



*Alison Stuart
Head of Legal and
Democratic Services*

MEETING : OVERVIEW AND SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 18 DECEMBER 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),
M McMullen, P Moore, M Stevenson and N Symonds

Substitutes

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

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

**CONTACT OFFICER:
LORRAINE BLACKBURN
01279 502172
lorraine.blackburn@eastherts.gov.uk**

This agenda has been printed using 100% recycled paper

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.)

Public Attendance

East Herts Council welcomes public attendance at its meetings and will provide a reasonable number of agendas for viewing at the meeting. Please note that there is seating for 27 members of the public and space for a further 30 standing in the Council Chamber on a “first come first served” basis. When the Council anticipates a large attendance, an additional 30 members of the public can be accommodated in Room 27 (standing room only), again on a “first come, first served” basis, to view the meeting via webcast.

If you think a meeting you plan to attend could be very busy, you can check if the extra space will be available by emailing democraticservices@eastherts.gov.uk or calling the Council on 01279 655261 and asking to speak to Democratic Services.

Audio/Visual Recording of meetings

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

AGENDA

1. Apologies

To receive apologies for absence.

2. Minutes - 6 November 2018 (Pages 7 - 16)

To approve as a correct record the Minutes of the meeting held on 6 November 2018

3. Chairman's Announcements

4. Declarations of Interest

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

5. Executive Member Update - Environment and the Public Realm

Members will be given a presentation by the Executive Member for the Environment and the Public Realm.

6. Climate Change Task and Finish Group (Pages 17 - 38)

7. CCTV Partnership Shared Service Update (Pages 39 - 52)

8. IT - Shared Service (Pages 53 - 62)

9. Brexit: Task and Finish Group: Terms of Reference (Pages 63 - 68)

10. Work Programme 2018/19 (Pages 69 - 80)

11. 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.

MINUTES OF A MEETING OF THE
OVERVIEW AND SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY 6
NOVEMBER 2018, AT 7.00 PM

PRESENT:

Councillors J Jones, (Vice Chairman)
D Abbott, D Andrews, S Bull, M Casey,
G Cutting, H Drake, M McMullen, P Moore,
M Stevenson and N Symonds

ALSO PRESENT:

Councillor J Goodeve

OFFICERS IN ATTENDANCE:

| | |
|--------------------|--|
| Lorraine Blackburn | - Democratic Services Officer |
| Isabel Brittain | - Head of Strategic Finance and Property |
| Claire Bennett | - Manager of Housing Services |
| Mike Edley | - Interim Scrutiny Officer |
| Su Tarran | - Head of Revenues and Benefits Shared Service |

252 APOLOGIES

Apologies for absence were submitted on behalf of Councillors M Allen, B Deering, I Devonshire and Mrs D Hollebon. It was noted that Councillor D Andrews was substituting for Councillor Mrs D Hollebon.

253 MINUTES

In respect of Minute 197 - Draft Community Transport Strategy 2018 – 2021, Councillor N Symonds suggested that the fifth paragraph, last sentence, should be amended as follows:

Insert “and that Central Ward had the lowest car usage” after “in Bishop’s Stortford”.

It was moved by Councillor M Casey and seconded by Councillor M Stevenson that the Minutes of the meeting held on 18 September 2018, as amended, be confirmed as a correct record and signed by the Chairman.

RESOLVED – that the Minutes of the meeting held on 18 September 2018, as amended, be confirmed as a correct record and signed by the Chairman.

254 CHAIRMAN'S ANNOUNCEMENTS

The Vice Chairman on behalf of Members, wished the Chairman, Councillor M Allen, a speedy recovery.

The Vice Chairman reminded Members of a number of housekeeping issues in relation to fire alarms, exits, the unisex toilet and the need to silence mobile devices for the

duration of the meeting.

The Vice Chairman welcomed the new Interim Scrutiny Officer, Mike Edley, to the meeting.

255 REVENUES AND BENEFITS - SHARED SERVICES

The Head of Strategic Finance and Property and the Head of Revenues and Benefits Shared Service submitted a report in relation to the Revenues and Benefits Shared Service arrangements. The Head of Strategic Finance and Property explained that the supporting Essential Reference Paper "B" showed that the service was very well run and provided bench-marked information which helped illustrate that it was a robust service and that both Councils paid their share of the service.

Clarification was sought by Councillor M McMullen and provided regarding the debt position in relation to Council Tax and the processes the Council undertook to recover debt including applications to the Magistrates Court, seizure of property, attachment to earnings, accessing HMRC data and making arrangements with individuals (covering a number of years), to secure the return of debt.

Clarification was sought by Councillor M Stevenson and provided regarding the £5M increase in the collectable debit and how this was generated from increases in each of the precepts.

Councillor N Symonds sought and was provided with assurances that help would always be available for those unable to use the online housing benefit claim form and that nationally, the CAB would be providing support for those applying for Universal Credit from April 2019. The

Head of Revenues and Benefits Shared Service acknowledged the additional help which was needed to support the vulnerable and homeless.

Councillor H Drake was provided with clarification on the issue of declining housing benefit claims and escalating overpayments and how a change in an individual's circumstances could impact (within a short time frame) and result in the generation of an overpayment.

The Vice Chairman, commented on the timeframes achieved for processing housing benefit claims and was assured that these reflected harmonisation of performance across the two Councils.

Councillor M Casey commented on the delivery of the service in relation to revenue savings in a full operating year. The Head of Strategic Finance and Property explained that approximately £50-£70K had been achieved in the first year, adding that further information would be available on 5 December 2018 which could be circulated to Members.

Councillor M McMullen sought and was provided with clarification regarding the debt status as at 31 March 2018 of Live / Dormant / Fraud HB overpayments.

Councillor M Stevenson referred to the issue of recruitment within the service. The Head of Revenues and Benefits Shared Service explained that staff numbers had been increased for two years (2015 and 2016) reflecting the additional work generated by the Government's welfare reforms. The staff numbers had reduced from 1 April 2017. The Council Tax service however, had continued to experience increases in workload from the

number of properties being built. Councillor N Symonds asked the Head to pass on her thanks for the hard work and excellent advice that her team continued to provide.

The Vice Chairman thanked Officers for their overview of the Shared Service arrangement.

It was moved by Councillor M McMullen and seconded by Councillor D Andrews that the recommendations, as detailed, be approved. After being put the meeting and a vote taken, the recommendations were declared CARRIED.

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

(B) the Annual report as detailed within Essential Reference Paper 'B' be noted and any comments be forwarded to the Head of Strategic Finance and Property and the Head of Revenues and Benefits Shared Services.

256 HOMELESSNESS STRATEGY 2019 – 2024

The Service Manager, Housing Services submitted a draft of the Council's new Homeless Strategy 2019-24 and sought Members' endorsement of the strategy for the purpose of consultation. The Service Manager provided an overview of the report and summarised the objectives of the revised strategy to take account of the Homeless Reduction Act 2017 and the Welfare Reform and Work Act 2016.

Councillor D Andrews commented on the issue of affordable homes and the fact that people who would like

to down-size their homes and release them for larger families, but were prevented from doing so because the rent on a smaller property was often higher and not affordable. The Service Manager explained the constraints within which housing associations had to work in relation to rents charged and affordability.

Councillor Andrews referred to the Government's involvement in the rental sector and housing stock which he felt, had generated a negative approach to making accommodation affordable and useable.

Councillor H Drake commented that Hertfordshire was one of the most expensive places to buy and rent and that more should be done in relation to Help to Buy schemes adding that it was cheaper to buy than to rent in some instances.

Councillor M Stevenson referred to the occupants of some rental properties with anti-social behaviour and mental health problems and the need to work closer with partners.

Councillor N Symonds sought and was provided with clarification about why the number of homeless people had changed within the table from 92 to 54 and what type of accommodation was used to provide those who were unintentionally homeless. She had concerns that homelessness would probably rise as a result of Universal Credit. The Service Manager – Housing agreed that she could foresee an increase in homelessness, but that the Council would continue to work with its partners to help mitigate the situation.

