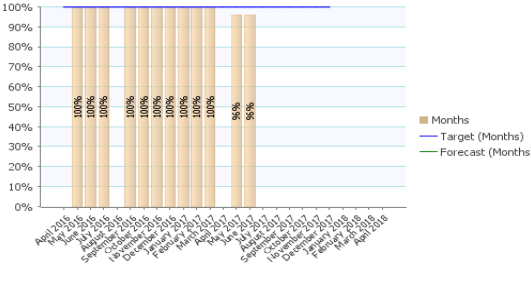

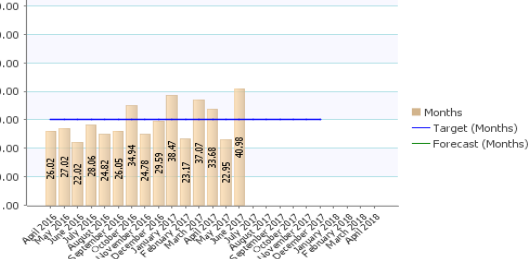

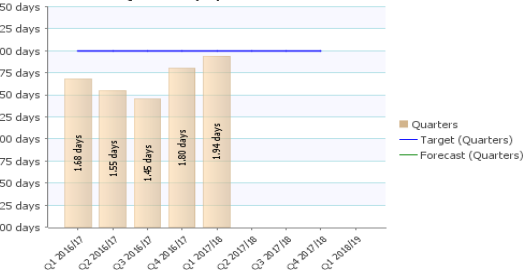
Essential Reference Paper E - Performance Analysis																																																																																		
PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																																												
Priority 1 - : Improve the health & wellbeing of our communities																																																																																		
Service: Health & Housing																																																																																		
MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.		100%	95%	▲	<p>MEHPI 132 % of full applications for Disabled Facilities Grant approved within 7 weeks.</p> <table border="1"> <caption>MEHPI 132 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2015</td><td>100%</td></tr> <tr><td>May 2015</td><td>100%</td></tr> <tr><td>June 2015</td><td>100%</td></tr> <tr><td>July 2015</td><td>100%</td></tr> <tr><td>August 2015</td><td>100%</td></tr> <tr><td>September 2015</td><td>100%</td></tr> <tr><td>October 2015</td><td>100%</td></tr> <tr><td>November 2015</td><td>100%</td></tr> <tr><td>December 2015</td><td>100%</td></tr> <tr><td>January 2016</td><td>100%</td></tr> <tr><td>February 2016</td><td>100%</td></tr> <tr><td>March 2016</td><td>100%</td></tr> <tr><td>April 2016</td><td>100%</td></tr> <tr><td>May 2016</td><td>100%</td></tr> <tr><td>June 2016</td><td>100%</td></tr> <tr><td>July 2016</td><td>100%</td></tr> <tr><td>August 2016</td><td>100%</td></tr> <tr><td>September 2016</td><td>100%</td></tr> <tr><td>October 2016</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td></tr> <tr><td>January 2017</td><td>100%</td></tr> <tr><td>February 2017</td><td>100%</td></tr> <tr><td>March 2017</td><td>100%</td></tr> <tr><td>April 2017</td><td>100%</td></tr> <tr><td>May 2017</td><td>100%</td></tr> <tr><td>June 2017</td><td>100%</td></tr> <tr><td>July 2017</td><td>100%</td></tr> <tr><td>August 2017</td><td>100%</td></tr> <tr><td>September 2017</td><td>100%</td></tr> <tr><td>October 2017</td><td>100%</td></tr> <tr><td>November 2017</td><td>100%</td></tr> <tr><td>December 2017</td><td>100%</td></tr> <tr><td>January 2018</td><td>100%</td></tr> <tr><td>February 2018</td><td>100%</td></tr> <tr><td>March 2018</td><td>100%</td></tr> <tr><td>April 2018</td><td>100%</td></tr> </tbody> </table>	Month	Performance (%)	April 2015	100%	May 2015	100%	June 2015	100%	July 2015	100%	August 2015	100%	September 2015	100%	October 2015	100%	November 2015	100%	December 2015	100%	January 2016	100%	February 2016	100%	March 2016	100%	April 2016	100%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	100%	October 2016	100%	November 2016	100%	December 2016	100%	January 2017	100%	February 2017	100%	March 2017	100%	April 2017	100%	May 2017	100%	June 2017	100%	July 2017	100%	August 2017	100%	September 2017	100%	October 2017	100%	November 2017	100%	December 2017	100%	January 2018	100%	February 2018	100%	March 2018	100%	April 2018	100%	June 2017 - Target exceeded. 100% of housing grant applications processed within target times. This represents 11 approved in target times since April 2017.
Month	Performance (%)																																																																																	
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QEHP1 140 Number of over 50s participating in 'Forever Active' programme.		208	216	▼	<p>QEHP1 140 Number of over 50s participating in 'Forever Active' programme.</p> <table border="1"> <caption>QEHP1 140 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>321</td></tr> <tr><td>Q2 2017/18</td><td>208</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	321	Q2 2017/18	208	This indicator is captured on a calendar year rather than financial year. Although this Quarter marginally missed target, we are on track to hit our annual target. The 216 target at each quarter will be reviewed for 2018/19 to draw on numbers achieved at each quarter this year. This was the first year this has been collected quarterly so setting targets based on previous data was not possible																																																																						
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QEHP1 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme		26	25	▲	<p>QEHP1 141 East Herts residents & East Herts Council employees registered with Team Herts Volunteering scheme</p> <table border="1"> <caption>QEHP1 141 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>25</td></tr> <tr><td>Q2 2017/18</td><td>208</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	25	Q2 2017/18	208	New Frequency of collection so no direct results to compare with. Marginally passed our Q1 target with more ambitious targets set for Q2 onwards																																																																						
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PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																		
QEHP1 150 Number of prevented homeless applications		65	50		<p style="text-align: center;">QEHP1 150 Number of prevented homeless applications</p>  <table border="1" style="display: none;"> <caption>QEHP1 150 Number of prevented homeless applications</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>61</td></tr> <tr><td>Q2 2016/17</td><td>58</td></tr> <tr><td>Q3 2016/17</td><td>81</td></tr> <tr><td>Q4 2016/17</td><td>81</td></tr> <tr><td>Q1 2017/18</td><td>65</td></tr> <tr><td>Q2 2017/18</td><td>65</td></tr> <tr><td>Q3 2017/18</td><td>65</td></tr> <tr><td>Q4 2017/18</td><td>65</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	61	Q2 2016/17	58	Q3 2016/17	81	Q4 2016/17	81	Q1 2017/18	65	Q2 2017/18	65	Q3 2017/18	65	Q4 2017/18	65	<p>In the first quarter the council prevented 61 households becoming homeless. This was by a variety of housing options: by the provision of housing advice to relieve homelessness or securing alternative accommodation through an offer of accommodation following an application to the council's housing register, or following a referral to supported accommodation or actively assisting applicants secure accommodation through the private sector with the council's rent deposit offer.</p>
Quarter	Value																							
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Q4 2017/18	65																							

