



*Alison Stuart
Head of Legal and
Democratic Services*

MEETING : OVERVIEW AND SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 18 SEPTEMBER 2018
TIME : 7.00 PM

MEMBERS OF THE COMMITTEE

Councillor M Allen (Chairman)
Councillors D Abbott, S Bull, M Casey, G Cutting, B Deering,
I Devonshire, H Drake, Mrs D Hollebon, J Jones (Vice-Chairman),
P Moore, M Stevenson and N Symonds

Substitutes

Conservative Group: Councillors D Andrews, P Kenealy,
C Snowdon and K Warnell

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

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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. Executive Member - Presentation

There will be a presentation from the Executive Member of Development Management and Council Support on Complaints and Customer feedback.

2. Apologies

To receive apologies for absence.

3. Minutes (Pages 7 - 18)

To approve as a correct record the Minutes of the meeting held on 10 July 2018

4. Chairman's Announcements

5. Declarations of Interest

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

6. Draft Community Transport Strategy 2018 - 2021 (Pages 19 - 34)

7. Economic Development Vision: Update 2016/17 to 2019/21 (Pages 35 - 46)

8. Overview and Scrutiny Work Programme (Pages 47 - 64)

9. Urgent Items

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

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MINUTES OF A MEETING OF THE
OVERVIEW AND SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY 10
JULY 2018, AT 7.00 PM

PRESENT: Councillor M Allen (Chairman)
Councillors S Bull, M Casey, G Cutting,
B Deering, I Devonshire, H Drake, J Jones,
P Moore, M Stevenson and N Symonds

ALSO PRESENT:

Councillors K Crofton, T Page, M Pope and
P Ruffles

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Jonathan Geall	- Head of Housing and Health
Helen Standen	- Director

ALSO IN ATTENDANCE:

Scott Crudgington	- Chief Executive, Stevenage Borough Council
Richard Protheroe	- Stevenage Borough Council
Clare Fletcher	- Stevenage Borough Council

Rob Gregory - Stevenage Borough Council
Paul Tyler - Stevenage Borough Council

80 APOLOGIES

Apologies for absence were submitted on behalf of Councillors D Abbott and Mrs D Hollebon.

81 MINUTES

The Minutes of the meeting held on 10 July 2018 were considered. Councillor J Jones requested an amendment to Minute 54 (Proposed Capital Development of Hertford Theatre and Surrounding Areas) as follows:

- Paragraph 11, third line after the word “had”, insert “without consultation with Members and Local Members”.
- Councillor M Stevenson also requested an amendment:
- Paragraph 11, ninth line after the word “generation”, a new sentence be inserted as follows. “Councillor M Stevenson commented that she had been involved as part of the Health and Wellbeing Forum”.

It was moved by Councillor M Allen and seconded by Councillor M Casey that the Minutes of the meeting held on 19 June 2018 as now amended, be confirmed as a correct record and signed by the Chairman. After being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – that the Minutes of the meeting held on 19 June 2018 as now amended, be confirmed as a correct record and signed by the Chairman.

82 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Officers from Stevenage Borough Council to the meeting.

The Chairman reminded Members that in the interests of transparency of decision making, recommendations needed to be moved and seconded other than for presentations and items for noting.

The Chairman also reminded Members that under the GDPR (General Data Protection Regulations), it was the responsibility of Members to ensure that reports with confidential papers were disposed of safely and not recycled. He added that the Democratic Services Officer would be happy to collect agendas after the meeting.

83 SHARED SERVICES UPDATE: IT

The Director submitted a report on the Shared IT Service arrangements with Stevenage Borough Council (SBC). She provided historical background which culminated in the shared service arrangements. This aimed to provide value for money and stability of service. The Director explained that savings had been achieved and that there was an emerging ICT strategy and significant investment particularly over the last six months.

Scott Crudginton, the Chief Executive of Stevenage Borough Council introduced his team and their areas of

expertise. Mr Crudgington reminded Members of the financial crisis which had hit the country in 2008 in terms of local government cuts and the austerity measures which had followed triggering a number of Councils to investigate partnership working arrangements; the first of which was to share revenues and benefit service arrangements. Mr Crudgington referred to the challenges still facing both Councils with shared IT arrangements and of the successes with shared services including revenues and benefits and the CCTV partnership working.

The Committee Chairman commented on the need to look at service provision going forward and what it could do better.

Councillor M Casey referred to the projected savings of £400K a year cited within the business plan in the context of the outturn figures for 2016/17 and 2017/18. He queried what had happened to the £400K savings.

Claire Fletcher (Finance Officer, SBC) explained how the costs of moving to a shared service arrangement including staffing changes (e.g. TUPE) had impacted on the projection and synchronising of projects.

Clarification was sought and provided on the table in paragraph 4.1 of the report submitted, in relation to retained costs by each council. By way of example Mr Crudgington explained that SBC still held housing stock and the implication of this on IT management. Mr Tyler explained that £386K was retained by EHDC and how this was broken down to support various services, e.g. Revenues and Benefits.

The Committee Chairman sought and was provided with

clarification on the potential impact if each Council did not have a shared service arrangement. Mr Crudgington referred to the impact on data integration, the need to develop data centres and the re-employment of staff who had TUPE'd over.

The Director explained that if both Councils had continued to provide separate IT services, then annual costs would have risen year on year and that it was unlikely that savings would have been achieved. She explained that both Councils now had significant resilience through a variety of means and of the importance of investment. The Director added that the emerging ICT strategy would inform the direction of travel over the years and provide an indication of what investment levels were needed.

Councillor B Deering thanked the Officers for the report. He was concerned to read (in paragraph 6.11) that projects and business as usual work was "uncontrolled" and how this had impacted on maintaining day to day services. He expressed concern about the decision to extend the partnership arrangement to 31 March 2019 to enable a revised agreement for a further three years to be approved by both Councils. Councillor Deering suggested that Officers should provide further information including extraction costs, to see if EHDC wanted to carry on with the shared arrangement .

The Director referred Members to the ever changing environment of IT and the anticipated review following the appointment of a new Shared Service Technology (Transformation) Manager.

She explained that a separate arrangement would mean increased staff costs at both sites.

Councillor M Casey commented that it appeared to him that the savings achieved had been spent on equipment and licences. He sought and was provided with clarification in relation to the suggestion that a third Council might be encouraged to join the shared service arrangement.

Councillor M Pope felt that there had been a lack of planning in the infrastructure phase due to the increase in costs in the life of the shared service arrangements. The Director explained that the significant investment in supplies and services was necessary to ensure that the Council had the right platform for its services and residents. She explained that without the right platform, it could not move forward and there was a need to continually invest.

The Director was keen to see what proposals the new IT Manager might have in relation to the ICT strategy and both Councils' vision. She explained that she would be happy to report back in terms of the developments.

Councillor M Stevenson sought and was provided with clarification by Mr Protheroe (SBC) on the use of consultants in the past and whether this would increase.

The Committee Chairman queried what other platforms had been considered. Mr Tyler explained that many applications centred on Microsoft and it was important to consider how other applications could be supported in terms of the whole.

Councillor B Deering queried whether the Council might consider outsourcing or privatising this service, adding that

it was important to have a system which delivered what was needed. The Director commented that she was happy to review options.

Mr Crudgington acknowledged that there were some areas where improvements could be made.

Councillors N Symonds commented on the unreliability of the service and its potential vulnerability. Mr Crudgington stated that they were doing all they could to improve resilience.

Councillor M Pope sought and was provided with clarification by Mr Tyler (SBC) about projects to build on resilience.

Councillor H Drake was concerned about having to adopt different approaches to different projects because Stevenage had some specific needs which EHDC did not. She stressed the need for consolidation. The Director assured her that synergies were discussed when any decisions needed to be made to buy new systems, adding that both Councils did a lot of things the same but some things differently.

The Committee Chairman sought and was provided with clarification by Mr Tyler (SBC) on the issue of GDPR and how and what data should be retained, anonymising data and shoring up security systems.

Councillor I Devonshire praised the support provided by IT staff. He was surprised that the "Cloud" could not be used to store data. Mr Crudgington explained the difficulties moving from Office 365 to a corporate environment and the need to ensure all systems could interact with one

another.

The Director explained that moving forward, it would be necessary to get the views of the new IT (Transformation) Manager. She anticipated being able to circulate Members with further information by Christmas 2018 and then set up another special meeting. This was supported.

The Committee Chairman, on behalf of Members thanked all those concerned for the update.

It was moved by Councillor M Allen and seconded by Councillor M Casey that the recommendations as detailed, be supported including a recommendation to report back by Christmas 2018. After being put to the meeting and a vote taken, the recommendations were declared CARRIED.