Councillor D Andrews sought and was provided with

clarification regarding assistance given to veterans and the allocation of additional points.

Councillor M Casey raised the issue of rough sleepers. The Housing Manager – Services explained that it was likely to be higher than the estimate (of 3) last year.

The Vice Chairman thanked the Officer for the report summary.

It was moved by Councillor D Andrews and seconded by Councillor H Drake that the recommendation, as detailed be supported. After being put to the meeting and a vote taken, the recommendations were declared CARRIED.

RESOLVED – that (A) the Homeless Strategy 2019-24 be received, and

(B) the draft Homelessness Strategy be endorsed for the purpose of consultation with external partners and stakeholders, prior to its submission to Council for adoption.

257 EXECUTIVE UPDATE BY THE EXECUTIVE MEMBER FOR HOUSING

The Executive Member for Housing provided Members with a presentation on issues within the remit of her portfolio. She provided Members with a summary of points affecting the housing service. Members considered the key statistics provided and raised a number of queries in relation to the presentation.

It was noted that the Housing Options team now sent a weekly list of properties which had become available for

people to bid on. This change had been driven by the Housing Association.

The issue of Universal Credit was raised. Councillor D Abbott suggested that Members might benefit from training on this new benefit system to ensure that they were better informed and could help residents in their ward if asked. The Scrutiny Officer undertook to discuss this with the Member.

The Vice Chairman, on behalf of Members thanked the Executive Member for Housing for the presentation.

RESOLVED – that the presentation be received.

258 WORK PROGRAMME 2018/19

The Chairman of Overview and Scrutiny Committee submitted a report setting out the draft Work Programme. The Scrutiny Officer circulated an amended version of Essential Reference Paper 'B' and encouraged Members to submit proposals for inclusion on the work programme.

Councillor D Abbott referred to the need to have training on Universal Credit so that Members could advise residents, if asked. This was supported.

Councillor D Andrews raised the issue of Task and Finish Groups and commented that at Hertfordshire County Council, such groups could be concluded in a day. He suggested that Officers should try and condense these into shorter periods of time. Councillor G Cutting commented that timeframes could be affected by the need to call in external consultants for advice and that was important, in order to achieve credible results.

It was moved by Councillor D Andrews and seconded by Councillor D Abbott that the work programme as amended be supported. After being put to the meeting and a vote taken, the recommendation was declared CARRIED.

RESOLVED – that (A) the work programme as amended, and as detailed within Essential Reference Paper ‘B’ tabled at the meeting, be approved, and

(B) the Scrutiny Officer investigate the possibility of arranging training for Members in relation to Universal Credit.

The meeting closed at 8.59 pm

| |
|----------------|
| Chairman |
| Date |

This page is intentionally left blank

EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 18 DECEMBER 2018

REPORT BY THE CHAIRMAN OF THE CLIMATE CHANGE TASK AND FINISH GROUP

REPORT OF THE CLIMATE CHANGE TASK AND FINISH GROUP

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To update Members on the work undertaken by the Climate Change Task and Finish Group, following its review of Climate Change activity within East Herts:
- To seek committee support for the task group's recommendations set out below; and
- To set out the timeline for those recommendations being put before the Executive (ERP E).

| | |
|---|---|
| <u>RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY: That the Committee accepts the recommendations of the Task and Finish Group, as follows:</u> | |
| A | That ongoing work of the Council to tackle climate change, as detailed in Essential Reference Paper 'C' , is recognised and the continuation of these activities be endorsed by Overview and Scrutiny Committee; |
| B | That the new ideas and proposals to tackle climate change detailed in Essential Reference Paper 'D' are worthy of more detailed consideration and that Overview and Scrutiny recommends that these ideas and proposals be forwarded to the appropriate Lead Members and Heads of Service for consideration when drawing up revised service plans and priorities; and |
| C | That because of the potential importance the climate change policy principles set out in Essential Reference Paper 'E' to |

| |
|--|
| the health and wellbeing of East Herts residents, the Authority should consider adopting the matters as overarching policy principles and Members are invited to recommend to the Executive that they are adopted. |
|--|

1.0 Background

- 1.1 East Herts Council first adopted a Climate Change Strategy and Action Plan in December 2009. The Strategy was subject to annual review by the former Environment Scrutiny Committee in order to monitor progress. The original plan concentrated on internal activities within the council's own estate, with the vast majority of actions having been implemented. Given this, the Environment Scrutiny Committee agreed that a Climate Change Task and Finish Group be established to consider climate change and its associated effects on East Herts, including wider policy areas over which the Council has a level of influence.
- 1.2 The Membership of the Task and Finish Group has been: Cllr Deering (Chairman); Cllr Pope; Cllr Radford; Cllr Stevenson; Cllr Woodward. The late Cllr Freeman attended early meetings of the Group. Its first meeting took place on 16 October 2017. In all nine meetings have been held, together with a smaller sub group meeting, with each meeting considering specific themes in some depth and, where appropriate, receiving expert advice from invited guests.
- 1.3 This is the final report of the group which builds on its interim report, considered by Overview and Scrutiny at its meeting on 17 April 2018, where it was agreed that the Task and Finish Group consider a number of additional factors including renewables, investment opportunities and public awareness.
- 1.4 **Essential Reference Paper 'B'** provides details of the previously agreed Terms of Reference for the Group. Meanwhile **Essential Reference Papers 'C', 'D' and 'E'** set out the findings and recommendations of the Group.

2.0 Report

- 2.1 The Group recognised that Climate Change remains a key issue at national and international level, with the UK government striving towards an agreed target in the Climate Change Act of an 80% cut in carbon emissions by 2050 (based on a 1990 baseline). This target is based on an appropriate UK contribution to global emission reductions consistent with limiting global temperature rise to around 2 degrees centigrade. A UK reduction of 43% has been achieved (2017 UK data), whilst the national economy has grown by two thirds over the same period (Committee on Climate Change November, 2018). Much of this national reduction has been achieved through decarbonisation of the national grid. The Government also set in law four initial carbon budgets, covering the period to 2027, to assist with the delivery of the national target, with a fifth budget now taking the UK into the 2030s. The first two budgets have been achieved and the nation is on track to meet the third (2018-22). Greenhouse gas (carbon) emissions continue to be reported on an annual basis per district area, with East Herts area-wide emissions remaining above average.
- 2.2 The remaining two budgets are likely to be harder to achieve. It is clear that carbon reduction will become more challenging over time with the remaining balance to reach the national goal of 80% potentially difficult without radical changes to energy use and efficiency, particularly in the domestic and transport sectors. Policy decisions and actions by local authorities will have significant implications in these areas and the Government fully recognises this, with the likelihood that it will expect local authorities to increase local action to assist with meeting national targets.
- 2.2 Policy objectives relating to carbon reduction are closely intertwined with sustainable transport, air quality, fuel poverty

and economic development opportunities. The Government's Clean Growth Strategy, published in October 2017, establishes some of these links and also the key role local authorities have to play in terms of policy direction/community leadership and acting as exemplars.

2.3 Carbon reduction activities shown in **Essential Reference Papers 'C' and 'D'** are set out under five key themes to aid clarity:

- *Carbon reduction*
- *Clean growth, carbon efficiency and energy generation;*
- *Community development and communication;*
- *Cleaner transport; and,*
- *Energy affordability and home energy efficiency.*

2.4 The Group is of the view that in the case of council projects, all recommended activities should be deliverable and meet the appropriate business case standards. When the recommended initiatives are developed in detail they will need to be assessed as such on a case by case basis.

2.5 For each theme, the task group has identified:

- Ongoing activities which have been considered and scrutinised by the Task and Finish Group: It is suggested that work already underway in these areas is recognised and the continuation of these activities is endorsed by Overview and Scrutiny Committee (**Essential Reference Paper 'C'** refers) .
- New ideas and proposals to tackle climate change that are worthy of more detailed consideration: The Task and Finish Group recommends to Overview and Scrutiny that these ideas and proposals are forwarded to the appropriate Lead Members and Heads of Service for consideration when drawing up revised service plans and priorities (**Essential Reference Paper 'D'** refers).