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
QEHP1 151 Number of homeless households living in temporary accommodation at the end of the quarter.	Trend Only	18	none set	↑	<p>QEHP1 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p> 	<p>At the end of June 2017 the council had 18 households in temporary accommodation . The council owned temporary accommodation hostel had 10 out of 12 flats occupied. One flat was not available for occupation as it was waiting for repairs to be completed. Two households were in B&B as they were unsuitable for the hostel. Four households were in temporary supported accommodation and two were in longer term private leased self contained accommodation. This remains a low number in temporary accommodation but is an increase of four households on the end of the last quarter. The number of homeless presentations has increased slightly from the last quarter and the increase in provision of temporary accommodation reflects this. However the overall number of households in temporary accommodation remains low and is this is reflected in the council's strong homeless prevention offer.</p>
Service: Communications Strategy & Policy						
MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face.		84%	80%	↑	<p>MEHPI 5.13a % Good Satisfaction (GovMetric) - Face to Face.</p> 	<p>We scored above target this month, with 84% of a total of 219 scores being positive. 7% gave a neutral score</p>

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.		100%	90%	↓	<p>MEHPI 5.13b % Good Satisfaction (GovMetric) - Telephone.</p>	One feedback was given during June, leading to a 100% good score but of course there is not enough feedback to draw any meaningful information on
MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.		58%	35%	↑	<p>MEHPI 5.13c % Good Satisfaction (GovMetric) - Website.</p>	As anticipated, there was a massive improvement in scores with the new website launched and offering a far better user experience than the previous website offering.
Service: Revenues & Benefits						
MEHPI 181 Time taken to process Housing Benefit new claims and change events.		12.74 days	13	↓	<p>MEHPI 181 Time Taken to process Housing Benefit new claims and change events.</p>	Increased workload (13% higher than same period last year) and reduced staff numbers (2 FTE lost at 31.3.17) , and staff shortages (3 FTE) impacting on performance but still within targets set
Priority 2: Enhance the quality of people's lives						
Service: Planning & Building Control						


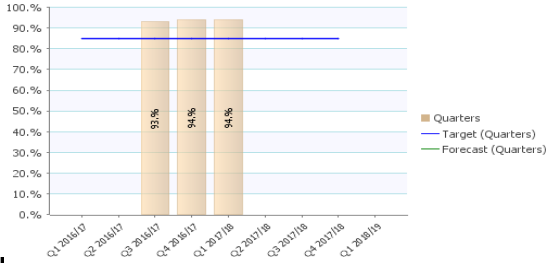
PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.		100.0%	60.0%	↑	<p>MEHPI 157a % Processing of planning applications dealt with in timely manner - Major applications.</p> 	3 of 3 Major applications were processed in a timely manner.
MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.		74.0%	80.0%	↓	<p>MEHPI 157b % Processing of planning applications dealt with in timely manner- Minor applications.</p> 	Failed our quarterly target during this quarter. Actions are being taken to resolve this and associated performance.
MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.		82.0%	90.0%	↓	<p>MEHPI 157c % Processing of planning applications dealt with in timely manner- Other applications.</p> 	Failed our quarterly target during this quarter. Please see EHPI 157b comment for more context. 97 out of 118

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.		96%	100%		<p>MEHPI 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p> 	Marginally missed our 100% target, achieving 24 out of 25 during this quarter
Service: Operations						
MEHPI 2.2 Waste: missed collections per 100,000 collections of household.		40.98	30		<p>MEHPI 2.2 Waste: missed collections per 100,000 collections of household.</p> 	Waste Manager has written to the contractor asking for a response as to the reason missed collections have increased dramatically when they were already above target. We will look to manage and bring this number down.
QEHPi 2.4 Fly-tips: Time taken for removal.		1.94 days	2.00 days		<p>QEHPi 2.4 Fly-tips: Time taken for removal.</p> 	Q1 performance is within target even though the number of fly tips removed continues to increase (294 fly tips removed Q1, 2017/18 compared to 276 in Q1, 2016/17)