RESOLVED – that (A) the value for money assessment of the Shared IT Service be noted;

(B) current proposals to help ensure continued value for money be supported; and

(C) Officers report back with an update by Christmas 2018.

84 SHARED SERVICES UPDATE: CCTV

The Head of Housing and Health submitted a report on the shared service arrangements currently in place, hosted by Stevenage Borough Council (SBC) through which CCTV cameras in the District were monitored.

The Head of Housing and Health provided an update on

the background of the CCTV partnership, what cameras were deployed, profits and losses incurred by the trading arm owned by the four partners and how this was apportioned. The Head of Housing and Health explained why the trading arm had been established and the potential for developing the service commercially.

Councillor J Jones praised the CCTV partnership and queried whether the service could be utilised by Buntingford Town Council. The Head of Housing and Health explained the costs of running the service and confirmed that it could be extended. He agreed to discuss the matter further with the Member or the Town Council.

An update was provided in relation to the governance review and the development of a business plan for growth to accommodate the demands for CCTV assistance.

In response to a query from Councillor N Symonds, the Head of Housing and Health explained that mobile cameras were moved to the best vantage points and power sources possible.

Clarification was sought and provided by Ms Fletcher (SBC) regarding the profit and losses made by the CCTV Partnership's trading arm and how these were distributed. She explained that there had been a small surplus last year and that the partnership needed to look at the costs of the partnership and the most tax efficient methods for the company to work, particularly in relation to acquiring cameras and how and where the costs should be accounted whether within the company or the Partnership itself.

The benefits of hard wired systems versus mobile

arrangements were discussed. It was noted that the governance review would be completed by the autumn 2018. The Head of Housing and Health anticipated being able to report back to Members in September 2018. It was moved by Councillor M Allen and seconded by Councillor B Deering that the recommendations as detailed, be supported. After being put to the meeting and a vote taken, the recommendations were declared CARRIED.

RESOLVED - that (A) the shared CCTV arrangements detailed in the report be noted and Members' comments be taken on board by the Head of Housing and Health for consideration at an operational level;

(B) the reviews of the operational and governance aspects of the shared CCTV service currently under way be acknowledged and Members' comments be taken on board by the Head of Housing and Health; and

(C) the Head of Housing and Health submit a report to Members to consider the outcome of the reviews.

At 8.49pm, the meeting was adjourned. The meeting reconvened at 8.55pm.

85 EXCLUSION OF THE PRESS AND PUBLIC

Councillor M Allen moved, and Councillor M Casey seconded, a motion 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 Minute 86 – Potential Kingsmead Scheme, on the grounds that it

involved the likely disclosure of exempt information as defined in paragraph 3 of part 1 of Schedule 12A of the said Act. After being put to the meeting, and a vote taken, the motion was declared CARRIED.

RESOLVED – 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 Minute 86 (Potential Kingsmead Scheme) on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 3 of part 1 of Schedule 12A of the said act.

86 POTENTIAL KINGSMEAD SCHEME

The Head of Housing and Health provided a presentation on the potential for the improvement and/or redevelopment of the Pinehurst Community Centre, the adjacent shop and flats on the site referred to as the Kingsmead site. He provided background information on the history of the site and its configuration, key issues and opportunities arising from the options appraisal.

Members considered three possible initial options:

- refurbishment of the community centre and shop with no changes to the residential flats;
- disposal of the site to a housing association or developer; and
- Council-led redevelopment of the site.

The advantages and disadvantages of each option were debated at length.

It was moved by Councillor M Allen and seconded by Councillor B Deering that the recommendations as detailed, be supported. After being put to the meeting and a vote taken, the recommendations were declared CARRIED.

RESOLVED - that the Executive be advised that the Committee support:

(A) the option of a council-led redevelopment of the site as detailed in the report;

(B) Officers be requested to conduct more detailed financial modelling.

The meeting closed at 9.37 pm

Chairman
Date

EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 18 SEPTEMBER 2018

REPORT BY JONATHAN GEALL, HEAD OF HOUSING AND HEALTH

DRAFT COMMUNITY TRANSPORT STRATEGY 2018 – 2021

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report introduces, in draft form, the council's first Community Transport Strategy. The report outlines the proposed vision for community transport in East Herts along with the council's three key priorities; to provide practical support and advice to those considering the need for community transport in their locality, to assist with funding new and existing services and to promote the importance of community transport.
- Members' views are sought prior to seeking Council's approval of the Strategy.

<u>RECOMMENDATION FOR DECISION: That:</u>	
(A)	the contents of the draft Community Transport Strategy be reviewed and Members' provide comments to the Head of Housing and Health to consideration; and
(B)	Overview and Scrutiny Committee recommends the draft Community Transport Strategy to Council for approval and adoption.

1.0 Background

1.1 East Herts Council has been working in partnership with a number of local organisations including a number of Town and Parish Councils, Community Voluntary Services Broxbourne and East Herts (CVSBEH) and the Community Development Agency to develop and provide community transport schemes across the district. The current schemes have developed over a number of years drawing on different evidence bases and motivations, thus it now felt imperative to devise an overarching strategy to outline the council's vision for community transport and how the council will work with existing and new partners to support such schemes in the district.

2.0 Report

2.1 East Herts has high levels of car ownership. This is likely to be a reflection of relatively high incomes in much of the district and somewhat patchy public transport links in some areas, especially the more rural parts of the district.

2.2 Despite good rail links into and out of London from the district's major towns, except Buntingford, and some high frequency bus routes, most typically around Hertford, Ware and Bishop's Stortford, many rural communities have very limited transport options other than car use. Thus, community transport can be considered a key way to 'plug gaps' in provision.

2.3 The definition of community transport is quite broad. It generally refers to transport provided by voluntary and community sector organisations using a mixture of volunteers and paid staff, often supported with subsidies.

2.4 There are currently a number of community transport schemes in place across East Herts serving our towns and villages. These include a volunteer-staffed Community Car scheme lead by Community Voluntary Services Broxbourne &

East Herts and several bus services linking towns and villages with essential services such as shops and medical centres across the district run by or in conjunction with town and parish councils.

2.5 The council is keen to promote and further enhance community transport across the district. Priorities and an action plan aimed at achieving this are set out in section 5 of the draft Strategy. It is proposed that the council's approach be represented in three key priorities:

- to provide practical support and advice to those considering the need for community transport in their locality
- to assist with funding new and existing services and
- to promote the importance of community transport.

2.6 Of particular note, it is understood that an element of subsidy is likely to be essential for community transport schemes, both at the start-up stage and on an ongoing basis. The aim is that the council provides financial support to assist schemes to develop as viable a business model as possible to ensure the longevity of the scheme. It is felt that should the council provide the majority or all of the funding required, this may curtail the incentives for partners to seek their own funding, including income from fares. Therefore, within the overall budget held by the council for community transport – currently £88,000 a year – the council proposes to provide funding of up to a maximum of 50% of start-up and initial running costs. The aim is to then work with the community transport provider to reduce the reliance on East Herts Council funding over time with a view to moving each service towards self-sufficiency.

2.7 At present, for all by one community transport scheme, council funding represents a maximum of 50% of costs. One scheme has already reduced the council's contribution to 42% of its total funding requirement. Officers are working with the provider relying on more than 50% funding to reduce this level of subsidy.

- 2.8 As new proposals come forward from town councils, parish councils or other groups, officers will assess the case for funding in terms of (a) how well the proposal matches the council's strategic aims and (b) the robustness of the proposed business plan. At present, it is felt that there are sufficient resources to support the existing schemes, subject to the 50% subsidy cap, and the anticipated level of new proposals. Should demand for resources outstrip the budget held, officers will seek member guidance. Such a situation could require a reduction in the subsidy cap and/or an increase the overall community transport budget. Members approval will be sought on the approach to take such this situation arise.
- 2.9 Overview and Scrutiny members' views are now being sought on the content of the draft Community Transport Strategy, in particular the draft aims and action plan.
- 3.0 Implications/Consultations
- 3.1 Officers have consulted all current providers of community transport in the production of this report. Full details of the implications and consultation are given in Essential Reference Paper A.