- Climate change policy principles that have been considered and debated by the Task and Finish Group: The Group has concluded that the potential importance of these matters to the health and wellbeing of East Herts residents is such that the authority should be considering adopting the matters as over-arching policy principles. The Task and Finish recommends that Overview and Scrutiny endorses the policy principles and recommends to the Executive that they are adopted by the authority (**Essential Reference Paper 'E'** refers). It is suggested that a report setting out these policy principles is presented to the February 2019 meeting of the Executive.

2.6 **Carbon Reduction** - The Group noted that the Government has proposed a voluntary target on local authorities to achieve a 30% reduction in carbon emissions by 2020/21. East Herts has achieved an 18.5% cut in emissions between 2009 and 2017, based on actions within its own estate, with an existing target to achieve 25% by 2020/21. However, given the Government target the Group suggests that it would be sensible to amend the Council's target and consider bringing it in line with the national local authority objective of a 30% cut. Positive action will need to continue in order to achieve this higher target.

2.7 **Clean growth, carbon efficiency and energy generation-** The Group looked at the available types of renewable energy technologies in depth from solar through to wood fuel and combined heat and power. There is clear opportunity for a measure of investment opportunity from renewables although this has reduced due to the reduction in feed-in tariff payments (and which will cease altogether at the end of March 2019). It is recommended that the Council is fully open to new technology and innovative opportunities. Currently there is much national interest in battery technology and the Group looked at this in some detail. Whilst this could be used as a potentially significant stand-alone investment opportunity it is

probably better deployed as part of other renewable technology and on-site energy demand shift management to make better use of cheaper night tariffs.

- 2.8 The Group met with Planning Policy officers and recognised the importance that Planning and Development control has in progressing energy efficiency and carbon reduction in new developments and suggests that every opportunity is taken to ensure that carbon reduction/energy efficiency measures within the remit of the authority. are as comprehensive and robust as can be achieved.
- 2.9 **Community development and communication** - The Government has emphasised the important role that local authorities have to play in community leadership in terms of carbon reduction and climate change action. In particular the Task and Finish Group recommends that local environmental awareness and the support of local community groups is harnessed to help in developing the low carbon message and providing advice on energy efficiency. The concept of community energy (such as that exemplified by Hertford Energy Now) is still a pertinent one and despite changes in the feed-in tariff there remains merit in supporting such community led approaches if and when they arise. It is noted that work is underway in developing a communication strategy in relation to energy efficiency and climate change and that this naturally links well with the promotional work already being undertaken on Clean Air locally.
- 2.10 **Cleaner transport** - This is a hugely expanding area of work and one that builds on the work of the Sustainable Transport Task and Finish Group in 2016. It has important links to energy use and air quality (of which the latter has been of growing public concern) along with the drive for lower carbon transport and the resultant move to electric vehicles and associated support infrastructure. It is suggested that the Council strives for the development of further EV charger points both directly within the council's control as well as on-street in key locations

(developing a strategy to achieve this) and incorporated in all new developments across the District. The work the Council has been undertaking with the Herts LEP and other authorities across the eastern region in establishing a regional energy strategy is of also of importance in this regard in helping to identify local areas of energy grid constraint.

- 2.11 **Energy affordability and home energy efficiency** - Domestic property accounts for around 14% of wider district emissions. The group recommends that future focus is especially on those homes within the district that are off mains gas (generally the more rural north of the district) and below Energy Performance rating C. Utilising the EPC rating of C brings the authority into line with national fuel poverty objectives, although from the point of view of extending a wider grant offer, it is probable this should be further focussed on EPC E homes and below. Whilst fuel poverty in East Herts is around average for Hertfordshire there are areas of significant underperformance in terms of energy efficiency which make sense to prioritise, especially as these are likely to be those same areas where fuel poverty could increase in the future as energy costs continue to rise. It is suggested that existing capital grants for loft and cavity wall are widened to provide greater assistance grants to cover solid wall insulation and secondary glazing in energy efficiency priority areas of the District. This could be achieved from within the existing capital budget as current loft and cavity wall grants are under-utilised by residents as funding for these measures has in the past often been available from elsewhere. An extension to the grant offer would also better complement those services offered through Hertfordshire Warmer Homes.

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

Minutes of the meetings of the Climate Change Task and Finish Group.

Contact Member: Councillor Bob Deering – Chairman of the Task and Finish Group. bob.deering@eastherts.gov.uk

Contact Officer: Jonathan Geall – Head of Housing and Health, Tel: 01992 531594 jonathan.geall@eastherts.gov.uk

Report Author: David Thorogood – Environmental Strategy Coordinator, Tel: 01992 531621
david.thorogood@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: | <i>The Task and Finish Group held a specific meeting to discuss and gather evidence on climate change objectives, progress and project opportunities in East Herts, with representatives from local environment groups and interested stakeholders.</i> |
| Legal: | <i>There are no legal implications arising from this report.</i> |
| Financial: | <i>There are no financial implications arising from this report.</i> |
| Human Resource: | <i>Any additional meetings of the Task and Finish Group have resource implications linked to officer support for the meetings.</i> |
| Risk Management: | <i>There are no risk management implications arising from this report.</i> |
| Health and wellbeing – issues and impacts: | <i>Whilst there are no direct health and wellbeing issues relating to this report, it is hoped that positive impacts for health and wellbeing for residents of East Herts will emerge from the development of the final strategy - for example in relation to the provision of increasingly energy efficient homes with lower heating costs. This will assist with achieving actions within the updated East Herts Health and Wellbeing Strategy 2018-2023.</i> |
| Equality Impact Assessment required: | <i>No EQIA required.</i> |

This page is intentionally left blank

ESSENTIAL REFERENCE PAPER 'B'

CLIMATE CHANGE TASK AND FINISH GROUP 2017/18 TERMS OF REFERENCE AND SCOPING DOCUMENT

OBJECTIVE:

To allow Members to inform the review and development of new Climate Change Action Plan for East Herts and to appraise the extent to which potential initiatives should be included within the Action Plan relating to:

- internal activities (within East Herts own estate); and,
- external activities (across the wider District but over which the Council may have some control)

BACKGROUND:

East Herts Council first adopted a Climate Change Strategy and Action Plan in December 2009. Environment Scrutiny (ES) asked at the time that progress towards the Action Plan should be reported to the committee annually. At the last annual review in November 2015, the Committee resolved that following the successful implementation of many of the actions within the document that it would be timely for the whole Action Plan to be reviewed and refreshed at the date of the next annual review. It was further resolved that this process be informed by the establishment of a dedicated Task and Finish Group. Terms of Reference were agreed by ES at its meeting on the 13 September 2016 and Members recommended a wide review, rationalisation and refresh. It was further confirmed that the Climate Change Group be established at a time later in 2017 following the outcome of the Sustainable Transport Task and Finish Group.

Climate Change remains a key issue at national and international level, with the UK government striving towards an agreed target in the Climate Change Act of an 80% cut in carbon emissions by 2050

(based on a 1990 baseline). This target being based on an appropriate UK contribution to global emission reductions consistent with limiting global temperature rise to around 2 degrees centigrade. Currently a reduction of 38% has been achieved. The Government has also set in law carbon budgets, covering the period to 2027, to assist with the delivery of the national target.

Local authorities are seen as important players in contributing towards the national objective, both in terms of reducing their own energy use but also with regards to their role as local service providers and policy makers and the influence that their policy objectives relating to carbon reduction may have on sustainable transport & air quality, fuel poverty and economic development opportunities in their local areas. Greenhouse gas (carbon) emissions continue to be reported on an annual basis per district area.