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																				
MEHPI 191 Residual household waste per household	Trend Only	114kg	none set	Cumulative Figure	<p>MEHPI 191 Residual household waste per household.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Waste (kg)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>41</td></tr> <tr><td>May 2016</td><td>78</td></tr> <tr><td>June 2016</td><td>112</td></tr> <tr><td>July 2016</td><td>147</td></tr> <tr><td>August 2016</td><td>179</td></tr> <tr><td>September 2016</td><td>224</td></tr> <tr><td>October 2016</td><td>258</td></tr> <tr><td>November 2016</td><td>298</td></tr> <tr><td>December 2016</td><td>338</td></tr> <tr><td>January 2017</td><td>388</td></tr> <tr><td>February 2017</td><td>440</td></tr> <tr><td>March 2017</td><td>465</td></tr> <tr><td>April 2017</td><td>41</td></tr> <tr><td>May 2017</td><td>78</td></tr> <tr><td>June 2017</td><td>112</td></tr> <tr><td>July 2017</td><td>147</td></tr> <tr><td>August 2017</td><td>179</td></tr> <tr><td>September 2017</td><td>224</td></tr> <tr><td>October 2017</td><td>258</td></tr> <tr><td>November 2017</td><td>298</td></tr> <tr><td>December 2017</td><td>338</td></tr> <tr><td>January 2018</td><td>388</td></tr> <tr><td>February 2018</td><td>440</td></tr> <tr><td>March 2018</td><td>465</td></tr> <tr><td>April 2018</td><td>114</td></tr> </tbody> </table>	Month	Waste (kg)	April 2016	41	May 2016	78	June 2016	112	July 2016	147	August 2016	179	September 2016	224	October 2016	258	November 2016	298	December 2016	338	January 2017	388	February 2017	440	March 2017	465	April 2017	41	May 2017	78	June 2017	112	July 2017	147	August 2017	179	September 2017	224	October 2017	258	November 2017	298	December 2017	338	January 2018	388	February 2018	440	March 2018	465	April 2018	114	2kgs up (114kg) on the same time last year (which was unusually low) so starting off in a steady position.
Month	Waste (kg)																																																									
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MEHPI 192 % of household waste sent for reuse, recycling and composting	Trend Only	52.97%	none set		<p>MEHPI 192 % of household waste sent for reuse, recycling and composting.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>50.87</td></tr> <tr><td>May 2016</td><td>53.62</td></tr> <tr><td>June 2016</td><td>54.17</td></tr> <tr><td>July 2016</td><td>55.08</td></tr> <tr><td>August 2016</td><td>55.48</td></tr> <tr><td>September 2016</td><td>55.48</td></tr> <tr><td>October 2016</td><td>55.48</td></tr> <tr><td>November 2016</td><td>55.48</td></tr> <tr><td>December 2016</td><td>55.48</td></tr> <tr><td>January 2017</td><td>53.25</td></tr> <tr><td>February 2017</td><td>53.46</td></tr> <tr><td>March 2017</td><td>51.63</td></tr> <tr><td>April 2017</td><td>51.77</td></tr> <tr><td>May 2017</td><td>50.89</td></tr> <tr><td>June 2017</td><td>50.89</td></tr> <tr><td>July 2017</td><td>50.89</td></tr> <tr><td>August 2017</td><td>50.89</td></tr> <tr><td>September 2017</td><td>50.89</td></tr> <tr><td>October 2017</td><td>50.89</td></tr> <tr><td>November 2017</td><td>50.89</td></tr> <tr><td>December 2017</td><td>50.89</td></tr> <tr><td>January 2018</td><td>50.89</td></tr> <tr><td>February 2018</td><td>50.89</td></tr> <tr><td>March 2018</td><td>50.89</td></tr> <tr><td>April 2018</td><td>52.97</td></tr> </tbody> </table>	Month	Percentage (%)	April 2016	50.87	May 2016	53.62	June 2016	54.17	July 2016	55.08	August 2016	55.48	September 2016	55.48	October 2016	55.48	November 2016	55.48	December 2016	55.48	January 2017	53.25	February 2017	53.46	March 2017	51.63	April 2017	51.77	May 2017	50.89	June 2017	50.89	July 2017	50.89	August 2017	50.89	September 2017	50.89	October 2017	50.89	November 2017	50.89	December 2017	50.89	January 2018	50.89	February 2018	50.89	March 2018	50.89	April 2018	52.97	We are still waiting for some figures around the recycling of street sweepings and the removal of contamination for the comingled loads which will affect the final figure. Compared to last year which was 54.30% we are down but this may change given the above.
Month	Percentage (%)																																																									
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QEHPI 64 Number of private sector vacant dwellings that are returned into occupation or demolished	N/A	N/A	3	New Frequency	<p>QEHPI 64 Number of private sector vacant dwellings that are returned into occupation or demolished</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0</td></tr> <tr><td>Q2 2016/17</td><td>0</td></tr> <tr><td>Q3 2016/17</td><td>0</td></tr> <tr><td>Q4 2016/17</td><td>0</td></tr> <tr><td>Q1 2017/18</td><td>0</td></tr> <tr><td>Q2 2017/18</td><td>0</td></tr> <tr><td>Q3 2017/18</td><td>0</td></tr> <tr><td>Q4 2017/18</td><td>0</td></tr> <tr><td>Q1 2018/19</td><td>3</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	0	Q2 2016/17	0	Q3 2016/17	0	Q4 2016/17	0	Q1 2017/18	0	Q2 2017/18	0	Q3 2017/18	0	Q4 2017/18	0	Q1 2018/19	3	The figure is currently unable to be calculated. Executive has agreed a second Compulsory Purchase Order for a property in Bishop's Stortford. The post of Empty Homes Officer is currently vacant and due to be advertised shortly.																																
Quarter	Value																																																									
Q1 2016/17	0																																																									
Q2 2016/17	0																																																									
Q3 2016/17	0																																																									
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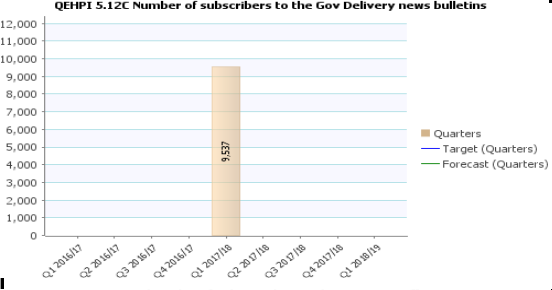
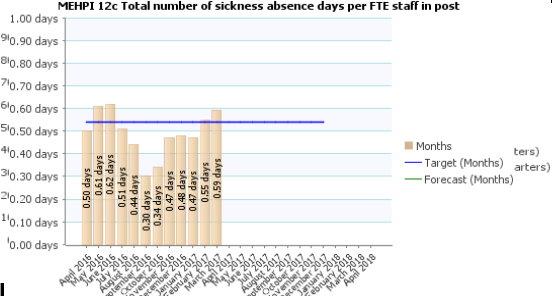
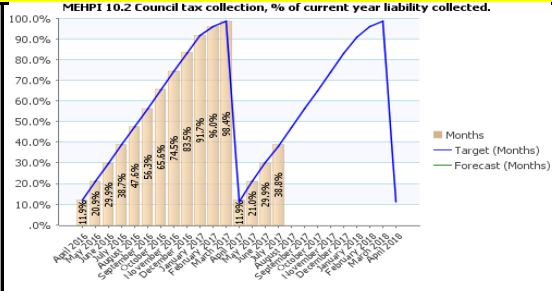
PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																								
QEHP1 149c % of Affordable homes delivered on section 106 developments in Towns		40%	40%	New Frequency	<p>QEHP1 149c % of Affordable homes delivered on section 106 developments in Towns</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q2 2016/17</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q3 2016/17</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q4 2016/17</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q1 2017/18</td> <td>40%</td> <td>40%</td> <td>40%</td> </tr> <tr> <td>Q2 2017/18</td> <td>-</td> <td>40%</td> <td>40%</td> </tr> <tr> <td>Q3 2017/18</td> <td>-</td> <td>40%</td> <td>40%</td> </tr> <tr> <td>Q4 2017/18</td> <td>-</td> <td>40%</td> <td>40%</td> </tr> <tr> <td>Q1 2018/19</td> <td>-</td> <td>40%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)	Q1 2016/17	-	-	-	Q2 2016/17	-	-	-	Q3 2016/17	-	-	-	Q4 2016/17	-	-	-	Q1 2017/18	40%	40%	40%	Q2 2017/18	-	40%	40%	Q3 2017/18	-	40%	40%	Q4 2017/18	-	40%	40%	Q1 2018/19	-	40%	40%	<p>Affordable homes from two Section 106 schemes were handed over in this quarter. One scheme has now completed and the percentage of affordable homes was 40% on the whole scheme. The second scheme has a number of phases over more than one financial year. Overall the scheme is policy compliant and is due to handover 40% of affordable at completion. At the end of the first quarter the scheme has completed and handed over 6 affordable homes properties which is as expected compared to the total number of properties completed.</p>
Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)																																											
Q1 2016/17	-	-	-																																											
Q2 2016/17	-	-	-																																											
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QEHP1 155 Number of affordable homes delivered (gross)		19	20	New Frequency	<p>QEHP1 155 Number of affordable homes delivered (gross)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q2 2016/17</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q3 2016/17</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q4 2016/17</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q1 2017/18</td> <td>19</td> <td>20</td> <td>20</td> </tr> <tr> <td>Q2 2017/18</td> <td>-</td> <td>20</td> <td>20</td> </tr> <tr> <td>Q3 2017/18</td> <td>-</td> <td>20</td> <td>20</td> </tr> <tr> <td>Q4 2017/18</td> <td>-</td> <td>20</td> <td>20</td> </tr> <tr> <td>Q1 2018/19</td> <td>-</td> <td>20</td> <td>20</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)	Q1 2016/17	-	-	-	Q2 2016/17	-	-	-	Q3 2016/17	-	-	-	Q4 2016/17	-	-	-	Q1 2017/18	19	20	20	Q2 2017/18	-	20	20	Q3 2017/18	-	20	20	Q4 2017/18	-	20	20	Q1 2018/19	-	20	20	<p>A total of 19 new affordable homes were delivered in the first quarter of 2017/18. These were 13 affordable rented homes, nominated to applicants on the council's housing register, and six shared ownership homes. The primary source of new affordable homes for 2017/18 is through Section 106 agreements between the council, developers and housing associations. The schemes with affordable homes are monitored within the council's housing team and the majority of new homes due in this financial year are due to complete in the summer and autumn of 2017 which is reflected in the targets</p>
Quarter	Actual Value	Target (Quarters)	Forecast (Quarters)																																											
Q1 2016/17	-	-	-																																											
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Q1 2018/19	-	20	20																																											