Background Papers – None

Contact Member: Cllr Gary Jones, Exec Member for Economic Development
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Contact Officer: Jonathan Geall
Head of Housing & Health
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Report Author: Claire Carter
Service Manager, Community Wellbeing & Partnerships
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IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives	<p>Priority 1 – Improve the health and wellbeing of our communities – promote independent living</p> <p>Priority 2 – Enhance the quality of people's lives – allow the freedom to travel outside of local area to join up with communities</p> <p>Priority 3 – Enable a flourishing local economy – Promote use of local shops, clubs and activities to those who otherwise would be confined to a very local area</p>
Consultation:	Providers of the current Community Transport schemes and CVSBEH were consulted both as part of the future of the schemes and the strategy paper
Legal:	There are no legal implications arising directly from this report
Financial:	The report presents the draft Community Transport Strategy which aims to define how the council will support and fund community transport schemes in the district. The Housing and Health Service currently manages annual budget of £88,000 for community transport schemes. The report does not propose to alter this budget. Any proposals to increase the budget would be subject to member approval in the future
Human Resource:	None
Risk Management:	Not implementing a Community Transport Scheme could impact on the health and wellbeing of many residents especially those at risk of social isolation

	living in rural areas
Health and wellbeing – issues and impacts:	The Community Transport schemes promote independence and social interaction all proven to promote an individual’s wellbeing and general health. Many Community Schemes incorporate local health facilities as part of the routes allowing individuals to obtain the medical assistance should they require it
Equality Impact Assessment required:	Not at this point



Essential Reference Paper B

DRAFT

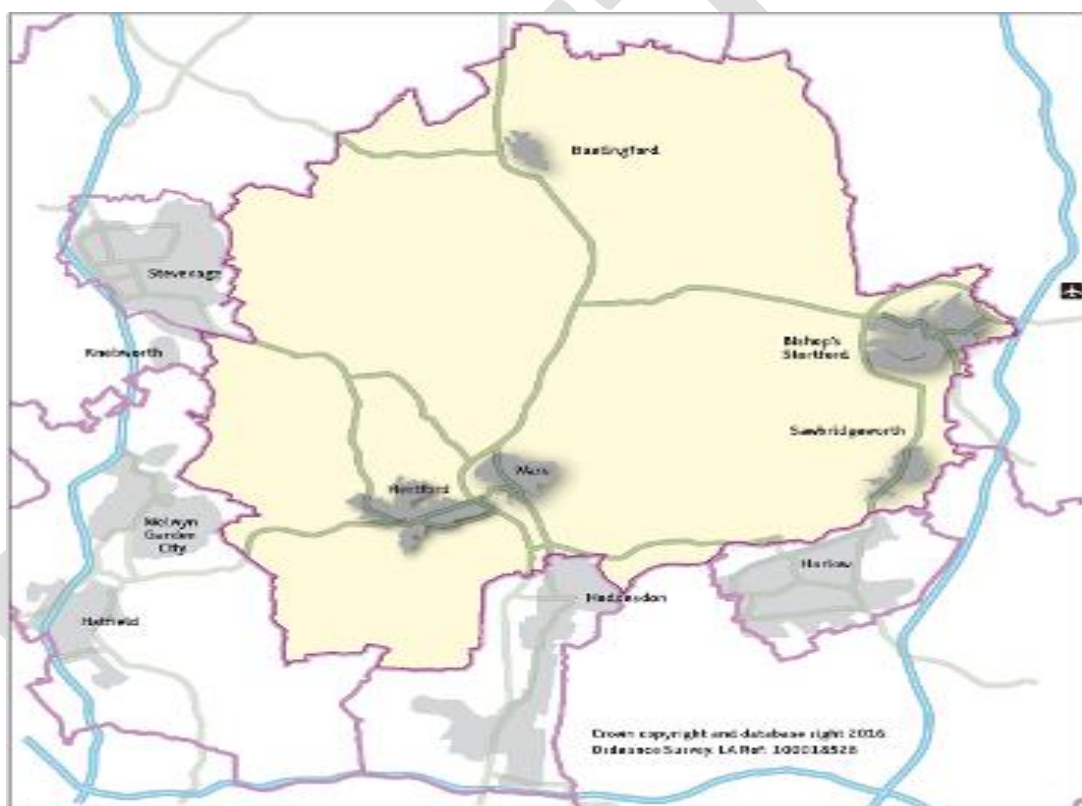
East Herts Council

Community Transport Strategy 2018-2021

1. East Herts Council's Vision; the case for Community Transport

The council's strategic priorities

The District of East Hertfordshire has a population of approximately 125,000 and covers about 480 square miles on the eastern side of Hertfordshire.



The district has Broxbourne to the south, Welwyn and Hatfield and Stevenage to the west and North Hertfordshire as its northern boundary. To the east the district borders on the county of Essex.

The vision of the council is to provide East Hertfordshire residents and businesses with a future that is prosperous and sustainable.

Our strategic priorities are given in the table below.

East Herts Council' Strategic Priorities	
Priority	Outcomes we want to see
Priority 1 - Improve the health and wellbeing of our communities	<ul style="list-style-type: none"> Residents living active and healthy lives Support for our vulnerable families and individuals Communities engaged in local issues
Priority 2 - Enhance the quality of people's lives	<ul style="list-style-type: none"> Attractive places Future development best meets the need of the district and its residents
Priority 3 - Enable a flourishing local economy	<ul style="list-style-type: none"> Support our businesses and the local economy Vibrant town centres Working with others, to have achieved the right infrastructure for our businesses and communities

What forms of transports do residents use?

It is a fact that East Herts has high levels of car ownership. This is likely to be a reflection of relatively high incomes in much of the district and somewhat patchy public transport links in some areas, especially the more rural parts of the district. Car ownership ranges between 76.7% and 95.6% across the council's 30 electoral wards. The average rate is 87.2%, compared with the national average of 74.2%.

There are good rail links into and out of London from the district's major towns, except Buntingford, and some high frequency bus routes, most typically around Hertford, Ware and Bishop's Stortford. There are eight train stations across the district, with over 7.9 million

journeys recorded in 2016/17. Many rural communities, however, still have very limited transport options other than car use.

Thus, the council considers that community transport can be a key way to 'plug gaps' in provision.

What is community transport?

The definition of community transport is quite broad. It generally refers to transport provided by voluntary and community sector organisations using a mixture of volunteers and paid staff, often supported with subsidies.

Schemes defined as community transport include car schemes operated by volunteers using their own vehicles and mini buses operating on a planned route, say, between villages and local towns on market days.

The role of community transport in East Herts

It is the aim of East Herts Council to directly and in partnership with others enable members of our communities live independently and lead fulfilled lives.

There are national and local demographic trends which can militate against this aim. Of note:

- the population of East Herts is continuing to increase and in line with national trends the average age of our residents is growing older
- economic factors can mean that families are moving further apart which may impact on residents social isolation
- the rural nature of much of our district can result some residents feeling isolated and withdrawn from their communities.

A mix of private and public transport supplemented by effective community transport will help the council and its partners fulfil our vision to preserve the unique character of East Herts, ensure it remains one of the best places to live and work and enable residents' to lead active and healthy lives.

Accessing appropriate transport for essential and social journeys could prove challenging for many people including older people, disabled residents, parents with young families and those who don't drive, including young people. The council is particular to maximise access to, and participation in, the programmes it runs and funds to promote physical activity and tackle social isolation. The council's social prescribing programme, for example, relies on residents being able to access local medical, social and recreational activities and groups.

It is with these aspirations in mind that East Herts Council has identified the need for a Community Transport Strategy. The council is committed to working alongside our partner organisations to implement it.

This strategy outlines what is already happening and the action plan sets out what East Herts Council can do to assist our partners to ensure that the district has a range of accessible and affordable transport available to our residents.

2. What is currently in place?

There are currently a number of Community Transport schemes in place across East Herts serving our towns and villages. As noted above, Community Transport include car schemes operated by volunteers using their own vehicles and mini buses operating on a planned route, say, between villages and local towns on market days.

There are examples of all these forms of Community Transport currently operating in East Herts. These include a volunteer staffed Community Car scheme lead by Community Volunteer Services (CVS) Broxbourne & East Herts and several bus services linking towns and villages with essential services such as shops and medical centres across the district.

All of these schemes report that they are well used by local residents. For example in 2017 there were 3,361 community car scheme journeys made, this is an increase of 49% on the period to the end of 2016.

Current partners and delivers of community transport in East Herts

There are many stakeholders whose input is vital to make a success of this Community Transport Strategy. Each of these stakeholders has been and will be given every opportunity to be involved and contribution in the implementation of this action plan.

Stakeholders include:

- residents of East Herts particularly older persons, disabled people and those isolated by the rural nature of where they live, this includes relatives on their behalf.
- current users of the existing community Transport Scheme
- CVSBEH Community Car Scheme
- Town & Parish Councils

- operators of the various bus based Community Transport schemes - Tewin Bus, Stortford Shuttle, Hadham Hoppa, Sawbo Bus and Buntingford Bus
- Hertfordshire County Council

Other stakeholders will be invited to contribute to the delivery of the Community Transport Strategy.

3. Our priorities and action plan for current and future projects

Priority: Provide practical support and advice to those considering the need for Community Transport in their locality

- We will work with partner organisations to develop and identify need, capacity and the potential self-sufficiency and environmental impact of any proposed new services.
- We can provide socio-demographic statistics and information about Community Transport models to community groups, Town or Parish Councils and the like wishing to explore the provision of Community Transport locally.