Potential questions to be addressed and used to assist in developing specific recommendations (max 6):

- 1. What potential initiatives, actions, planning and other policies (and at what cost/benefit) can contribute to the reduction of greenhouse gas emissions in East Herts (both Council and wider partner organisations and community generated)?**
2. What renewable energy technologies are available to assist with carbon reduction?
3. What initiatives are already taking place in the local community to reduce carbon emissions and how can the Council support them?
4. What specific measures can be implemented to assist the reduction of carbon emissions through energy use, from commercial and residential properties, including the fuel poor?
5. What can the Council do in terms of sustainable transport and modal shift to contribute to carbon emission targets?
6. Both for the Council and the wider community, to what extent is

funding available and what potential is there for income generation.

OUTCOMES:

- An updated and realistic set of recommendations to aid Climate Change and carbon reduction for East Herts from 2018 to 2023.

CONSTRAINTS: (is there anything that should not be covered due to the fact that it is governed by national legislation, what exactly are members being asked to do or not do; any budget constraints)

Members are asked to suggest future policy direction in relation to carbon/energy reduction in line with governmental policy requirements.

METHOD:

Meetings of the full Task Group to date:

DATE:

October 2017 to November 2018
Venues: Wallfields, Hertford; and, Town Council Offices, B/S

REPORTING:

DATE: To Overview and Scrutiny on the 17 April 2018 and 18 December 2018

SITE VISIT:

DATE:

N/A

MEMBERSHIP:

| | |
|--------------------------|--|
| Cllr Deering (Chairman) | Cllr Reed |
| Cllr Pope | Cllr Stevenson |
| Cllr Radford | Cllr Woodward |
| | |
| SUPPORT: | |
| Scrutiny officer: | Mike Edley, Scrutiny Officer |
| Lead officers: | David Thorogood, Environmental Strategy Co-ordinator |

Committee for Public Scrutiny ACCOUNTABILITY OBJECTIVES:

1. Transparent – opening up data, information and governance
2. Inclusive – listening, understanding and changing
3. Accountable – demonstrating credibility

ESSENTIAL REFERENCE PAPER “C”

On-going work of the Council to tackle Climate Change

- This covers a range of activities already undertaken by the council which have been considered and scrutinised by the Task and Finish Group.
- The Task and Finish Group recommends that work already underway in these areas is recognised and the continuation of these activities is endorsed by Overview and Scrutiny Committee.

| Activity |
|--|
| Carbon reduction |
| C1) The Group welcomes the work of the District on behalf of other Hertfordshire authorities in developing a tri-LEP area (Herts LEP, New Anglia LEP, Cambridge and Peterborough LEP) regional energy strategy, investigating local energy grid constraints through constraint mapping |
| Clean growth, carbon efficiency and energy generation |
| C2) Continue to work with partners and Herts LEP to establish 3-year Local Energy East ERDF scheme in East Herts providing energy efficiency advice and wider carbon reduction measures to local SMEs |
| C3) Continue to host energy efficiency seminars to inform local SMEs on energy efficiency advice/opportunities and look to develop new funding schemes with partners to facilitate further such schemes. |
| Community development and communication |
| C4) The Council, as a trusted local information source, should continue to promote information on renewable energy technologies to local residents |
| C5) Continue to work to promote reduction in the use of plastic both within the Council and across the District, building upon the position and principles statement on single use plastics adopted by the Council on 25 th July 2018. |
| C6) Continue to recognise the importance of ‘joined-up thinking’ across local government tiers, council departments and local community organisations to aid action on climate change |
| Cleaner Transport |
| C7) Continue to promote clear internal guidance on staff business transport “hierarchy” i.e. avoiding need to travel (though use of e-communication) > public transport>pool vehicle/e-car >private car |
| Energy Affordability and home energy efficiency |
| C8) Continue the successful joint partnership approach with other Herts authorities in relation to Hertfordshire Warmer Homes, to provide advice and practical assistance on energy efficiency to vulnerable local householders. |

This page is intentionally left blank

ESSENTIAL REFERENCE PAPER 'D'

New ideas and proposals to tackle climate change worthy of more detailed consideration

- The merits of these ideas and proposals have been considered in some detail by the Task and Finish Group.
- The Task and Finish Group recommends to Overview and Scrutiny that these ideas and proposals are forwarded to the appropriate Lead Members and Heads of Service for consideration when drawing up revised service plans and priorities.

| Activity |
|--|
| Carbon reduction |
| D1) The Group recognises the importance of and supports the Government's Clean Energy Strategy (2017) and in particular recommends that the Council adopts the target arising from that Strategy that local authorities pledge to reduce their carbon emissions from their own service activity by 30% by 2021 (based on 2009 baseline). Note: East Herts current target is 25% reduction by 2021 based on 2009 baseline. Current savings stand at 18.5% (2016/17 data) |
| D2) Look to procure 100% "green" energy (i.e zero carbon) in terms of corporate electricity supply contracts |
| Clean growth, carbon efficiency and energy generation |
| D3) Identify opportunities to work with partners to develop low carbon /energy efficiency schemes within East Herts to encourage roll out of new technology and benefit local economic development |
| D4) Seek to make use measures within development of planning SPD policy to encourage higher carbon reduction measures in new developments. Whilst recognising it is currently difficult to insist on specific levels of on-site renewable energy generation, |

the Council should continue to seek to encourage higher energy efficiency standards within new buildings to aid carbon reduction.

D5) Investigate energy investment options that have potential to produce ongoing revenue return for Council along with carbon saving opportunity e.g. battery technology, renewables *et al.* Develop audit of council owned sites that may be suitable for such projects

D6) Seek to ensure that all council buildings and premises are as energy efficient as possible utilising most appropriate technology to achieve a business case and suitable pay back.

Community development and communication

D7) Consider the creation of an East Herts awards scheme to encourage local organisations to implement sustainable development activity such as low carbon, high energy efficiency buildings, novel projects, awareness raising schemes, air quality improvements etc

D8) Where appropriate ensure use is made of S106 funding to facilitate low carbon activity.

D9) Water use is a key area for reduction, given local water use per head is one of highest in UK (169 litres per day). Wherever possible use should be made of planning powers; increased public awareness and partnership working with local utility providers to reduce water use per capita.

D10) Develop an active communications campaign to promote the benefits and practical possibilities of renewable energy/energy efficiency. For example this could include a relevant footnote included in all correspondence from Planning/Development Control.

D11) Recognition of the interest in public demonstration of low carbon living/ practical energy efficiency measures/electric vehicle information. This could be delivered through open day/exhibition/roadshow type events.

D12) Work with a developer to provide a low carbon show home within the district open to public to raise awareness and options

for energy efficient living.

D13) Recognise the important role that local community energy schemes (such as *Hertford Energy Now*) can play in moving to a lower carbon future whilst at the same time generating funds for community activity/local schools and investigate possible ways by which this could be accomplished.

D14) Investigate and examine how low carbon advice in relation to conservation areas /listed buildings could be improved, with the aim of enabling better energy efficiency measures to be implemented and for further public clarity on what is possible.

D15) Much excellent work being carried out by local environment groups is run by volunteers and local “people power” so it can lack central coordination on a district or county level. It is suggested that there may be scope for minor funding/provision of occasional meeting space/ communications for these local groups and that the potential for a role for the district Council in helping coordinate this activity be explored.

D16) Establish an East Herts “Environmental Forum” to build upon and help assist local coordination of environmental activity undertaken by and between local groups and the council. It is apparent that many groups and the Council were unaware of the range of existing activities/initiatives taking place across the District. Such a forum could meet on six monthly basis, helping assist implementation of sustainability and low carbon projects.

Cleaner Transport

D17) Develop a comprehensive district wide strategy for further expansion of public EV charger network in the future

D18) Develop district wide strategy for creation of on-street EV charging hubs to encourage EV take up by residents without the ability to provide their own charger unit e.g. flats and apartments.

D19) Work with local bus companies to encourage use of lower carbon vehicle fuel and move to EV.