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																				
QEHP1 149d % of Affordable homes delivered on section 106 developments in Villages		0%	0%	New Frequency	N/A	No village affordable homes were handed over or due to be handed over in this quarter. This was anticipated for this quarter with many of the planned developments not being available until the Summer/Autumn, hence the targets will change for Q2 onwards																				
Priority 3: Enable a flourishing local economy																										
Service: Communications Strategy & Policy																										
QEHP1 11a Number of active Businesses with their registered office in East Herts	Trend Only	13,098	none set	↓	<p>QEHP1 11a Number of active Businesses with their registered office in East Herts</p> <table border="1"> <caption>QEHP1 11a Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>11,450</td></tr> <tr><td>Q2 2016/17</td><td>12,866</td></tr> <tr><td>Q3 2016/17</td><td>13,100</td></tr> <tr><td>Q4 2016/17</td><td>13,247</td></tr> <tr><td>Q1 2017/18</td><td>13,498</td></tr> <tr><td>Q2 2017/18</td><td>13,498</td></tr> <tr><td>Q3 2017/18</td><td>13,498</td></tr> <tr><td>Q4 2017/18</td><td>13,498</td></tr> <tr><td>Q1 2018/19</td><td>13,498</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	11,450	Q2 2016/17	12,866	Q3 2016/17	13,100	Q4 2016/17	13,247	Q1 2017/18	13,498	Q2 2017/18	13,498	Q3 2017/18	13,498	Q4 2017/18	13,498	Q1 2018/19	13,498	There has been several drops in the number of active businesses in East Herts during Q1, dropping 149 businesses. This drop hasn't been observed since the records have started to be collected so will be monitored closely in line with external factors such as Brexit etc.
Quarter	Value																									
Q1 2016/17	11,450																									
Q2 2016/17	12,866																									
Q3 2016/17	13,100																									
Q4 2016/17	13,247																									
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Q2 2017/18	13,498																									
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Q4 2017/18	13,498																									
Q1 2018/19	13,498																									
QEHP1 11b Number of active Businesses with their registered office % and trading address in East Herts	Trend Only	6,120	none set	↓	<p>QEHP1 11b Number of active Businesses with their registered office % and trading address in East Herts</p> <table border="1"> <caption>QEHP1 11b Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>5,811</td></tr> <tr><td>Q2 2016/17</td><td>6,125</td></tr> <tr><td>Q3 2016/17</td><td>6,120</td></tr> <tr><td>Q4 2016/17</td><td>6,120</td></tr> <tr><td>Q1 2017/18</td><td>6,120</td></tr> <tr><td>Q2 2017/18</td><td>6,120</td></tr> <tr><td>Q3 2017/18</td><td>6,120</td></tr> <tr><td>Q4 2017/18</td><td>6,120</td></tr> <tr><td>Q1 2018/19</td><td>6,120</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	5,811	Q2 2016/17	6,125	Q3 2016/17	6,120	Q4 2016/17	6,120	Q1 2017/18	6,120	Q2 2017/18	6,120	Q3 2017/18	6,120	Q4 2017/18	6,120	Q1 2018/19	6,120	There was a significant drop in active registered and trading addresses in early May but this recovered by the end of the quarter to close to Q4 16/17 levels
Quarter	Value																									
Q1 2016/17	5,811																									
Q2 2016/17	6,125																									
Q3 2016/17	6,120																									
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Service: Health & Housing																										

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																		
<p>QEHPI 32 % of planned premises licencing enforcement visits due that were undertaken</p>	<p>N/A</p>	<p>N/A</p>	<p>80%</p>	<p>New Frequency</p>	<p>N/A</p>	<p>The routine scheduled visits ceased to be carried out in April and a more risk based and complaints driven approach was introduced. This was mainly a resourcing issue as time was spent visiting very low risk premises simply because they were scheduled for a visit some time in the past. This approach had not provide any positive impacts either for the licensed trade or the residents and visitors to East Herts. I believe that we should look at amending this PI as I'm not sure it is providing any useful information or reassurance. Currently all the premises that are identified through intelligence or complaint as being a high risk rating have been visited despite the current resource issues.</p>																		
<p>QEHPI 184 % of food premises in the area which are broadly compliant with food hygiene law</p>		<p>94.00%</p>	<p>85.00%</p>		<p>QEHPI 184 % of food premises in the area which are broadly compliant with food hygiene law</p>  <table border="1"> <caption>Compliance Data from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Compliance %</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/17</td> <td>93%</td> </tr> <tr> <td>Q2 2018/17</td> <td>94%</td> </tr> <tr> <td>Q3 2018/17</td> <td>94%</td> </tr> <tr> <td>Q4 2018/17</td> <td>94%</td> </tr> <tr> <td>Q1 2019/18</td> <td>94%</td> </tr> <tr> <td>Q2 2019/18</td> <td>-</td> </tr> <tr> <td>Q3 2019/18</td> <td>-</td> </tr> <tr> <td>Q4 2019/18</td> <td>-</td> </tr> </tbody> </table>	Quarter	Compliance %	Q1 2018/17	93%	Q2 2018/17	94%	Q3 2018/17	94%	Q4 2018/17	94%	Q1 2019/18	94%	Q2 2019/18	-	Q3 2019/18	-	Q4 2019/18	-	<p>2017/2018 Qtr 1 - Target exceeded. 94% of registered food businesses in East Herts are broadly compliant with food law; this represents 909 businesses.</p>
Quarter	Compliance %																							
Q1 2018/17	93%																							
Q2 2018/17	94%																							
Q3 2018/17	94%																							
Q4 2018/17	94%																							
Q1 2019/18	94%																							
Q2 2019/18	-																							
Q3 2019/18	-																							
Q4 2019/18	-																							