Priority: Assist with funding of new and existing services

- We can help our partners identify external sources of funding and endorse bids partner organisations wish to make for external funding.
- We understand that an element of subsidy is likely to be essential, both at the start-up stage and on an ongoing basis. Our aim is to provide financial support to assist schemes to develop as viable a business model as possible to ensure the longevity of the scheme. To this end, within the overall budget available, we will aim to provide funding of up to a maximum of 50% of start-up and initial running costs. We will then work with the group to reduce the reliance of East Herts Council funding

over time with a view to moving each service towards self-sufficiency.

Priority: *Promote the importance of Community Transport*

- We recognise the value of Community Transport to the delivering of other local strategies and plans across the district, for example, those relating to tackling air pollution and promoting health lifestyles.
- We will work with partners to publicise and raise awareness of Community Transport.

The action plan for 2018 to 2021 is given in the table below.

Action	Timescale	Successful Outcome
Review East Herts Council's financial contribution to each Community Transport Scheme	End of each financial period 2018-2019, 2019-2020 and 2020/21	East Herts Council's contributions enable the scheme to maximise self-sufficiency over time enable the council's to be reduced and recycled into new schemes
Review the number of users of each scheme in order to ascertain whether each scheme is covering the most utilised or requested route	Numbers should be reviewed on at least a six-monthly basis, with the council and provider reviewing the figures and, if necessary, amending the scheme	Number of users is maximised. Reduction in numbers could indicate that the route is no longer required, this could be as a result of a new shopping area being opened for example meaning users no longer have to travel to access services.
Community	Bi-annually through	Provide assistance and

Transport Conference	the Strategy period	support to stakeholders and partners to create a learning, resource and idea sharing workshop
Research and implement and new routes or schemes identified across East Herts	On-going	Implementation of new routes or Community Transport Schemes identified as required to provide community users to services in East Herts

The Community Transport Strategy will be overseen and monitored by Community Wellbeing & Partnerships Team within East Herts Council's Housing and Health service. The Strategy will be reviewed on a regular basis as part of East Herts Council's commitment to sustainable Community Transport.

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EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 18 SEPTEMBER 2018

REPORT BY EXECUTIVE MEMBER FOR ECONOMIC DEVELOPMENT

UPDATE ON ECONOMIC DEVELOPMENT VISION 2016/17 – 2019/20

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To update Overview and Scrutiny on progress towards the Council's Economic Vision

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY:

That:

(A)	The report be noted and any relevant recommendations concerning the Council's economic development service be referred to the Executive
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1.0 Background

1.1 The Council agreed an economic vision in 2016, setting out 6 overall themes and a series of actions to be pursued between 2016/17 – 2019/20. Every autumn an update on progress is reported to Overview and Scrutiny. Essential Reference B contains that update.

2.0 Implications/Consultations

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

Background Papers - None

Contact Member: Councillor Gary Jones
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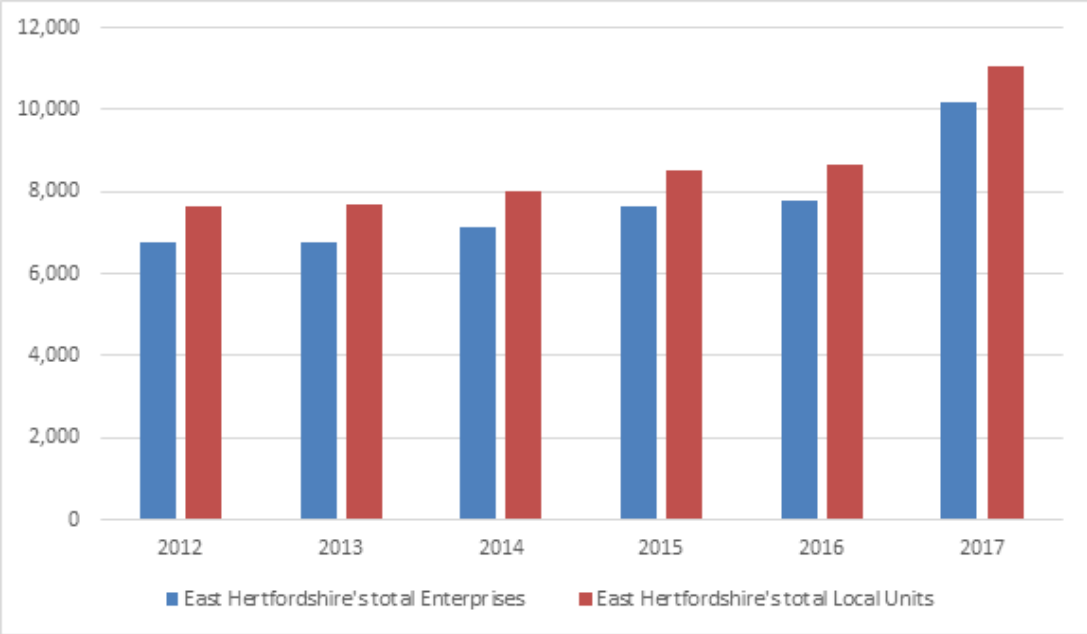
ESSENTIAL REFERENCE PAPER 'A'

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:	None
Legal:	None
Financial:	There are no direct financial decisions required within this report. The paper however covers a range of different activity undertaken by the economic development service. If there are any requests/ considerations for changes in service delivery this may have financial implications
Human Resource:	As above – paper covers activities undertaken by officers within economic development. If there are any requests for change in service delivery this may have human resource implications.
Risk Management:	None
Health and wellbeing – issues and impacts:	None
Equality Impact Assessment required:	No – however should the Launchpad pilot be rolled out in other areas an EIA will be required.

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ECONOMIC DEVELOPMENT VISION AND ACTION PLAN FOR EAST HERTS 2016/17-2019/2020 – UPDATE FOR SEPTEMBER 2018

Priority Theme/ Outcome	Performance and data and metrics	Outstanding actions	Progress as at September 2018																					
<p>A business friendly council <i>We will ensure we are supporting businesses as 'customers' of council services as well as listening to the needs of the business community</i></p>	<p>Businesses registered with an East Herts address:</p>  <table border="1"> <caption>Businesses registered with an East Herts address (2012-2017)</caption> <thead> <tr> <th>Year</th> <th>East Hertfordshire's total Enterprises</th> <th>East Hertfordshire's total Local Units</th> </tr> </thead> <tbody> <tr> <td>2012</td> <td>~6,800</td> <td>~7,500</td> </tr> <tr> <td>2013</td> <td>~6,800</td> <td>~7,500</td> </tr> <tr> <td>2014</td> <td>~7,200</td> <td>~8,000</td> </tr> <tr> <td>2015</td> <td>~7,500</td> <td>~8,500</td> </tr> <tr> <td>2016</td> <td>~7,800</td> <td>~8,800</td> </tr> <tr> <td>2017</td> <td>~10,200</td> <td>~11,000</td> </tr> </tbody> </table> <p>The number of businesses in the district has seen a slow but steady increase in the past five years indicating East Herts remains an attractive place to start a business. It is worth noting however that due to the prevalence of small and micro-businesses only around 4,700 of the total number of businesses are eligible to pay business rates (the rest are under the required threshold to do so)</p> <p>There was a significant spike in the number of businesses registered in 2017 compared to 2016 (a net increase of 2000). Upon closer investigation it appears that there are 3 businesses in the district (2 in Hertford and 1 in Sawbridgeworth) who offer business registration and address services. It is likely that that a number of the businesses registered through these companies are operating elsewhere nationally (possibly internationally) and includes gig economy related activity (ebay traders, deliveroo drivers etc)</p>	Year	East Hertfordshire's total Enterprises	East Hertfordshire's total Local Units	2012	~6,800	~7,500	2013	~6,800	~7,500	2014	~7,200	~8,000	2015	~7,500	~8,500	2016	~7,800	~8,800	2017	~10,200	~11,000	<ul style="list-style-type: none"> Implement Discretionary Business Rate Discount Grant Scheme. Scheme approved to run over 2 years (2017/18 and 2018/19) so comes to an end 31 March 2019. 	<ul style="list-style-type: none"> The purpose of this scheme is to support businesses who wish to expand in the district but may need a small incentive to do so. £150,000 has been allocated from the New Homes Bonus Reserve to support businesses with an (up to) 50% discount on their rates liability for one year if they are considering relocating, opening up a new site or expanding their current site in the district. 23 applications made so far. 13 have been approved, 1 has been rejected and 9 are still under consideration. Total amount awarded is around £37,000 with a further 25,000 pending. Grants have gone to: <ul style="list-style-type: none"> Mr Barber, Bishop's Stortford & Hertford Mr Tanaka's, Hertford Tri virtual, Bishop's Stortford P&B Furniture, Bishop's Stortford Post Office (South Street), Bishop's Stortford The Party Box, Bishop's Stortford Elements, Bishop's Stortford Star Food & Wine, Ware Wolfelec Ltd, Bishop's Stortford CM23 3YT Ware Express Food and Wine Kierrander & co, Bishop's Stortford Herts Allstars, Little Hadham Generally applications have tended to come from retail and town centre businesses The scheme had a relatively slow start in its first year as it was new and many businesses were unaware of its existence. Equally there were challenges in awarding the grant as it essentially works as a credit on to a business rates' account. Often this falls over 2 years so requires 2 separate calculations and adjustments. A recent audit into the process coupled with more publicity around the scheme has increased the volume of applications. A full review of the scheme and its effectiveness at encouraging business growth will take place after its close (April 2019).
Year	East Hertfordshire's total Enterprises	East Hertfordshire's total Local Units																						
2012	~6,800	~7,500																						
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2016	~7,800	~8,800																						
2017	~10,200	~11,000																						
ADDITIONAL/ REVISED ACTIONS AND MEASURES																								
<ul style="list-style-type: none"> Evaluate the Discretionary Business Rate Discount Grant Scheme (measured by total amount allocated through the scheme and qualitative feedback about how it has made a difference) 																								