D20) Work with Greater Anglia to encourage enhanced opportunities for lower carbon transport e.g. EV charging/bike

| |
|---|
| docks at stations. |
| D21) Seek to introduce a pilot E-taxi scheme within the district to promote wider use of electric taxis and encourage move to lower carbon cleaner fuel vehicles. |
| D22) Seek to establish 50kW rapid charger units for EVs in key locations across district, initially aimed at promoting uptake of electric taxis |
| D23) Work with HCC Highways to investigate possibility of anti-idle zones around schools, which could work in a similar way to protected place orders such as alcohol-free zones in town centres/residential areas. |
| D24) Seek to ensure planning SPD includes strong reference to EV charging points/infrastructure in all new development, both private and commercial, including provision for future infrastructure development. |
| Energy Affordability and home energy efficiency |
| D25) Look to develop a wider offer of home energy grants to enable residents to improve the energy efficiency of their homes - including solid wall insulation and secondary glazing amongst other measures. |
| D26) Look to establish an appropriate target to reduce level of “% fuel poor” households in District, in line with Government objectives. |
| D27) Look to establish trajectory to aim for all homes in district to achieve EPC rating of Band C, in line with Government objectives. |
| D28) Target home energy efficiency measures to fuel poor households; off-gas areas; EPC Band D or below; and, park homes. |
| D29) Work with estate/lettings agents to promote energy efficiency and EPC ratings, highlighting the long term savings to residents of more energy efficient homes. Additionally work with landlords to promote recent legislative requirements related to energy efficiency. |

ESSENTIAL REFERENCE PAPER 'E'

Climate change policy principles

- These matters have been considered and debated by the Task and Finish Group. The Task and Finish Group has concluded that the potential importance of these matters to the health and wellbeing of East Herts residents is such that the authority should considering adopting the matters as over-arching policy principles.
- The Task and Finish Group recommends that Overview and Scrutiny Committee endorses the policy principles and recommends to the Executive that they be adopted by the authority.

| Activity |
|--|
| E1) The council will take a forward-thinking, longer term approach to renewable energy technologies, with the aim of maximising their use in new developments in the District. |
| E2) The council will proactively promote energy efficiency measures and strive to demonstrate their tangible benefits to residents, businesses and other partner organisations. |
| E3) The council will promote the principle of sustainable transport as a means of tackling climate change, particular with regard to the development of new neighbourhoods and garden towns. |
| E4) The council will proactively support the national Clean Air Day and promote the involvement of residents, businesses and other partner organisations in delivery of activities. |
| E5) The council will seek to enhance and promote local cycling and walking networks and encourage uptake of these activities in place of car use. |
| E6) The council will seek opportunities to encourage and grow the low carbon economy within the district. |

This page is intentionally left blank

EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 18 DECEMBER 2018

REPORT BY THE HEAD OF HOUSING AND HEALTH

CCTV PARTNERSHIP SHARED SERVICE UPDATE

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- The report informs members of the outcome of the Shared Internal Audit Service's governance review of the CCTV Partnership shared service along with an update of the work to date by officers from the four CCTV Partnership authorities – East Herts, Hertsmere, North Herts and Stevenage – to implement the recommendations of the review.
- The report also updates members on work conducted by East Herts officers on the operational review of CCTV within the district.

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE:

That:

| | |
|------------|--|
| (A) | Members consider the recommendations of the governance review of the CCTV Partnership conducted by the Shared Internal Audit Service, included as Essential Reference Paper B, to inform the Head of Housing and Health's input to the work of the CCTV Officer Management Board. |
| (B) | Members consider the progress on, and findings to date of, the operational review of CCTV coverage in the District and raise any issues for consideration by the Officers working to finalise the review |
| (C) | Members request that a further report on (a) work to implement the recommendations of the governance review and (b) the outcome of the operational review of CCTV coverage be brought to a future Overview and |

1.0 Background

1.1 Since 2006, East Herts Council has been part of the shared CCTV monitoring service. There are currently four members; East Herts, Hertsmere, North Herts and Stevenage. The service is hosted by Stevenage Borough Council with the control room located in a Stevenage BC building in Stevenage town centre. The shared service is known as the CCTV Partnership.

1.2 The CCTV Partnership:

- monitors 37 fixed public space CCTV cameras in the district owned by East Herts Council and/or provided by or for Bishop's Stortford, Hertford and Ware Town Councils
- detects faults in these cameras and arranges repair/replacement subject to the council agreeing to meet the costs
- moves and maintains four moveable cameras in the district
- manages all staffing, commissioning and such issues.

1.3 More recently, the partners to the shared service agreed to establish a trading arm wholly owned by the four partners. This enables the CCTV Partnership to trade with commercial bodies on commercial terms, thus profits can be generated that are returned to the partners (the shareholders of the company) as dividends. Any trading losses are also passed on to partner authorities.

1.4 At its meeting of 10th July 2018, the Overview and Scrutiny Committee received a report and joint presentation from officers of East Herts and Stevenage on the current status of the Partnership.

2.0 Report

The shared service

2.1 At its inception, the shared service established a governance structure which incorporates:

- an Officer Management Group with officers from each partner authority and
- a Joint CCTV Executive consisting of three members from each partner authority.

2.2 Stevenage BC provides the secretariat function for these bodies.

2.3 It was reported to the Overview and Scrutiny Committee on 10th July 2018 that, over time, these governance arrangements have fallen away to some extent such that:

- there have been no meetings of the Officer Management Board for at least two years
- the Joint CCTV Executive has not been meeting annual as required by the Partnership Agreement
- the need for a governance review was considered by the Joint CCTV Executive to be urgent.

2.4 Overview and Scrutiny members were very concerned about the apparent governance issues and so requested a full update by the end of the year. This report gives that update.

Governance review

2.4 Members of Overview and Scrutiny Committee were informed in July that Stevenage BC was commissioning a governance review to be conducted by the Shared Internal Audit Service, SIAS. This work was completed in August 2018 and officers are working on the recommendations made.

2.5 **Essential Reference Paper 'B'** lists SIAS's recommendations and work underway to remedy the issues identified. It can be seen that SIAS has recommended a thorough review and

revision of the governance arrangements and consequently SIAS were only able to provide limited assurance that there are effective controls in operation.

- 2.6 To ensure that the work to remedy the issues identified by SIAS is carried out in a timely way:
- the CCTV Officer Management Board has now been re-established, with meetings being held on a six-weekly cycle
 - the Joint CCTV Executive has now increased by meeting annually to meeting quarterly for the foreseeable future.
- 2.7 It is proposed that the Overview and Scrutiny Committee receive another update report in around six months' time. It is envisage the majority, in not all, of the SIAS recommendations will have been acted upon by the time.

Financial arrangements

- 2.8 A key finding from SIAS's review was *that "responsibility for the current charging arrangements is unclear which has led to an issue in respect of the communication and timeliness of calculations and billing"*. This was raised by East Herts officers, among others.
- 2.9 As noted in **Essential Reference Paper 'B'**, a schedule of recharges has now been produced in more detail than before by Stevenage BC. The schedule is being considered by officers of the Officer Management Board, with advice from Finance colleagues in each authority, so that the exact methodology and amount can be agreed in time for the 2018/19 end-of-year financial closedown of accounts.
- 2.10 SIAS also recommended that both the CCTV Partnership and the commercial CCTV Partnership company take a longer term view and draw up a five year budget and business plan respectively. East Herts officers are strongly supportive of this. This work in timetabled to be complete by the end of March 2019.

Operational review

2.11 The council's CCTV arrangements have not been reviewed since joining the shared service. Officers from the Housing and Health Service are currently conducting this review.