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																				
Supporting all Priorities																																																										
Service: HR																																																										
MEHPI 12c Total number of sickness absence days per FTE staff in post	N/A	N/A	0.54 days	n/a	<p>MEHPI 12c Total number of sickness absence days per FTE staff in post</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>Apr 2016</td><td>0.59</td></tr> <tr><td>May 2016</td><td>0.52</td></tr> <tr><td>Jun 2016</td><td>0.51</td></tr> <tr><td>Jul 2016</td><td>0.44</td></tr> <tr><td>Aug 2016</td><td>0.30</td></tr> <tr><td>Sep 2016</td><td>0.47</td></tr> <tr><td>Oct 2016</td><td>0.48</td></tr> <tr><td>Nov 2016</td><td>0.48</td></tr> <tr><td>Dec 2016</td><td>0.53</td></tr> <tr><td>Jan 2017</td><td>0.52</td></tr> <tr><td>Feb 2017</td><td>0.54</td></tr> <tr><td>Mar 2017</td><td>0.54</td></tr> <tr><td>Apr 2017</td><td>0.54</td></tr> <tr><td>May 2017</td><td>0.54</td></tr> <tr><td>Jun 2017</td><td>0.54</td></tr> <tr><td>Jul 2017</td><td>0.54</td></tr> <tr><td>Aug 2017</td><td>0.54</td></tr> <tr><td>Sep 2017</td><td>0.54</td></tr> <tr><td>Oct 2017</td><td>0.54</td></tr> <tr><td>Nov 2017</td><td>0.54</td></tr> <tr><td>Dec 2017</td><td>0.54</td></tr> <tr><td>Jan 2018</td><td>0.54</td></tr> <tr><td>Feb 2018</td><td>0.54</td></tr> <tr><td>Mar 2018</td><td>0.54</td></tr> <tr><td>Apr 2018</td><td>0.54</td></tr> </tbody> </table>	Month	Value (days)	Apr 2016	0.59	May 2016	0.52	Jun 2016	0.51	Jul 2016	0.44	Aug 2016	0.30	Sep 2016	0.47	Oct 2016	0.48	Nov 2016	0.48	Dec 2016	0.53	Jan 2017	0.52	Feb 2017	0.54	Mar 2017	0.54	Apr 2017	0.54	May 2017	0.54	Jun 2017	0.54	Jul 2017	0.54	Aug 2017	0.54	Sep 2017	0.54	Oct 2017	0.54	Nov 2017	0.54	Dec 2017	0.54	Jan 2018	0.54	Feb 2018	0.54	Mar 2018	0.54	Apr 2018	0.54	To date, from April 2017, the ability for our new HR system to extract bespoke reports including sickness has been unavailable. As soon as this information is available, the results will be entered for all missing periods
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Service: Communications Strategy & Policy																																																										
QEHPI 5.1 % of complaints resolved in 14 days (10 working days) or less.		68.00%	70.00%	↓	<p>QEHPI 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>68.00%</td></tr> <tr><td>Q2 2016/17</td><td>51.00%</td></tr> <tr><td>Q3 2016/17</td><td>51.00%</td></tr> <tr><td>Q4 2016/17</td><td>77.00%</td></tr> <tr><td>Q1 2017/18</td><td>68.00%</td></tr> <tr><td>Q2 2017/18</td><td>68.00%</td></tr> <tr><td>Q3 2017/18</td><td>68.00%</td></tr> <tr><td>Q4 2017/18</td><td>68.00%</td></tr> <tr><td>Q1 2018/19</td><td>68.00%</td></tr> <tr><td>Q2 2018/19</td><td>68.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	68.00%	Q2 2016/17	51.00%	Q3 2016/17	51.00%	Q4 2016/17	77.00%	Q1 2017/18	68.00%	Q2 2017/18	68.00%	Q3 2017/18	68.00%	Q4 2017/18	68.00%	Q1 2018/19	68.00%	Q2 2018/19	68.00%	17 of 25 complaints were dealt with within 14 days, meaning we marginally failed to hit our 70% target this quarter																														
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QEHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage		10.00%	30.00%	↓	<p>QEHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>41.67%</td></tr> <tr><td>Q2 2016/17</td><td>36.00%</td></tr> <tr><td>Q3 2016/17</td><td>39.00%</td></tr> <tr><td>Q4 2016/17</td><td>33.00%</td></tr> <tr><td>Q1 2017/18</td><td>33.00%</td></tr> <tr><td>Q2 2017/18</td><td>10.00%</td></tr> <tr><td>Q3 2017/18</td><td>10.00%</td></tr> <tr><td>Q4 2017/18</td><td>10.00%</td></tr> <tr><td>Q1 2018/19</td><td>10.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	41.67%	Q2 2016/17	36.00%	Q3 2016/17	39.00%	Q4 2016/17	33.00%	Q1 2017/18	33.00%	Q2 2017/18	10.00%	Q3 2017/18	10.00%	Q4 2017/18	10.00%	Q1 2018/19	10.00%	2 of 20 complaints were upheld at stage 1 during this quarter meaning we were well within targets																																
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PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note												
QEHP1 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal		20.00%	25.00%	↓	<p>QEHP1 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p> <table border="1"> <caption>QEHP1 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0%</td></tr> <tr><td>Q2 2016/17</td><td>0%</td></tr> <tr><td>Q3 2016/17</td><td>33.00%</td></tr> <tr><td>Q4 2016/17</td><td>33.00%</td></tr> <tr><td>Q1 2017/18</td><td>20.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	0%	Q2 2016/17	0%	Q3 2016/17	33.00%	Q4 2016/17	33.00%	Q1 2017/18	20.00%	<p>1 of 5 complains were upheld at stage 2 meaning we were within our Q1 target. Of the 1 complaint that was upheld, it was only partially upheld on certain elements of the complaint thus we did not take full acceptance of fault.</p>
Quarter	Value (%)																	
Q1 2016/17	0%																	
Q2 2016/17	0%																	
Q3 2016/17	33.00%																	
Q4 2016/17	33.00%																	
Q1 2017/18	20.00%																	
QEHP1 5.12a Number of Twitter followers	Trend Only	7,908	none set	↑	<p>QEHP1 5.12a Number of Twitter followers</p> <table border="1"> <caption>QEHP1 5.12a Number of Twitter followers</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>6,648</td></tr> <tr><td>Q2 2016/17</td><td>6,977</td></tr> <tr><td>Q3 2016/17</td><td>7,325</td></tr> <tr><td>Q4 2016/17</td><td>7,612</td></tr> <tr><td>Q1 2017/18</td><td>7,908</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	6,648	Q2 2016/17	6,977	Q3 2016/17	7,325	Q4 2016/17	7,612	Q1 2017/18	7,908	<p>Twitter followers have increased by 296 this quarter, as we would expect with twitter being used as a primary channel for social media communication/engagement</p>
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Q1 2016/17	6,648																	
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QEHP1 5.12b Number of Facebook followers (Facebook likes).	Trend Only	610	none set	↑	<p>QEHP1 5.12b Number of Facebook followers (facebook likes).</p> <table border="1"> <caption>QEHP1 5.12b Number of Facebook followers (facebook likes).</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>457</td></tr> <tr><td>Q2 2016/17</td><td>483</td></tr> <tr><td>Q3 2016/17</td><td>520</td></tr> <tr><td>Q4 2016/17</td><td>548</td></tr> <tr><td>Q1 2017/18</td><td>610</td></tr> </tbody> </table>	Quarter	Value	Q1 2016/17	457	Q2 2016/17	483	Q3 2016/17	520	Q4 2016/17	548	Q1 2017/18	610	<p>Facebook likes are steadily increasing as we increase the council's use of this channel</p>
Quarter	Value																	
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Q2 2016/17	483																	
Q3 2016/17	520																	
Q4 2016/17	548																	
Q1 2017/18	610																	

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
QEHIPI 5.12C Number of subscribers to the Gov Delivery news bulletins	Trend Only	9,537	none set	New Indicator		Numbers of subscribers are increasing steadily and weekly news bulletins are being sent from May 25 2017 (previously bi-monthly)
QEHIPI 5.12D Press favourability score	Trend Only	76	none set	New Indicator		Press favourability score includes both traditional media and digital media and could be negative or positive overall. Digital media is being recorded from beginning of May 2017.
Service: Revenues & Benefits						
MEHIPI 10.2 Council tax collection, % of current year liability collected.		29.90%	30.00%	Cumulative Figure		Figures slight below target for this Month but in line with this time last year. More Council Tax properties to collect than ever before as the number of households continues to increase






PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.		30.90%	30.00%	Cumulative Figure	<p>MEHPI 10.4 NNDR (Business rates) collection, % of current year liability collected.</p>	Business Rates continues to sit above targets set at this time of the year.
Service :Democratic & Legal Services						
MEHPI 5.15 % of FOI cases closed in month that were closed within 20 working days or less		86.00%	90.00%		<p>MEHPI 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>	There were 35 requests closed in June with 5 overdue which is a % of 86% on time A couple of those were due to the initial mail not being seen by the HOS (lost in the large numbers of mails they get) To hopefully fix this requests are being assigned to a common mailbox checked by several people (this gets round people being on holiday etc. and the job not getting assigned to the correct person)
Service: Strategic Finance & Property						
MEHPI 8 % of invoices paid on time.		98.74%	98.50%		<p>MEHPI 8 % of invoices paid on time.</p>	Target was exceeded in the month of June

PI code and Name	Status	Latest Value	Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
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PI Status

Performance is 6% or more off target	
Performance is 3% or more off target	
Performance is on target or exceeding target	
No target to set performance against	Trend Only
Latest data unavailable - last data shown	

Movement since last period

Value is higher than previous period & this is positive movement	
Value is higher than previous period but this is negative movement	
Value is lower than previous period but this is positive movement	
Value is lower than previous period & this is negative movement	
Value is the same as previous period	
N/A -Cumulative so will always be above previous period	n/a

New Frequency

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EAST HERTS COUNCIL

EXECUTIVE - 16 OCTOBER 2017

REPORT BY THE EXECUTIVE MEMBER FOR FINANCE AND
SUPPORT SERVICES

RISK MANAGEMENT MONITORING REPORT (APRIL TO JUNE 2017)

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report relates to action taken to mitigate and control strategic risks in the period April to June 2017.