Priority Theme/ Outcome	Baseline performance and contextual data			Outstanding actions	Progress as at September 2018
<p>Enabling entrepreneurs and business start ups <i>We will encourage wealth creation in the district and ensure businesses can access a wide range of locally sourced services</i></p>	Launchpad performance:			<ul style="list-style-type: none"> Run the Launchpad pilot for 12 months and evaluate its effectiveness Sponsor the Broxbourne and East Herts CVS "dragons apprentice" event for entrepreneurs in schools (secondary and primary) 	<ul style="list-style-type: none"> The Launchpad opened in October 2017 as a 12 month pilot to test demand for business incubator services in the Bishop's Stortford area. It was also designed to test the council's ability to run this kind of scheme 'in house' rather than doing it through a third party. More details about the facility can be found here: https://launchpadstortford.co.uk/ The business model underpinning the Launchpad is essentially provision of hotdesking space for individuals or micro-businesses. The first 3 months are offered free and thereafter usage is £50 p/m for 1 day, £100 for 2.5 days, £150 full time and £200 for a permanent desk with extras (such as room bookings) on top. It should be noted however that the Launchpad is not a commercially driven initiative. It is a subsidised service aimed at supporting business growth and wealth creation in the district. Targets were agreed at the start of the project however given it was a new venture they were somewhat arbitrary. Generally the performance of the Launchpad has been strong. Throughput has far exceeded expectations and feedback from the users has been positive. In most cases the facility has supported individuals who are based at home/ town centre coffee shops and whom need a more professional working environment in which to operate. This has captured both business owners in their start up/ early phase as well as individuals working for larger companies in London who have the option of working at home. The overall conclusion is that there is demand for business incubator space, the Launchpad has addressed a market failure (ie. lack of start up space) and the council is playing an active role in addressing this Income has been below target. However as per above this is not a commercial endeavour. Income for the full 12 months is expected to be in the region of £10,000 - £12,000. We believe the July figure is also not fully reflective as there have been some issues with billing and invoicing customers. It also worth noting that, given the first 3 months of use are free, the income profile over the first year is uneven (going from zero until month 4 building up to around £1250 at month 12). A more reasonable expectation is for income per annum to be in the region of £15,000. In addition at the time of writing a number of the 74 businesses who have signed up had not passed the 3 month milestone. East Herts has supported this scheme for a number of years now which encourages young people at secondary and primary level to generate income from seed funding of £100, with the profits going to a local charity. East Herts Council Members and officers volunteer to work with the groups. The 2017/18 scheme involved Cllr Jeff Jones (Freman College), Cllr Linda Haysey (Richard Hale), Head of Finance and Property Isabel Brittain (Simon Balle) and Apprentices Holly Nash and Emily Cordwell (Thunderidge Primary school) A video of the scheme can be viewed here: link https://www.dropbox.com/s/2y2411b26v4fd2f/Junior%20Dragons%20Den.mp4?dl=0
	Measure	Annual Target	Performance as at end July (10 months)		
	Number of businesses using the facility for more than 3 months	20	34		
	Total income from businesses using the facility (£)	20,000	7,737		
	Number of enquiries for use	No target	169		
	Number of businesses signed up	No target	74		
	Business use by sector/ type/ size	No target	Strongest prevalence is in creative industries followed by independent contractors/ employees. There are also reasonable numbers of individuals in finance and accounting, manufacturing, retail charity and copywriting		
	Demographics data about users	No target	37.5% female users, 62.5% male		
	Dragon's Apprentice – money raised for local charities:				
	Senior School	Team Name	Charity Partner		
Freman College	Muscle Warriors	Muscle Help Foundation	1,808.44		
Herts and Essex High School	Team herts	YCT	1,500.00		
Sele School	Team Inferno	Bury Rangers All Inclusive	1,152.37		
Simon Balle School	Team SBS	Herts Young Homeless	781.36		
Richard Hale School	Cruse Control	Cruse Bereavement Care Herts	402.00		
Primary School	Team Name	Charity Partner	Profits raised (£)		
Watton at Stone Primary School	Rising Star Stags	Breathe Easy Hertford	869.23		
St John the Baptist Primary School	SJB Dragons	Hoddesdon Community Society of Performing Arts	338.33		

Raplh Sadleir School	Ralphie Raisers	Guideposes	803.57		
Sacred Heart RC Primary School	Santas Dragons	Local Social CIC	244.19		
Thunderidge CE Primary School	Flower Power	Ware in Bloom	96.55		
TOTAL			7,996.04		
ADDITIONAL/ REVISED ACTIONS AND MEASURES					
<ul style="list-style-type: none"> • Continue to run the Launchpad and extend the opening hours beyond 17:30 in the evening. A number of users would find this more beneficial to their working patterns and we believe this will increase usage. • Consider extending the Launchpad brand to another venue in Hertford or Ware following the closure of the WENTA run facility at Hertford Regional College in August. WENTA still have a grant from the EU to run business start up and advice services in the district until January 2019 and will be using the Launchpad as their base. Discussions with potential partners for a facility are underway. • Preparing a strategy to 'lift and shift' the Launchpad facility into a new venue as the Old River Lane project progresses 					

Priority Theme/ Outcome	Baseline performance and contextual data	Outstanding actions	Progress as at September 2018										
<p>Supporting the rural economy <i>We will maximise investment into the rural economy and ensure it remains competitive</i></p>	<p>Rural Development Programme Performance:</p> <table border="1" data-bbox="617 457 1308 737"> <thead> <tr> <th>Measure</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Number of successful grant applications</td> <td>25</td> </tr> <tr> <td>Total value of grant applications (£)</td> <td>1,511,423</td> </tr> <tr> <td>Number of East Herts businesses that have successfully applied</td> <td>8</td> </tr> <tr> <td>Total amount invested in East Herts (£)</td> <td>243, 316</td> </tr> </tbody> </table> <p>The 8 businesses in East Herts who have been successful in obtaining EU funds are:</p> <ul style="list-style-type: none"> • Kaiapoia Consulting • Highbury Farm • Cybertools • Brickendon Glamping • Celtic Harmony • Charcoal Retort • Hyde Hall Farm • Walkern Hall Farm <p>The total amounts allocated range from £3000 to £65,000 and the grants have been used to fund activities such as purchasing glamping pods and purchasing more environmentally friendly agricultural equipment (eg. Drilling tools that minimise soil disruption)</p>	Measure	Performance	Number of successful grant applications	25	Total value of grant applications (£)	1,511,423	Number of East Herts businesses that have successfully applied	8	Total amount invested in East Herts (£)	243, 316	<ul style="list-style-type: none"> • Deliver the 2016 – 2019 Eastern Plateau Rural Development Programme (RDP) administering EU structural funds (total fund of €1,889,280) • Support the work of the Digital Innovation Zone. 	<ul style="list-style-type: none"> • The RDP is a facilitated EU grant programme covering the “Eastern Plateau” (the non-urban areas of East Herts, North Herts, Uttlesford and Epping Forest) and East Herts act as the accountable body. The objectives are to support rural businesses with increasing productivity, farm diversification, tourism, cultural and heritage activity. Businesses are required to provide match funding to qualify for the grant • Following the referendum result to leave the EU there have been concerns about the status of these EU funds however the Rural Payments Agency (the body acting on behalf of the Ministry for Housing and Local Government to oversee the programme nationally) have confirmed all funds are guaranteed until the UK’s departure from the EU (April 2019). The programme co-ordinators have therefore sped up the process to ensure monies are allocated by that time. All the grants have to be contracted by that date and spent by 2020. We anticipate our overall programme will end in December 2019. • The entire grant has now been allocated. • Other areas nationally have struggled to spend their allocations and the Rural Payments Agency have therefore redistributed grant allocations from different areas rather than lose it. The Eastern Plateau is the second highest performer in terms of grant applications and as a result was awarded an extra £202,356. There is a pipeline of 6 projects waiting to be evaluated so there is no risk of not spending it (1 from East Herts) • Epping Forest Council are leading this work which consists of a consortia of partners from the public, private and voluntary sectors • Progress has been made on identifying what the strategy would focus on, specifically around digital infrastructure requirements for new developments and how to continue securing investment in broadband for rural areas • The Leader of East Herts is on the Digital Innovation Zone Board and symposium was held in June 2018 to bring together all the relevant partners and discuss how to work more collaboratively, as well as bid for central government funds to support further investment in digital infrastructure in our rural areas.
Measure	Performance												
Number of successful grant applications	25												
Total value of grant applications (£)	1,511,423												
Number of East Herts businesses that have successfully applied	8												
Total amount invested in East Herts (£)	243, 316												
REVISED ACTIONS & MEASURES													
<ul style="list-style-type: none"> • Ensure the digital innovation zone strategy is delivered • Investigate domestic opportunities for funding for rural businesses after the UK departs the EU 													