2.12 Progress to date on the review is as follows:

| Action | Status at 3rd Dec | Notes |
|--|---|---|
| Coverage of CCTV cameras | Comparison against of coverage against crime stats – COMPLETED | With a new Chief Inspector for East Herts Police coming into post, additional work to identify 'blind spots' is now being conducted |
| Discussion with town councils | COMPLETED – views of Bishop's Stortford and Hertford Town Councils sought in October | Wider discussion with other town councils to take place |
| Resources to commence upgrades in 2019/20 identified | COMPLETED – s106 resources and existing CCTV resources held by Housing and Health Service will be used to commence work in 2019/20 It is anticipated that extra resources will need to be allocated from 2020/21; this will be subject to future reports seeking member approval | Profiling of works underway in consultation with Stevenage CCTV Control Centre |
| Report of operational review | ON TRACK for March 2019 | |

2.13 Work to date has found:

- a number of cameras require renewal as they are out-of-date or in constant need of maintenance; a schedule of upgrades is being worked up with the assistance of the

Stevenage CCTV Control Centre. Works will commence in 2019/20 using resources for CCTV held within the Housing and Health budget and s106 commuted sums held for CCTV. It is anticipated that extra resources will need to be allocated from 2020/21; this will be subject to future reports seeking member approval

- a high percentage of our cameras are fixed and unable to be moved. There are merits in switching to a greater number of mobile cameras as these can be moved quickly to areas of concern. This is being considered as part of the scheduling with Stevenage CCTV Control Centre referred to above
- while the town centre cameras are largely in positions that remain useful from the point of view of tackling anti-social behaviour and crime, the new Police Chief Inspector for East Herts has discussed with the Head of Housing and Health his views on extending coverage in certain town centre locations.

2.14 Work is on track to produce a report of the CCTV review by March 2019. This can then inform the future direction of the service, in conjunction with the governance review underway regarding the CCTV Partnership as a whole discussed above. Officer would envisage bringing the report to the Overview and Scrutiny Committee for consideration prior to seeking the approval of the Executive.

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 Graham McAndrew – Executive Member for Environment and Public Space

graham.mcandrew@eastherts.gov.uk

Contact Officer: Jonathan Geall – Head of Housing and Health
Contact Tel No – 01992 531594
jonathan.geall@eastherts.gov.uk

This page is intentionally left blank

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 – CCTV is a key element of maintaining of community safety Priority 3: enable a flourishing local economy – CCTV has distinct benefits in reducing and detecting anti-social and criminal behaviour perpetrated against local shops and other businesses |
| Consultation: | The contents, in part, arise from considerable discussion at the two CCTV Joint Executive meetings held this year and dialogue between the Head of Housing and Health and the Assistant Director – Communities and Neighbourhoods at Stevenage BC |
| Legal: | Alison Stuart – no additional comments |
| Financial: | Isabel Brittain – no additional comments |
| Human Resource: | There are no TUPE implications. |
| Risk Management: | The two reviews referred to in the report each have their own risk management arrangements |
| Health and wellbeing – issues and impacts: | CCTV is a key element of maintaining of community safety and CCTV has distinct benefits in reducing and detecting anti-social and criminal behaviour perpetrated against local shops and other businesses |

This page is intentionally left blank

SIAS Governance Review Recommendations

| Recommendation | Management response | Target date | Notes |
|---|--|----------------------|---|
| <p>The governance framework for the overall CCTV Partnership is reviewed and confirmed as being fit for purpose, or changed as necessary.</p> | <p>We will draft a governance framework for the overall CCTV arrangements to include:</p> <ul style="list-style-type: none"> • Governance for Hertfordshire CCTV Partnership • Governance for Hertfordshire CCTV Partnership Ltd • Governance lines between the Partnership and the Company • Member roles and responsibilities • Officer roles and responsibilities <p>These will be consulted on and agreed by the CCTV Joint Executive and the Company Board of Directors.</p> | <p>1 Dec 2018</p> | <p>Work commenced by the Officer Management Group ready for approved by the CCTV Joint Executive at its meeting in January 2019</p> |
| <p>An appropriate new Partnership Agreement between the current four CCTV Partner Authorities</p> | <p>We will prepare an updated CCTV Partnership Agreement drafted through the CCTV Officer Management Board to be signed by all four Partner</p> | <p>31 March 2019</p> | <p>Work commenced – on track</p> |

| | | | |
|--|---|---------------|---------------------------|
| is drawn up and executed. | Authorities. | | |
| The current Shareholders' Agreement for the Company is reviewed to ascertain if it remains fit for purpose and, if so, that the terms are fully complied with. | The company directors will consider this recommendation through their Shareholder Representatives in light of future considerations relating to the future of Hertfordshire CCTV Partnership Ltd. | 31 March 2019 | Work commenced – on track |
| Appropriate revised / new Terms of Reference for the CCTV Joint Executive and the CCTV Officer Management Board are drawn up and formally agreed. | Terms of Reference will be updated for the CCTV Joint Executive and a Terms of Reference will be created for the CCTV Officer Management Board. | 31 March 2019 | Work commenced – on track |
| Once agreed, the revised/new Terms of Reference for the CCTV Joint Executive and the CCTV Officer Management Board are | New Terms of Reference will be submitted for formal incorporation into constitutional arrangements for the four Partner Authorities. | 31 July 2019 | Work commenced – on track |

| | | | |
|--|---|---------------|--|
| revised / added in the Constitutions for each of the four Partner Authorities. | | | |
| A new five year Business Plan for the overall CCTV Partnership is drawn up and agreed. | We will develop a new five year rolling Business Plan (with monthly monitoring and full annual reviews) for the overall Hertfordshire CCTV Partnership based on decisions about the future direction of Hertfordshire CCTV Partnership Ltd. | 31 March 2019 | Work commenced – on track |
| The role and responsibilities of the SBC Group Accountant in respect of the overall CCTV Partnership are reviewed, evaluated and formerly confirmed. Consideration should be given to increased use of the external accountants with regard to the accounting requirements | The role of the SBC Group Accountant in relation to the overall Partnership will be clarified in the revised Partnership Agreement. The Company Directors will consider the accountancy needs of the Company and source appropriately. | 31 March 2019 | The roles and responsibilities of SBC's group accountant re: the Partnership have been drafted by consideration at the Officer Management Board on 5 th December 2018 |

| | | | |
|--|--|-----------------|--|
| of Hertfordshire CCTV Partnership Ltd. | | | |
| All reporting arrangements for the Partner Authorities are formally reassessed, agreed and documented. | Authority reporting arrangements to be included as part of a revised Partnership Agreement, Shareholder Agreement and Terms of Reference as necessary. | 31 March 2019 | Work commenced – on track |
| A review be carried out of how charges are being calculated and billed to the Partner Authorities. | <p>A schedule of charges to be prepared for the Partnership. The schedule will identify recharges applied to the Partnership, including; staffing, overheads, IT, etc.</p> <p>The schedule will also include recharges applied to Hertfordshire CCTV Partnership Ltd.</p> <p>A quarterly finance report to be prepared for the CCTV Officer Management Board, to include year-end financial projections for the Partnership.</p> | 1 November 2018 | A schedule of recharges has been produced by SBC. This is now being considered by officers so as to inform the 2018/19 end-of-year financial closedown of accounts |

EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 18 DECEMBER 2018

REPORT BY HELEN STANDEN (DEPUTY CHIEF EXECUTIVE)

SHARED IT SERVICE UPDATE

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To provide an update on IT shared services following the report in July 2018 as requested by Overview and Scrutiny Committee

| | |
|---|--|
| <u>RECOMMENDATION FOR OVERVIEW & SCRUTINY COMMITTEE:</u> | |
| That: | |
| (A) | Members review the progress to-date within the Shared IT Service. |

1.0 Background

- 1.1 East Herts and Stevenage Councils have operated shared IT Service (including Print and Design Services) since 2013, which has successfully delivered both revenue savings and service improvements to the benefit of both authorities.
- 1.2 Following 3 significant connectivity failures, in April 2018 two new directors were appointed to the IT Partnership Board; Helen Standen, Deputy Chief Executive – East Herts and Tom Pike, Strategic Director – Stevenage.
- 1.3 A new focus was established and during the summer a Strategic ICT Partnerships Manager was successfully recruited. He commenced leading the ICT team in September 2018.