<u>RECOMMENDATION FOR EXECUTIVE:</u> That:	
(A)	the risk management controls implemented be approved.

1.0 Background

1.1 The Strategic Risk Register was last considered by the Executive on 27 June 2017 (Period January to March 2017). The content of the register has been updated with controls implemented between April and June 2017 recorded. Please see **Essential Reference Paper 'B'**.

2.0 Report

2.1 Risk management has generally been included within the Healthcheck report, with the exception of quarter four when a separate report has been necessary. It has now been agreed that a separate report will be prepared each quarter.

2.2 The Strategic Risk Register has been reviewed for 2017/18. Whilst there have been some minor tweaks to titles and descriptions, there have been no fundamental changes apart from the separation of cyber risk from the more general data risk (see 5b).

- 2.3 Controls implemented during the period April to June 2017 have been recorded. Scores have also been reviewed but remain unchanged. Please refer to **Essential Reference Paper 'B'** for more information.
- 2.4 The Strategic Risk Register will be considered by Performance, Audit and Governance Scrutiny Committee on 26 September 2017. This report will be updated after Pre-Executive to include any comments received.
- 2.5 All strategic risks can be viewed on Covalent.
www.covalentcpm.com/eastherts
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

None

Contact Member: Cllr Geoffrey Williamson
Executive Member for Finance and Support
Services
geoffrey.williamson@eastherts.gov.uk

Contact Officer: Isabel Brittain
Head of Strategic Finance and Property
isabel.brittain@eastherts.gov.uk

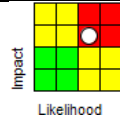
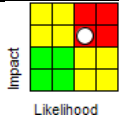
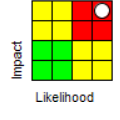
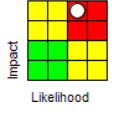
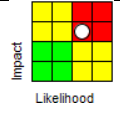
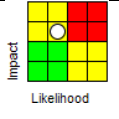
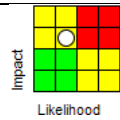
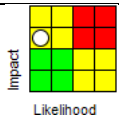
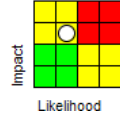
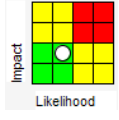
Report Author: Graham Mully
Risk Assurance Officer
Ext 2166
graham.mully@eastherts.gov.uk

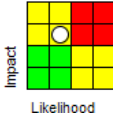
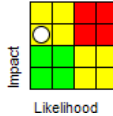
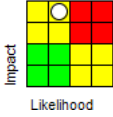
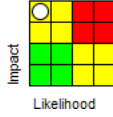
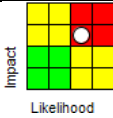
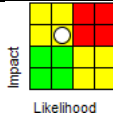
ESSENTIAL REFERENCE PAPER 'A'

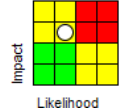
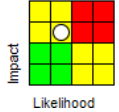
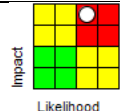
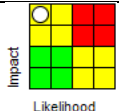
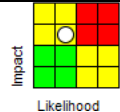
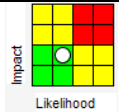
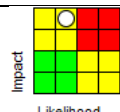
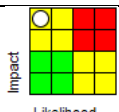
IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives:	Priority 1 – Improve the health and wellbeing of our communities Priority 2 – Enhance the quality of people's lives Priority 3 – Enable a flourishing local economy
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 are no additional risk management implications to those already contained in this report. However, it should be noted that if East Herts did not have a risk management monitoring process, the Authority would be seen to be not managing risks appropriately, which would have a significant negative impact on recommendations made by the External Auditors through the Annual Audit Letter.
Health and wellbeing – issues and impacts:	There are no specific health and wellbeing implications arising directly from this report.

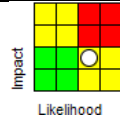
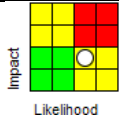
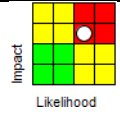
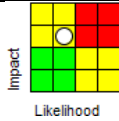
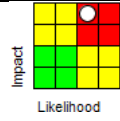
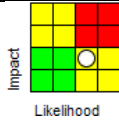
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Code 17 SR	Title	Description	Inherent risk matrix	Inherent impact	Inherent likelihood	Controls introduced in 2017/18 quarter one, plus those planned in future	Residual risk matrix	Residual impact	Residual likelihood	Managed by
1a	Risk of significant deviation from plan in terms of funding. This is predominately a risk of a significant reduction but a significant increase could also cause risks to materialise.	There is uncertainty around future funding, both from Government and other areas such as income from commodities markets for recycled materials. There is some clarity on 2016/17 but little beyond then, particularly with the potential impact of leaving the EU and on trade relations. There are cost pressures combined with an increased awareness and scrutiny of financial position.		3	3	April to June 2017: The Healthcheck reporting process remains in place. Funding situation is being carefully monitored. Uncertainty going forward following the General Election around the direction of travel for LA funding (specifically 100% NNDR).		3	3	Isabel Brittain
1b	Business rate income significantly reduced from planned anticipated level (and current levels).	Appetite and ability as a Council to influence economic development. Neighbouring authorities reducing rates. Revaluation and appeals. (Maximum liability circa £10m if all appeals were granted). Inability to influence economic regeneration. Economic vitality.		4	4	April to June 2017: There has been a freeze of position since the General Election.		4	3	Isabel Brittain
2	Risk of not having capacity / capability and flexibility to continue to deliver service levels over time.	There are challenges to ensure the Council is fit for the future, in terms of workforce skills, capacity and flexibility.		3	3	April to June 2017: Services have restructured to ensure their services meet customer demand and are efficient and effective. Digital East Herts will support this transformation.		3	2	Emma Freeman
3	Risk that supplier / contractor or key third sector partner fails or fails to deliver.	A number of key services are delivered through major contracts, both directly and in consortia. This is both through private sector supply chains and in conjunction with the voluntary and third sector.		3	2	April to June 2017: No concerns reported with any major contracts or shared service. Waste tender OJEU notice published and bids to be returned by 7 August 2017.		3	1	All Heads of Service
4	Risk that investment and effort in alternative service delivery models does not deliver benefits and returns.	Moving more towards other delivery models in future with public sector partners. This is part of the wider context of the changing role of Local Government moving forward. Potential for lack of consistent political buy-in by all partners resulting in considerable effort without benefit. There is also a		3	2	April to June 2017: No concerns reported or issues raised.		2	2	All relevant Heads of Service