Priority Theme/ Outcome	Baseline performance and contextual data				Outstanding actions	Progress as at September 2018		
<p>Vibrant Town Centres</p> <p><i>We will ensure our town centres meet the needs and wants of our residents and visitors</i></p>	Thanks to the data being produced by the Value and Volume Survey (produced using the Cambridge Economic Model through Visit Herts) we now have a standard set of metrics to use for town centres with trend data (see below). Unfortunately there is a significant lag with the date (over 1 year) and the latest data (2017) has yet to be published.				<ul style="list-style-type: none"> Develop a planning framework for Bishop's Stortford, focusing on Old River Lane and key adjoining town centre sites and develop a masterplan for Old River Lane 	<ul style="list-style-type: none"> The Old River Lane project is now gaining momentum following the approval of the multi-storey car park application in July 2018. A development partner for the whole ORL site is being sought through a procurement process and we hope will be appointed by April 2019. The indicative masterplan for Old River Lane identifies an arts and entertainment centre, residential units, car park spaces and up to 20,000 sq foot of retail. This is one of the council's major projects and will play a crucial role in improving Bishop's Stortford as a destination as well as increasing the range of social and leisure services for residents. 		
	Town & Measure	2014/15	2015/16	2016/17			<ul style="list-style-type: none"> Ensure employment land and needs are included with site development assessments (eg. Hertford Urban design study) and District Plan 	<ul style="list-style-type: none"> Action on-going. An additional 5 Ha of employment space has been identified at Harlow and Gilston Garden Town within the District Plan due to anticipated economic growth around the Innovation Corridor. However bringing these sites to fruition is an on-going challenge given residential development is generally more attractive to developers. This can be observed through the trend in recent years for current employment land to be converted into residential use (often under permitted development rights) One of the major challenges for the council's economic development agenda is ensuring a reasonable balance of housing growth and employment space to ensure East Herts has viable places and communities rather than exporting workers to London and elsewhere. The Economic Development team appointed a new officer in late 2017 to work on this agenda alongside planning policy, helping co-ordinate research and qualitative demand data from businesses about demands for employment sites (specifically sector, size and type of space)
	Bishop's Stortford				<ul style="list-style-type: none"> Support a Business Improvement District being set up in Bishop's Stortford 	<ul style="list-style-type: none"> A ballot with town centre businesses was held over Summer of 2018 and the outcome was a "yes" vote. A BID company will now be set up for an initial 4 year term, levying an extra. 1.5% on business rates' liability (meaning the company will have an annual income of around £150,000) A business plan has been produced by the board focusing on 3 priorities for the town: <ul style="list-style-type: none"> Improving parking and accessibility (eg. Free periods and using parking marshals at Christmas/ busy periods) Backing business (providing more support to businesses around joint purchasing, legal support, training and mentoring) Marketing and events (promoting the town and increasing footfall) The council will work with the BID company to help realise the business plan objectives as much as is possible. 		
	No. of day trips No. of overnight trips Total number of nights Average length of stay Total value of visits (£)	559,000 52,500 320,000 6.10 48,563,000	537,000 54,400 324,000 5.96 49,939,000	*data currently being produced				
	Hertford						*data currently being produced	
	No. of day trips No. of overnight trips Total number of nights Average length of stay Total value of visits (£)	587,000 40,100 266,000 6.63 43,800,000	566,000 43,500 325,000 7.47 45,242,000					
	Sawbridgeworth				*data currently being produced			
	No. of day trips No. of overnight trips Total number of nights Average length of stay Total value of visits (£)	200,000 18,100 91,000 5.03 15,937,000	192,000 19,400 93,000 4.79 16,412,000					
Ware				*data currently being produced				
No. of day trips No. of overnight trips Total number of nights Average length of stay Total value of visits (£)	365,000 41,300 182,000 4.41 32,302,000	351,000 45,100 186,000 4.12 33,558,000						
Buntingford				*data currently being produced				
No. of day trips No. of overnight trips Total number of nights Average length of stay Total value of visits (£)	196,000 10,200 71,000 6.96 13,574,000	188,000 10,400 73,000 7.02 13,999,000						
East Herts overall				*data currently being produced				
No. of day trips No. of overnight trips Total number of nights Average length of stay Total value of visits (£)	3,698,000 224,000 1,298,000 5.79 252,560,000	3,573,000 236,000 1,371,000 5.81 262,007,000						

The general trend seems to be fewer day visits to our towns but more overnight trips. The value of visits has increased in each of the towns also. This data provides a useful baseline to see if things like the Bircherley Green redevelopment in Hertford and the Old River Lane development in Bishop's Stortford make any significant difference to town centres.

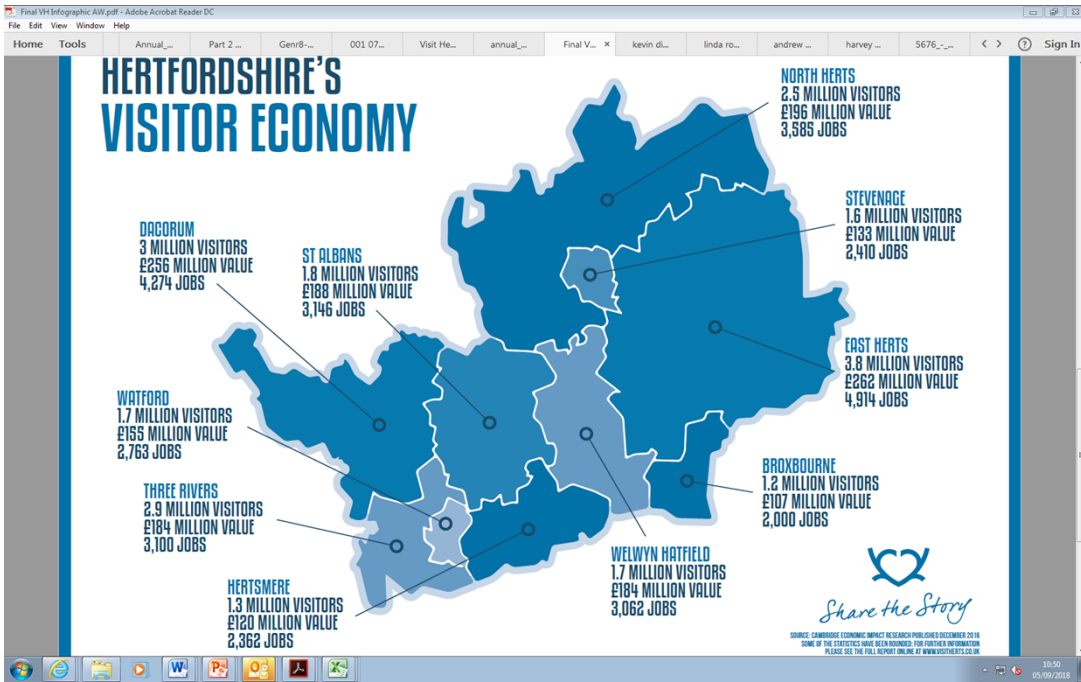
Vacancy rates:

	30 September 2017	31 March 2018	31 July 2018
Bishop's Stortford	11.0	8.7	7.8
Hertford	8.5	8.6	9.7
Sawbridgeworth	8.6	8.7	7.3
Ware	10.6	9.0	8.2
Buntingford	7.4	8.6	7.1

It has only been in the past 18 months that we have found an accurate and consistent way of measuring vacancies in our town centres. As above this will provide a useful baseline to look at future trends. These figures are slightly higher than national reporting as it includes office space in town centres as well as retail units so gives a more rounded view of how town centres are performing, We know that the increase in vacancies within Hertford is due to the Bircherley Green development.