1.4 Since September 2018 a number of options to improve connectivity and resilience have been examined, challenged and reviewed.

2.0 Progress to date and resulting budget implications

2.1 Following a comprehensive examination of our current position, the ICT Partnerships Manager has put forward some initial priority recommendations for the Shared Service and these have been categorised in respect of business critical impact.

2.2 Our shared IT vision has been established
`A Reliable, Effective and Professional Service that will enable both Councils to deliver and grow their digital vision.

By:

- Utilising standard approaches to products, processes and development
- Using appropriate partners to deliver services for standardised products
- Building internal and external capability to enable the digital vision to be attained`

2.3 Connectivity is a critical requirement. As such investigations have taken place to establish the most cost effective and business effective solution. Original estimates last year to provide a second link between the data centres by way of dark fibre were in the region of £500k. The solution being put forward is the installation of a roof top microwave link which will provide far greater resilience as well as being costed at £80k for installation with ongoing rental at £15k pa. This cost would be shared between Stevenage and East Herts.

2.4 Data storage has been a rumbling issue for around 18 months. A cost effectiveness exercise has now been completed where a rental model versus full procurement model were compared. As a result a recommendation has been made to invest in our own storage renewal programme costing under £400k over the next

five years rather than a rental option which is estimated to cost in excess of £500k over the same time frame.

- 2.5 Cyber security and resilience has been another priority for both councils. A recommendation has been made to both councils to renew our firewalls alongside a clean-up of Active Directory alongside the implementation of Office 365.
- 2.6 There are a number of advantages of doing this now. In order to move to 365/Cloud environment we require an Azure server. The server needs to be protected by a software firewall. By upgrading our physical firewalls, we can take advantage of free software firewalls to save costs. In addition, this is needed to enable `single sign on` within the new cloud environment.
- 2.7 Infrastructure costs will be shared with Stevenage with each council meeting their relevant cost of moving to Microsoft 365 (purchase of licences etc.)
- 2.6 The cost ratio to be apportioned is still being worked on by the Head of Strategic Finance and Property to ensure we continue to pay a fair portion of costs arising from the Shared IT Partnership.

3.0 Staffing

- 3.1 In order to deliver the proposed improvements a business case has been brought forward to improve the councils` resilience in particular around security and project management. An audit has shown that ICT is involved in the delivery of over 100 projects. In order to maintain momentum and ability to delivery to deadlines, it has been proposed that a project manager is recruited alongside dedicated Network and Security Officers. It is expected that these posts will be established and recruited to quickly in order to commence the programme of works needed to provide a stable, reliable IT platform.

- 3.2 Plans are in place as part of the improvements to enable staff to `self-serve` on simple processes such as password reset. This in turn will enable the Service Desk to improve their knowledge and concentrate on more complex priorities.
- 3.3 Any additional budgetary requirements will be met through the current MTFP. The Head of Strategic Finance and Property has been included in all discussions and decisions relating to finance, in conjunction with the Stevenage S151 Officer.

4.0 Governance

- 4.1 The make-up of the Partnership Board has been refreshed and is working well. The newly appointed Strategic Partnerships Manager now sits on the Board along with a finance colleague and senior input from East Herts and Stevenage. Board meetings are focussed on strategic direction for the Shared Services.
- 4.2 An IT Steering Group has been established which includes critical service leads from both councils and focuses on project work and future requirements. The ITSG has met monthly since September and is ensuring that key services are included in planning discussions across the Shared Service. Early feedback is that this inclusive approach has been welcomed and is supported
- 4.2 Significant investment in supplies and services has taken place in the IT Shared Service since 2016/17 due to need to ensure licensing compliance, improved cyber security, the replacement of legacy systems and purchase of new business applications, and enhanced service governance.
- 4.3 PSN compliance is imminent with almost 100 corrective actions being put in place since September 18. 3 final required actions are expected to be completed by the end of December 2018.

5.0 Digital Print and Post

5.1 Following a successful procurement exercise CFH were appointed as joint supplier of Digital print and post and the implementation project has commenced with a pilot in Revenue and Benefits to be followed by Elections. This will result in a significant number of transactions being made directly from the supplier and result in increased resource capacity for the council and lower printing and postage costs.

6.0 Future IT Service Improvements

Timeline for Improvements from Q3 2018 to Q4 2019/20

| Item | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |
|------------------------|----|----|----|----|----|----|
| Security Staff | | | | | | |
| PMO | | | | | | |
| Edge Firewalls | | | | | | |
| AD Cleanup | | | | | | |
| Federated AD | | | | | | |
| MS Office 365 | | | | | | |
| Storage Replacement | | | | | | |
| Inner Firewalls | | | | | | |
| Switch replacement | | | | | | |
| Hosted Desktop Upgrade | | | | | | |

7.0 Implications/Consultations

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

Contact Officer: Helen Standen – Deputy Chief Executive
helen.standen@eastherts.gov.uk ext 1405

Report Author: Helen Standen – Deputy Chief Executive
helen.standen@eastherts.gov.uk

This page is intentionally left blank

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

| | |
|---|--|
| Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i> | Priority 2 – Enhance the quality of people's lives Priority 3 – Enable a flourishing local economy |
| Consultation: | <i>Report prepared in consultation with the ICT Strategic partnerships Manager</i> |
| Legal: | <i>None</i> |
| Financial: | <ul style="list-style-type: none">• <i>The Head of Strategic Finance and Property has been included in all discussions</i>• <i>All revenue and capital requirements are within the current MTFP</i> |
| Human Resource: | <i>None</i> |
| Risk Management: | <i>The proposals are considered the most appropriate management of the risks associated with stable consistent uptime of both councils network</i> |
| Health and wellbeing – issues and impacts: | <i>None</i> |
| Equality Impact Assessment required: | <i>No</i> |

This page is intentionally left blank

EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 18 DECEMBER 2018

INTERIM REPORT BY HEAD OF COMMUNICATIONS, POLICY AND STRATEGY

BREXIT: TASK AND FINISH GROUP

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To agree the terms of reference for the Brexit Task and Finish Group, update on progress

| | |
|---|--|
| <u>RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE</u> | |
| That the Executive be advised: | |
| (A) | Overview and Scrutiny Committee supports the adoption of the Terms of Reference for the Brexit Task and Finish Group. |

1.0 Background

- 1.1. The Council is exploring implications for Brexit on East Herts (including preparations for a no-deal Brexit). A Task and Finish Group has been set up to gather evidence, consider implications and make recommendations to mitigate and/ or exploit the impact.

2.0 Report

- 2.1. Terms of Reference:

2.2. The Task and Finish Group is composed of the following Councillors:

- Councillor Mike Allen
- Councillor Mike Casey
- Councillor Phyllis Ballam
- Councillor Geoffrey Williamson
- Councillor Mark Pope
- Councillor Colin Woodward
- Councillor George Cutting
- (Lead Officer: Nathan Bookbinder)

2.3. The task and finish group shall;

- Invite guest speakers to discuss relevant topics
- Request and Review information
- Make recommendations to Scrutiny

2.4. The Task and Finish Group agreed to explore the following topics:

- Impact of EU nationals who are employees of the organisation
- Impact on residents who are also EU nationals and receive services from the council
- Identify key policies that could be affected (including procurement rules and regulations_
- Local Economy- employment and business impact

2.5. Progress and interim conclusions

The Task and Finish Group met on the following days:

- 12/09/2018 – to discuss Terms of reference and set out topics for discussion
- 04/10/2018 – to discuss Impact on EU nationals that work in the organisation, EU settled status scheme, and Hertfordshire County Council’s preparations

- 06/11/2018 – to discuss EU nationals the receive our service and procurement.

2.6. General findings are captured below:

2.7. Procurement is unaffected due to the European Union (Withdrawal) Act 2018 enshrining current EU procurement law into British law. The group heard that European companies could still compete but historically they haven't.