Page 294		challenging skill set for managers due to the complexity.								
	Information management: Misuse or loss of key information leading to breach. The potential disclosure of personal data inappropriately.	The Council handles a large amount of information and data which if not managed properly could be compromised. This could be perhaps through carelessness or hacking and security of the information could be compromised. Failure to comply with information governance principles. Action may be taken by the ICO. Individuals may suffer if their personal data, particularly sensitive personal data is disclosed.		3	2	April to June 2017: No reportable data breaches. Staff training programme continues. Forthcoming legislation under the General Data Protection Act regulations will be considered in preparation and Corporate groups set up.		3	1	Alison Stuart
	5b	Information management: Cyber risk. Inconsistent application of information management standards and security controls could increase the likelihood of data or data systems being compromised.	Viral attack affecting hardware or software information systems. Theft, loss or improper disclosure / use of confidential information. Service disruption or loss. Reputational damage. Regulatory fines or compensation claims.		4	2	April to June 2017: Cyber security plan produced to highlight most significant security risks and proposals for mitigating actions. Shared service security group to devise and monitor policies and action plans, and review information security and any data breaches. (See 5a). E-mail bulletins issued to staff regarding security threats.		4	1
6	Impact of Housing and Planning Act.	The key potential impacts are: <ul style="list-style-type: none"> • Introduction of Starter Homes as a form of affordable housing, with nationally prescribed percentages to be delivered through the planning process, is likely to reduce the supply of new affordable rented homes thus reducing housing options for those on no / low incomes. This could place increased pressure on existing housing stock and potentially increase homeless approaches to the Council, leading to higher workloads • The opening up of the planning application assessment process to third parties could see workloads/income drop for the Council and its influence in decision making reduced. Potential for significant impact on staff resources, income and the ability to support direct and back office services. • Provisions for the Government to determine district plans where local 		3	3	April to June 2017: Officers will continue to monitor any proposals that are introduced through secondary legislation following the main Act, and provide advice with regard to actions and policy approaches to be taken as a result. With regard to possible government intervention in the preparation of the District Plan, this is now considered a low risk, given the stage reached. Planning competition and potential fee setting flexibilities and self-setting remain a possibility, although no recent government advice has been given with regard to their introduction or timing.		3	2	Jonathan Geall and Kevin Steptoe

		<p>authorities have not done so within certain time limits could erode the Council's reputation and ability to shape local development.</p> <ul style="list-style-type: none"> • Further provisions for flexibilities with regard to fee levels and self setting of fees if the Council continues to operate established performance levels. 								
7	Production of a District Plan meeting community and regulatory needs.	Risk of not being able to agree plan in timeframe meaning: Increased costs, Lack of effective development management, Cannot bid for funding for infrastructure, lost opportunity, open to challenge in meantime, legal / reputational / political issues. Impact on New Homes Bonus.		3	2	April to June 2017: Preparation stage has moved ahead with the submission of the Plan to the inspectorate and early engagement, through initial questions from the Examiner. Timescale is now largely beyond the Councils control, but appropriate resources continue to be directed toward the work to ensure that timescale demands are met.		3	2	Kevin Steptoe
8	Significant development proposals at strategic sites (Welwyn Garden City, Bishop's Stortford) - need to ensure good quality developments securing all necessary infrastructure.	Ambitions not achieved. Ability of building industry to deliver, including contribution for infrastructure. Poor environment. Loss of development opportunity. Reputational risk.		4	3	April to June 2017: Initial steps have been undertaken to informally set out the Council's expectations with regard to site master planning and engagement. Officers are commencing the use of this approach. This will be formalised through Executive and Council endorsement.		4	1	Kevin Steptoe
9	Failure to deliver Digital East Herts and improved customer access and engagement.	<p>Risk that services are not provided across multiple channels to improve the customer experience and realise efficiency gains.</p> <p>Step change to digital basis for service delivery will not be made within the window of invest opportunity in the next two years.</p>		3	2	April to June 2017: Individual projects being monitored via Digital East Herts steering group and exception reporting in place on a monthly basis to Leadership Team to identify any resourcing issues or issues arising that could impact on overall programme delivery. Projects currently on track and some new online services already introduced showing increased customer uptake rates		2	2	Adele Taylor
	Compliance with the Childrens Act 2004.	Whilst the Council's self-assessment obtained ratings of at least 'adequate' there is a commitment to improve and thereby ensure the safety of children.		4	2	April to June 2017: The council has worked with the Police to plan to promote awareness of Child Sexual Exploitation (CSE) issues among		4	1	Jonathan Geall

						those operating in the Night Time Economy. An Awareness Raising Session will be held on 20 July. Self-assessment of CSE activities to be completed in July as part of the county-wide audit. Relevant staff to be trained on the Modus software in July as part of the Housing Service's participation in the Hertfordshire MARAC (the Multi Agency Risk Assessment Conference) which is concerned with tackling domestic abuse (itself sometimes linked to CSE).				
11	Safeguarding adults.	Maintain and develop interagency relationships, Council policy and training.		3	2	April to June 2017: SIAS audit report re: safeguarding arrangements issued in May 2017. 'Substantial assurance that there are effective controls in operation'. The council's Safeguarding Policy was updated (to be formally signed off by HR Committee in July). This includes a new, simplified approach for staff to report concerns. Safeguarding awareness raised provided to Leadership Team on 12 June and will be covered through Staff Briefing in July.		3	1	Jonathan Geall
12	Encouragement of economic vitality cross the District.	Risks that opportunities to maximise inward investment, employment and economic growth are not maximised in the district. Also ensure regular dialogue with business and organisations representative of business. Interventions to be proposed where appropriate e.g. business improvement district opportunities.		4	2	April to June 2017: Business Rates' discount grant has been implemented. Incubation space in Charrington's House (the Launchpad) is due to start 1 September. By March 2018 hope to have a larger evidence base about business start-up demand and need for grow on space.		4	1	Ben Wood
13	Unable to resource or prioritise emergency planning response and other mitigation measures.	Frequency of events likely to increase. Emergency planning response could be compromised. Impact on east/west travel in District and on infrastructure, especially transportation. Lack of resource for mitigation activity e.g. land drainage function. Impact on Council properties,		3	3	April to June 2017: Rotacloud now in use. Desk top exercise to be held in the autumn.		2	3	Jonathan Geall

		particularly sites on flood plains.								
14	Devolution - fail to engage, and influence partners to engage, leading to missed opportunities.	Hertfordshire not seen as a 'player' nationally and regionally. Unable to be proactive and engage early on in this agenda. Missed opportunities to maximise benefit.		2	3	April to June 2017: Five point action plan (Areas include: World class skills, Strategic Planning and Transport, Fully collaborative Health & Social Care, Safe and Cohesive Communities, and Maximising public sector assets.) in place. Work progressing in most areas, overseen by a small steering group of leaders, and managed through the Chief Executive's Coordinating Group for Hertfordshire.		2	3	Liz Watts
15	Referendum vote to leave EU.	Further budget reductions likely. Potential impact on the economy, particularly employment and the housing market. Loss of EU funding for local schemes. Legislative changes.		3	3	April to June 2017: No further update pending Brexit negotiations. There are still unspent EU structural funds and we are looking at accessing these.		3	2	Ben Wood
16	Development of Old River Lane, Bishop's Stortford.	The acquisition of the Old River Lane site presents opportunities to revitalise and shape the town centre, but there are risks around undertaking large-scale development, including land use choices, viability, impact on other areas and functions of the town centre, etc.		4	3	April to June 2017: Site options being developed by urban designers and property consultants, to be presented to Old River Lane Board on 11 July. Discussions ongoing with other partners such as Hertfordshire County Council, Rhodes and Bishop's Stortford Town Council, to ensure any enabling parts of the site are ready.		2	3	Liz Watts

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MINUTES OF A MEETING OF THE
DISTRICT PLANNING EXECUTIVE PANEL
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON THURSDAY
21 SEPTEMBER 2017, AT 7.00 PM

PRESENT: Councillor L Haysey (Chairman)
Councillors E Buckmaster and G Jones.