REVISED ACTIONS & MEASURES

- Many policy initiatives have been suggested nationally concerning high streets since the Portas Review (which now seems largely discredited). More recent policy papers (eg. Grimsey) have suggested various other interventions and officers will be bringing a discussion paper to the Portfolio Holder on possible actions the district council can take to support the viability of our town centres. A Digital High Street Audit was piloted in Hertford. It found that just over 50% of businesses maintain a good or excellent online presence. These findings are compounded when accounting for the proportion of good and higher ratings made up of national chains, 35% of town centre businesses having are both truly local and have a good or excellent online presence.

Priority Theme/ Outcome	Baseline performance and contextual data	Outstanding actions	Progress as at September 2018
<p>Supporting the visitor economy <i>We want to raise the profile of local attractions and support businesses in their supply chain</i></p>	<p>Data comes from the Value and Volume survey (see figures under “vibrant town centres” theme). As above we are waiting for the 2017 data however the countywide figures for 2015/16 illustrate the importance of the visitor economy to East Herts:</p>  <p>In addition to above Visit Herts produces a monthly Business Barometer which provides more regular, qualitative feedback from businesses on the visitor economy to supplement the Value and Volume data (albeit on a countywide as oppose to a district basis). Reports can be accessed here: https://www.visitherts.co.uk/business-barometer/</p>	<ul style="list-style-type: none"> • Work with Visit Herts to increase the profile of local attractions and support businesses in their supply chains 	<ul style="list-style-type: none"> • We have Service Level Agreement in place with Visit Herts (value £5k per annum) to deliver tourism and destination management services. The following web page has been developed: https://www.visitherts.co.uk/see-and-do/destinations/east-hertfordshire/ • Visit Herts also undertake a range of other activities on including: • Herts Big Weekend campaign (a domestic campaign for Hertfordshire residents only) increased campaign participation year on year by almost 70% in 2018. Participating East Herts businesses included: Tewin Bury Farm Hotel, Foxholes Farm, Yew Tree Alpacas, Hanbury Manor, Henry Moore Studio and Gardens, Hertford TIC (walking tours), Lussmanns (Hertford and four others in Herts), Much Hadham Forge Museum, Ventura Wildlife Park in Ware, Paradise Wildlife Park. Lussmanns and Tewin Bury Farm Hotel had not taken part and were both in the campaign’s “top ten most popular attractions” in 2018. • Visit Herts is taking part in three Discover England international campaigns <ul style="list-style-type: none"> ○ Gourmet Gardens Trail (development of 2017’s Gardens and Gourmet project) aimed at near Europe – Netherlands and Germany. ○ US Connections aimed at US travel trade (e.g. tour operators who influence and package tours for the end user) ○ East of England Touring Route – aimed at two target visitor types in Germany arriving via car ferry or flying in to Stansted/Luton • It is worth noting aim of all above three programmes is to direct international visitors to choose England as a destination rather than London or to persuade them to visit England in addition as part of a visit to London. Generally venues from East Hertfordshire are well represented. • The Deputy Leader of East Herts is a Board Member of Visit Herts and the next networking event takes place on 20th September at Tewin Bury Farm. • Skills Workshops. With the support of the Hertfordshire LEP and HCC teams Visit Herts ran its first Skills for Hospitality Workshop in January 2018, this has been followed up on a two-monthly basis, involving hoteliers, training providers (with a focus on apprenticeships and Level 4 & 5 education opportunities) and recruitment specialists as part of VH’s Hoteliers’ Forum which is attended by hoteliers from throughout Hertfordshire including East Herts. • The 2018 Visit Herts Tourism awards deadline closes in September however attractions from East Herts which were finalists in the 2017 Visit Herts Tourism awards include: <ul style="list-style-type: none"> ○ Emerald Cottages, Ware, were finalists for the Rest Your Head Award ○ Down Hall Hotel were finalists for the Big Sleep Award ○ Henry Moore Foundation were finalists for the Hidden Gem Award).
REVISED ACTIONS & MEASURES			
<ul style="list-style-type: none"> • SLA with Visit Herts was initially for 2 years (2015/16 and 2016/17). We will extend the SLA for a further 3 years (until 31 March 2020) given they have also won a 3 year contract with Herts LEP to continue delivering a destination management service for the county 			

Priority Theme/ Outcome	Baseline performance and contextual data	Outstanding actions	Progress as at September 2018
<p>Lobbying for the right infrastructure <i>We will work with key partners to ensure East Herts can support growth in the right places at the right times</i></p>	<p>We do not have specific measures around infrastructure investment however an update on some of the major transport related projects in the district include:</p> <ul style="list-style-type: none"> • £30m investment in the A120 bypass and flood alleviation scheme. Planning permission granted January 2017, work expected to begin summer 2019 and project due to be complete 2020. • £20m investment on A602 between Stevenage and A10 which started in Aug 2017, with first two phases completed in summer 2018, with construction on the remaining phase due to commence in summer 2019. • Investment in strategic infrastructure on A414 corridor, including Hertford, which will be developed through LTP4, which was published May 2018. • Planning permission has been granted for the new Junction 7a on the M11 as well as improvements to Gilden Way in Harlow. Main contract work due to begin mid 2019 with completion due in 2021. • 5th platform to be delivered at Stevenage station to enable services from/to Hertford North/Watton-at-Stone (which will be truncated after timetable changes related to the delayed Thameslink operations now due to commence in May 2019) to connect with Stevenage. Following Hendy Review, which excluded this scheme from the current Control Period 5 (CP5 – 2014-2019), delivery programme has currently been delayed until at least CP6 (2019-2024), although lobbying continues to expedite this scheme. • In line with Government policy, supporting best use of existing runways at airports in close proximity to the District (at Stansted and Luton) to bring economic benefits to residents, provided that these are successfully mitigated in the context of environmental impacts. 	<ul style="list-style-type: none"> • Work with partners such as the LEP, County Councils and London Stansted Cambridge Consortium (LSCC) on identifying infrastructure requirements for the A10/M11 and A414 corridors and bring them to fruition 	<ul style="list-style-type: none"> • Action on-going. LSCC has re branded itself as the Innovation Corridor. The focus is on Crossrail 2 (which is gaining support), and 4 tracking of the line up to Broxbourne from central London (irrespective of Crossrail 2 implementation) and improvements to the West Anglia routes. We remain supportive of their objectives with the Leader of the Council speaking at their annual general meeting. We have positively engaged with HCC, Essex CC, Highways England and other related bodies in seeking to identify suitable infrastructure mitigations to ameliorate the effects of development proposed in the emerging District Plan (due to be adopted 11th September 2018) • We have actively responded and engaged in the County Council's LTP4 process (published May 2018) and will continue to engage in the development of supporting documents and implementation schemes, particularly those in respect of infrastructure that facilitates delivery of sustainable transport opportunities, as appropriate, and will seek to bid for Sustainable Travel Town status for Hertford and Bishop's Stortford. • We worked with HCC and other partners to bid for £151m of 'Housing and Infrastructure Fund' (HIF) funding to improve the existing River Stort crossing and provide a new crossing and to deliver the sustainable transport corridor. The bid has been approved to proceed to the next stage, which is to develop a business case for the proposals. If successful the funding will enable partners to accelerate the delivery of this infrastructure and ensure that it is designed to an optimum standard to maximise the sustainable transport offer. Contributions from developers will be recycled into the delivery of the wider infrastructure for the Garden Town. • We have responded to the planning application for expansion to 43mppa at Stansted Airport, and will continue to engage on outstanding matters and issues relating to the District going forward. • We have responded to the non-statutory consultation on proposals to expand Luton airport to between 36 and 38mppa and will continue to engage as proposals develop. • We have also been engaged in discussions with Network Rail and operators (West Anglia and GTR) over their consultations for timetable and route changes and will continue involvement as these develop. • We continue to lobby for a 5th platform to be delivered at Stevenage station to enable services from/to Watton-at-Stone/Hertford North (which will be largely truncated after timetable changes related to the delayed introduction of aspects of Thameslink due to commence in May 2019) to connect with Stevenage. • We are assisting in exploring options with Network Rail and Greater Anglia to facilitate platform lengthening to support longer trains due to be introduced on the Hertford East branch line in 2019. • We are working with Greater Anglia, Hertfordshire County Council and Broxbourne Borough Council with the aim of introducing a Community Rail Partnership on the Hertford East Branch line.
REVISED ACTIONS & MEASURES			
<ul style="list-style-type: none"> • None identified 			

EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY: 18 SEPTEMBER 2018

REPORT BY CHAIRMAN OF OVERVIEW AND SCRUTINY COMMITTEE

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

- To review and determine Overview and Scrutiny (OS) Committee's future work programme

<u>RECOMMENDATION FOR DECISION:</u>	
(A)	the work programme shown in this report (Essential Reference Paper B attached) be agreed.