2.8. Hertfordshire County Council is under-going its own Brexit planning but as this is mostly focused on the impact of its social care workforce at present; there was little actionable information for the Task and Finish Group.

2.9. Issues around EU national within the organisation and that receive our services are address via the EU settled status scheme.

2.10. As such the Task and Group's interim recommendations are focused on this as this addresses many of the concerns.

2.11. The settled status scheme is for European Union (EU) citizens and their family to apply to get either settled or pre-settled status. This will mean they can continue living in the UK after 31 December 2020.

2.12. They will not need to apply if:

- an Irish citizen
- have indefinite leave to remain in the UK
- have indefinite leave to enter the UK

2.13. Rights for citizens of Norway, Iceland, Liechtenstein and Switzerland are still being negotiated.

- 2.14. The EU Settlement Scheme will open fully by 30 March 2019.
- 2.15. Due to the continuation of existing rights for EU citizens under this scheme this would avoid any issues around service access and employment.
- 2.16. Future Work
- 2.17. The Brexit Task and Finish Group will next look at the impact on policies and the economy and is due to conclude its review in January 2019

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 Officer: Benjamin Wood - Head of Communications, Strategy and Policy, 01992 531699
benjamin.wood@eastherts.gov.uk

Report Author: Nathan Bookbinder – Policy Officer
nathan.bookbinder@eastherts.gov.uk
01992 532144

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: | <i>The task and Finish group consulted with a number of specialist officers from various services either in person or in writing in forming the interim conclusions.</i> |
| Legal: | <i>None</i> |
| Financial: | <ul style="list-style-type: none">• <i>None at present</i> |
| Human Resource: | <i>None</i> |
| Risk Management: | <i>None at present</i> |
| Health and wellbeing – issues and impacts: | <i>None</i> |
| Equality Impact Assessment required: | <i>No</i> |

This page is intentionally left blank

EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 18 DECEMBER 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, as detailed in Essential Reference Paper B to this report, 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: Chairman of Overview and Scrutiny Committee,
Councillor Mike Allen.
mike.allen@eastherts.gov.uk

Contact Officer: Alison Stuart, Head of Legal and Democratic
Services, Tel: 01279 502170.
alison.stuart@eastherts.gov.uk

Report Author: Michael Edley, Interim Scrutiny Officer, 01992
531515. mike.edley@eastherts.gov.uk

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>The primary aim of the scrutiny process is to ensure, through enquiry, investigation and evaluation, that the Council's policies and services and those of its partners, reflect their corporate objectives.</p> |
| Consultation: | Potential topics for scrutiny are always invited from officers and the Executive and all Members and the public are asked through an annual invitation in the 'council tax' edition of LINK magazine which is delivered to every household. The work programme is refreshed at every scrutiny committee through this standing item on the agenda. |
| Legal: | 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. |
| Financial: | There are no financial implications arising from this report. |
| Human Resource: | 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. |
| Risk Management: | Scrutiny is about risk management, politically and organisationally. None the less, matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would lead to inefficient use of resources for the council and |

| | |
|--|---|
| | potentially its partners and damage the reputation of the council and its relations with partners. These risks are minimised by ensuring ongoing consultation regarding the committees work programmes with councillors, officers and the wider public. |
| 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 will have an impact on the general wellbeing of residents of East Herts. |
| Equality Impact Assessment required: | Not required although this maybe a valid line of inquiry for Scrutiny. |

Overview and 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 | |
| 6 November 2018 (Deadline for reports 24 October) | Shared Services: Revenues and Benefits | Isabel Brittain | Pushed back from September work programme at Head of Strategic Finance's request. |
| | Homeless Strategy | Jonathan Geall (Claire Bennett) | Head of Service changed date see email 12 October. Report to Executive 12 Feb and Council 5 March 2019. |

| Meeting Date | Topic | Lead Officer | Notes |
|--|---|--|--|
| | Exec Member Update | Jan Goodeve: Executive Member for Housing | |
| | Work Programme | Michael Edley: Scrutiny Officer | |
| 20th November 2018 (Deadline for reports 7 November 2018) NB: THIS IS A JOINT SCRUTINY COMMITTEE MEETING Members to attend to scrutinise Budget and service plans | Old River Lane Development | Liz Watts. CEX | <i>Draft report with MTE</i> |
| | Introduction from Portfolio Holder for Finance & Support Services | Cllr Geoff Williamson; | To verbally introduce the budget report and gives opportunity for OS members to have Q&A on this portfolio |
| | Budget report & Medium Term Financial Plan | Isabel Brittain, Head of Strategic Finance | |
| | Treasury Management Strategy 2018-19 | Isabel Brittain, Head of Strategic Finance; External Auditor from Ernst & Young | |
| | 2019/20 Corporate Service Plans | Ben Wood, Head of Communications, Strategy and Policy; Nathan Bookbinder, | <u>All heads of service to be present</u> |

| Meeting Date | Topic | Lead Officer | Notes |
|--|------------------------------|---|---|
| | | Policy Officer | |
| 18 December 2018 (Deadline for reports 5 December) | Exec Member Update | Graham McAndrew, Executive Member for Environment and Public Open Space | |
| | IT – Shared Services | Helen Standen, Director Simon Russell, Head of Shared Service | Report back on shared service 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) |
| | 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). Pushed back from November as T&F meet the day after the November meeting. |
| | Brexit T&F Group: Sign | Nathan Bookbinder, | Requested by Ben in conversation |

| Meeting Date | Topic | Lead Officer | Notes |
|--|--|---|--|
| | off ToR and initial recommendations | Policy Officer | |
| | | | |
| | Work Programme | Michael Edley: Scrutiny Officer | |
| 5 February 2019 (Deadline for reports 23 January 2019) | Update from Executive Member Update | Linda Hersay: Leader | |
| | Update: Planning Enforcement | Helen Standen | Year on update as promised by Director (requested by Helen 21/11/18) |
| | Customer Complaints | Nathan Bookbinder: Policy Officer | Requested by Ben, email 24/10/18 |
| | Brexit T&F Group: Report and Recommendations | Nathan Bookbinder: Policy Officer | |
| | Digital Innovation Zone Strategy | Ben Wood, Head of Communications, Strategy and Policy | Requested by ben 13/11/18 |

| Meeting Date | Topic | Lead Officer | Notes |
|--------------|--------------------------------------|---------------------------------|--|
| | | |  FW DIZ Strategy Final Comments and f |
| | Work Programme proposals for 2019/20 | Michael Edley: Scrutiny officer | |

Task and Finish Groups**Climate Change**

Lead Officer: David Thorogood, Environmental Strategy and Development Manager

Cllrs: Deering (Chair), Freeman, Woodward, Stevenson, Radford, Reed, Pope. Final Report and Recommendations to 18th December meeting

Brexit

This group, initiated by the Leader, will bring its terms of reference and progress update to the next OSC meeting and Final report to the meeting on 15th February

Member Scrutiny Proposals - update**Other items for 2018/19:**

ESSENTIAL REFERENCE PAPER 'C'

Topics for Scrutiny may be proposed by Members and Officers of East Herts Council, staff of its partner organisations, and by residents of East Hertfordshire.

The aim of this form is to secure as much initial information about the issue at an early stage so that a decision as to whether to proceed is based upon sound evidence.

SCRUTINY PROPOSAL FORM

Name of proposer:

Please answer the following questions as fully as possible continuing on separate sheet/s if necessary

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

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

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

Relevant witnesses, existing documentation and research/consultation required

Estimated resource implications (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.

| | |
|---|--|
| 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 or more of the criteria below? If so, which (please tick)? | |
| Public Interest: The issue has been identified as a concern by local people and affects a significant proportion of the local population or disproportionately affects a particular community of place, interest or association. | |
| Impact (Value): Resolution of the issue will make a significant improvement to the social, economic and environmental wellbeing of residents, or particular community of place, interest or association. | |
| 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: scrutiny@eastherts.gov.uk and copy to mike.edley@eastherts.gov.uk