ALSO PRESENT:

Councillors A Alder, P Ballam, R Brunton,
S Bull, M Casey, M Freeman, J Jones,
T Page, M Pope, S Rutland-Barsby,
N Symonds and K Warnell.

OFFICERS IN ATTENDANCE:

Chris Butcher	-	Principal Planning Officer
Martin Ibrahim	-	Democratic Services Team Leader
Kay Mead	-	Principal Planning Officer
George Pavey	-	Planning Officer
Jenny Pierce	-	Principal Planning Officer
Claire Sime	-	Service Manager (Planning Policy)
Kevin Steptoe	-	Head of Planning and Building Control Services

**1 OPEN SPACES AND SPORTS FACILITIES ASSESSMENT
TECHNICAL STUDY (SEPTEMBER 2017)**

The Leader of the Council submitted a report summarising the findings of the Open Spaces and Sports Facilities Assessment Technical Study (September 2017), which sought agreement to use the Assessment to inform the preparation of the East Herts District Plan and to inform Development Management decisions. The Panel noted the importance of open space, sports, play and recreation facilities in enhancing people’s quality of life

through improving wider health and wellbeing functions, helping to build inclusive communities and promoting healthy lifestyles.

In response to Members' questions and comments, Officers explained the rationale for different types of facilities being assessed according to walking or car travel distances. They also clarified the need for the conversion of adult football pitches to mini soccer use at appropriate times.

Ward Members referred to the level of participation in football in Buntingford and the need for more pitches.

The Panel supported the recommendations now detailed.

RECOMMENDED – that (A) Parts 1 to 3 of the Open Spaces and Sports Facilities Assessment Technical Study (September 2017), be approved as part of the evidence base to inform and support the East Herts District Plan;

(B) Parts 1 to 3 of the Open Spaces and Sports Facilities Assessment Technical Study (September 2017), be approved to inform Development Management decisions;

(C) the Head of Planning and Building Control, in consultation with the Leader of the Council, be authorised to agree Part 4 of the Open Spaces and Sports Facilities Assessment Technical Study (September 2017), as part of the evidence base to inform and support the East Herts District Plan; and

(D) the Head of Planning and Building Control, in consultation with the Leader of the Council, be authorised to agree Part 4 of the Open Spaces and Sports Facilities Assessment Technical Study (September 2017), to inform Development Management decisions.

2 **DRAFT AFFORDABLE HOUSING SUPPLEMENTARY PLANNING DOCUMENT (SPD)**

The Executive Member for Health and Wellbeing submitted a report seeking authority to produce a new draft Affordable Housing Supplementary Planning Document (SPD), which would sit alongside the East Herts District Plan once adopted. The new SPD would provide further guidance on the delivery of affordable housing in East Herts and would support Policy HOU3: Affordable Housing as set out in the emerging District Plan. Once adopted, the new SPD would replace the Council's current Affordable Housing SPD (January 2008).

The Executive Member referred to the need to address excluded groups and to look at developing a model section 106 agreement. In response to Members' comments and questions, Officers acknowledged that shared ownership would be looked at by the team.

The Panel supported the recommendation now detailed.

RECOMMENDED – that a new draft Affordable Housing Supplementary Planning Document (SPD) be produced, with the content to be agreed in due course prior to public consultation.

3 **AGREEMENT FOR THE PRINCIPLE OF USING THE COUNCIL'S COMPULSORY PURCHASE POWERS IN RESPECT OF LAND REQUIRED TO SUPPORT DEVELOPMENT OF THE GILSTON AREA**

The Panel considered a report seeking agreement for the principle of using the Council's Compulsory Purchase Order (CPO) powers under Section 226 of the Town and Country Planning Act 1990, in respect of land required to support development of the Gilston Area.

Officers clarified that the land promoted to the Council for

residential development was hatched in blue and not red as stated in paragraph 2.4 of the report submitted.

Councillor R Brunton referred to local residents' concerns about the uncertainties of the CPO process and sought assurance that all avenues would be exhausted before CPO powers were implemented. The Leader gave this assurance and spoke of the Council's commitment to negotiate as far as possible.

The Panel supported the recommendation now detailed.

RESOMMENDED – that it is agreed in principle that the use of the Council's Compulsory Purchase Order powers under Section 226 of the Town and Country Planning Act 1990 in respect of the land identified in the report submitted be authorised, subject to a further report seeking authorisation to commence the process dealing with the detailed procedural and legal requirements and relevant considerations.

4 **HARLOW AND GILSTON GARDEN TOWN UPDATE**

The Leader submitted an update on the ongoing work on the Harlow and Gilston Garden Town proposal. She outlined the progress of various workstreams and the two consultancies that had been engaged.

The Panel noted the update.

RECOMMENDED – that the ongoing work in relation to the Harlow and Gilston Garden Town be noted.

5 **LOCAL DEVELOPMENT SCHEME (LDS) SEPTEMBER 2017**

The Panel considered an updated version of the Council's Local Development Scheme (LDS), the schedule and work programme that set out the timeline for preparation of the

District Plan. This would replace the LDS May 2016 (Version 6).

The schedule and work programme set out the timeline for the preparation of the District Plan.

In response to Members' comments on the potential for a delay in the adoption of the District Plan caused by a legal challenge, Officers expressed confidence that the submitted Plan was sound. The Leader warned of the dangers of a delay and the impact this would have on the Council's ability to resist inappropriate development.

The Panel supported the recommendation, as now detailed.

RECOMMENDED – that the Local Development Scheme (LDS) September 2017, attached at Essential Reference Paper 'B' of the report submitted, be agreed to take effect from September 2017.

6 EAST HERTS APPROACH TO MASTER PLANNING

The Panel considered a report setting out the Council's approach to master planning, which sought agreement for its use to support the delivery of significant development sites in the District.

The Panel noted that throughout the development of the District Plan, the Council had emphasised the need to ensure that development of the highest quality came forward, fully supported by infrastructure which delivered a range of aspirations that the Council and the community in general had about the benefits to be delivered as part of development. These aspirations could be best identified and achieved through a collaborative master planning approach to the bringing forward of sites for development.

In response to Members' comments and questions,

Officers confirmed that no threshold on the size of development was proposed and that each development site would be considered on its merits. The Council would seek a collaborative approach that would involve discussions with all parties and this could apply to employment sites as well.

In respect of the Gilston area, Officers explained that it was too early to confirm the approach that would be taken at this stage and the various questions asked would be best answered by the steering group set up.

Regarding the Goods Yard site in Bishop's Stortford, Officers advised that, as this application was subject to appeal, some caution needed to be applied in any discussion. However, it was noted that a collaborative approach was being taken. Officers emphasised that the master planning approach would raise the bar and help the process of seeking the highest possible quality in design and development.

The Panel supported the recommendation now detailed.

RECOMMENDED – that the approach to master planning set out in the report submitted, be endorsed as the approach to be followed in relation to the development of significant development sites in East Herts.

7 CHAIRMAN'S ANNOUNCEMENTS

The Panel Chairman welcomed Members, Officers and the public and reminded everyone that the meeting was being webcast.

She updated the meeting in terms of the District Plan's Examination in Public which was due to commence on 3 October 2017. She also advised that the Examination would be webcast.

8 MINUTES

RESOLVED – that the Minutes of the meeting held on 9 March 2017 be approved as a correct record and signed by the Chairman.

The meeting closed at 8.08 pm

Chairman
Date

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