1.0 Background

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

1.2 Scrutiny committees have the power of influence and are entitled to review and scrutinise the functions of the Council and the decisions of the Executive. The Committee serves as a 'critical friend' and is not a decision-making body but can make recommendations to the Executive.

2.0 Report

- 2.1 The draft agenda for 2018/19 meetings of OS Committee is shown in **Essential Reference Paper 'B'**. The timing of some items shown may have to change depending on availability of essential data (eg. from central government) and officers.
- 2.2 Members are welcome to submit a scrutiny proposal at any time by completing a Scrutiny Proposal Form (**Essential Reference Paper 'C'**) providing officers with sufficient information to ensure their specific questions are addressed. The Scrutiny Officer will then liaise with officers and the Scrutiny Chairman to consider the best way to address the subject and complete a scoping document.
- 2.3 Members agreed to extend an invitation to an Executive Member to provide an overview on their portfolio, followed by questions from the Committee at each meeting. The Committee is asked to consider which Executive Members to invite to each meeting for 2018/19.
- 2.4 Members are asked whether there is any training relevant to scrutiny or to the function and remit of the OS Committee that they wish to suggest.

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: OS Scrutiny Committee Chairman: Cllr Mike Allen
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Contact Officer: Alison Stuart, Head of Legal and Democratic Services

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<p>Priority 1 – Improve the health and wellbeing of our communities</p> <p>Priority 2 – Enhance the quality of people's lives</p> <p>Priority 3 – Enable a flourishing local economy</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives.</p>
Consultation:	<p>Potential topics for scrutiny are always invited from the Executive and all Members and the public are asked through an annual item in the 'council tax' edition of LINK magazine which is delivered to every household. Members of each scrutiny committee are consulted at every meeting as their work programme is a standing item on the agenda.</p>
Legal:	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
Financial:	<p>There are no financial implications arising from this report.</p>
Human Resource:	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>
Risk Management:	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for</p>

	review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.
Health and wellbeing – issues and impacts:	The broad remit of scrutiny is to review topics which are of concern to the public, many of which have an indirect impact on the general wellbeing of residents of East Herts.
Equality Impact Assessment required:	Not required.

Overview & Scrutiny (OS) Committee Work Programme 2018/19 – DRAFT

[Please note: This is a working document and will be subject to regular amendment]

Meeting Date	Topic	Lead Officer	Notes
18 September 2018 (Deadline for reports 5 September 2018)	Exec Member Update / Presentation	TBC	
	Update on Economic Development Vision and assessment of Launchpad Pilot.	Ben Wood, Head of Communications, Strategy and Policy	Previous Economic Development updates have gone to OS in the past as the topic was requested by Members in 2017/18 and updates requested.
	Community Transport Strategy	Claire Carter, Service Manager, Community Wellbeing Partnerships	
	Work Programme	Scrutiny Officer	

Meeting Date	Topic	Lead Officer	Notes
6 November 2018 (Deadline for reports 24 October)	Exec Member Update	TBC	
	Work Programme	Scrutiny Officer	
	Climate change Strategy	David Thorogood, Environmental Strategy and Development Manager	To consider draft Climate Change Strategy Doc (arising from work of the Climate Change T&F Group)
	Shared Services: Revenues and Benefits	Isabel Brittain	Brought Forward from earlier Work Programme

Meeting Date	Topic	Lead Officer	Notes
18 December 2018	Exec Member Update	TBC	
	IT – Shared Services	Helen Standen, Director	Report back on shared service

(Deadline for reports 5 December)			arrangements, views from the IT Transformation Manager: consider outsourcing or privatising the service and extraction costs. (OS 10 July 2018)
	CCTV – Shared Service Update	Head of Housing and Health, Jonathan Geall	Report back following completion of the Governance Review (OS 10 July 2018)
	Work Programme	Scrutiny Officer	

Meeting Date	Topic	Lead Officer	Notes
22 January 2019 (Deadline for reports 9 January 2019)	Update from Portfolio Holder for Finance & Support Services	Cllr Geoff Williamson; Isabel Brittain, Head of Strategic Finance	to link in with budget report and as joint scrutiny meeting gives opportunity for OS members to have Q&A on this portfolio
	Budget report & Medium Term Financial Plan	Isabel Brittain, Head of Strategic Finance	
	2019/20 Corporate	Ben Wood, Head of	<u>All heads of service to be</u>

NB: THIS IS A JOINT SCRUTINY

COMMITTEE MEETING (Both OS and PAG Members to attend to scrutinise Budget and service plans)	Service Plans	Communications, Strategy and Policy; Nathan Bookbinder, Policy Officer	<u>present</u>
	Annual Audit Letter and External Audit Grants Certification Summary	Natalie Clark, Ernst & Young	Email Natalie Clark EY with report deadline details
	Shared Internal Audit Service (SIAS) Update on Audit Plan	Alan Cooper SIAC, HCC	
	Treasury Management Strategy 2018-19	Isabel Brittain, Head of Strategic Finance; External Auditor from Ernst & Young	
	Work Programme	Scrutiny Officer	

Meeting Date	Topic	Lead Officer	Notes
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5 February 2019	Update from Executive Member Update	TBC	
(Deadline for reports 23 January 2019)	Work Programme	Scrutiny officer	
<p><u>Task and Finish Groups</u></p> <p>Climate Change Lead Officer: David Thorogood, Environmental Strategy and Development Manager Cllrs: Deering (Chair), Freeman, Woodward, Stevenson, Radford, Reed, Pope Due to meet June/July 2018 – date TBC</p> <p>Grounds Maintenance Lead Officer: Ian Sharratt, Environment Manager – Open Spaces Cllrs: Goodeve (Chair), Cutting, Reed, Alder, Freeman Work of the task and finish group concluded at its last meeting on 10 May 2018. Final report to be presented to OS Committee on 19 June.</p> <p><u>Member Scrutiny Proposals - updates</u></p>			

- **Impact of Manchester Airports Group (MAG) parking policies on parking in Bishop's Stortford**

As a result of this scrutiny proposal, the Stansted Airport Parking Complaints telephone number is now listed on the East Herts Council website; officers (Head of Communications, Strategy and Policy and Parking Manager) are now included in all circulation of papers for the Stansted Airport Highways Working Group; two Members of the Committee were invited to attend the Stansted Area Transport Forum on 8th March 2018. Officers are engaged with the CEO of MAG in relation to the airport's growth plans and a MAG gave a presentation and Q&A session for Members on 19th March 2018.

- **Housing and Vulnerability**

This topic has been considered by officers, who are meeting with the relevant Member Champion on a regular basis to ensure she is updated and to allow discussion of any individual issues arising.

Other items for 2018/19:

Shared Services – a single item meeting of the committee to be added to the OS work programme to enable the committee to consider this item thoroughly, with officers from Stevenage Borough Council to attend.

Council Tax support Scheme– date to be confirmed by S Tarran

Extra Care Housing – date to be confirmed by J Geall (as agreed at OS Committee 20 February 2018, Corporate Service Plans item)

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ESSENTIAL REFERENCE PAPER C

Scrutiny Proposal form

Name of proposer:

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What would you like to suggest for investigation / review by scrutiny?

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Why would you like this to be reviewed? (Include the main issues / concerns to be considered)

--

Please continue on a separate sheet if necessary

What would be the likely benefits and outcomes of carrying out this investigation / review?

--

--

Estimated resource implications on staff and councillors (e.g. research group, one-off report, dedicated meeting etc) to achieve the likely outcome. The outcome must be proportionate to the cost of carrying out the review.

--

Suggested witnesses, documentation and consultation required

--

Will this investigation / review contribute to one or more of the Council's Strategic Priorities? If so, which (please tick)?

Improve the health and wellbeing of our communities	
Enhance the quality of people's lives	
Enable a flourishing local economy	

Will this investigation / review meet one of the criteria below? If so, which (please tick)?	
Public Interest: The issue has been identified as a concern by local people	
Impact (Value): The issue will make a significant difference to the social, economic and environmental wellbeing of residents, and has the potential for outcomes that could lead to real improvements	
Relevance: The issue is relevant and does not duplicate existing work being undertaken elsewhere	
Partnership working or external scrutiny: The issue involves moving towards collective action and community leadership	

Would you like to be involved in the investigation / review?	
Yes	No
Date of request:	Signed:

Please return this form to: Scrutiny Officer, East Herts Council, Wallfields, Pegs Lane, Hertford, SG13 8EQ Email: fiona.corcoran@eastherts.gov.uk

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