



*Alison Stuart
Head of Legal and
Democratic Services*

MEETING : EXECUTIVE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 23 OCTOBER 2018
TIME : 7.00 PM

MEMBERS OF THE EXECUTIVE

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

CONTACT OFFICER: Martin Ibrahim
Tel: 01279-502173
Email: martin.ibrahim@eastherts.gov.uk

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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:
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 - 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.

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AGENDA

1. Apologies

To receive apologies for absence.

2. Leader's Announcements

3. Minutes

To approve as a correct record the Minutes of the meeting held on 11 September 2018 (previously circulated in Council Agenda of 17 October 2018).

4. Declarations of Interest

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

5. Update from Overview and Scrutiny Committee (Pages 7 - 10)

To receive a report of the Committee Chairman.

6. Update from Performance, Audit and Governance Scrutiny Committee (Pages 11 - 16)

To receive a report of the Committee Chairman.

7. Future Management of Herford and Ware Markets (Pages 17 - 48)

Note – Essential Reference Paper 'A' is enclosed for Members only as it contains exempt information as defined by paragraph 1 of Schedule 12A to the Local Government Act 1972.

8. Community Transport Strategy (Pages 49 - 68)
9. Mead Lane Area Masterplanning Framework (Pages 69 - 116)
10. East End Green Conservation Area Appraisal and Management Plan (Pages 117 - 194)
11. Quarterly Corporate Healthcheck – Quarter 1 June 2018 (Pages 195 - 230)
12. Urgent Business

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

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EAST HERTS COUNCIL

EXECUTIVE –23 OCTOBER, 2018

REPORT BY OVERVIEW AND SCRUTINY COMMITTEE CHAIRMAN

OVERVIEW AND SCRUTINY COMMITTEE – UPDATE

WARD(S) AFFECTED: All

Purpose/Summary of Report

- This report details the comments and recommendations made following Overview and Scrutiny Committee on 18 September 2018.

<u>RECOMMENDATION:</u>	
(A)	That the Executive note the contents of the report.

1.0 Background

1.1 Overview and Scrutiny Committee met on 18 September 2018 to consider the following items:

- **Executive Member of Development Management and Council Support – Presentation**
- **Draft Community Transport Strategy 2018 – 2021**
- **Economic Development Vision: Update 2016/17 to 2019/21**
- **Overview and Scrutiny Work Programme**

2.0 **Executive Member of Development Management and Council Support – Presentation**

- 2.1 The Committee was provided with a presentation by the Executive Member summarising the results of the Mystery Shopping exercise which had been carried out towards the end of last year.
- 2.2 The Head of Communications, Strategy and Policy explained that feedback had been very helpful and the results had been positive. He explained that the point of the exercise was to ask complicated questions to establish where weaknesses lay and to make sure everyone was equipped to answer questions. Members raised concerns such as the long GDPR message, the need to reflect a friendly approach and that Council benefit tax queries could take longer to explain.
- 2.3 The Committee thanked the Executive Member for the presentation and update.
- 2.4 The Committee received the presentation.

3.0 **Draft Community Transport Strategy 2018 – 2021**

- 3.1 The Committee considered a report on a proposed draft Community Transport Strategy which Members were advised played a key part of the Council's approach to health and wellbeing in the district particularly to vulnerable residents. It was noted that the strategy aimed to enable partners to come forward with ideas which could work locally.
- 3.2 The Committee discussed the report at length, acknowledged the difficulties residents faced in outlying villages and those with poor transport facilities which could contribute to social isolation, the congestion caused by schools and how schemes could be funded including staffing resources to manage the strategy.

3.3 The Committee supported the recommendations as detailed.

3.4 The Committee recommended that (A) the contents of the draft Community Transport strategy be supported and comments be forwarded to the Head of Housing and Health and (B) that the draft Community Transport Strategy be recommended to Council for approval and adoption.

4.0 **Economic Development Vision: Update 2016/17 to 2018**

4.1 The Committee received a report on the progress made in supporting the Council's economic vision. The Head of Communications, Strategy and Policy provided an overview of the themes and actions to be progressed and referred to the unknown challenges as a result of Brexit and the need to diversify and expand on progress so far.

4.2 The Committee debated at length the success of Launch Pad and supported the need to expand this service to other towns and noted the need to capture those people who currently commute through Bishop's Stortford Station. The Committee acknowledged the successes and work done in relation to various national development programmes and the challenges faced in relation to broadband provision in rural areas.

4.3 The Committee recommended that the progress made in terms of the Council's Economic Development Vision be supported.

5.0 **Work programme**

5.1 The Committee received the draft work programme on the proposed work of the committee.

5.2 The Committee recommended that the work programme be approved.

Background Papers

None

Contact Member: Councillor M Allen, Chairman, Overview and Scrutiny Committee
mike.allen@eastherts.gov.uk

Contact Officer: Alison Stuart– Head of Legal and Democratic Services, Ext 2170
alison.stuart@eastherts.gov.uk

Report Author: Lorraine Blackburn – Democratic Services Officer
lorraine.blackburn@eastherts.gov.uk

EAST HERTS COUNCIL

EXECUTIVE – 23 OCTOBER 2018

REPORT BY PERFORMANCE AUDIT AND GOVERNANCE SCRUTINY
COMMITTEE CHAIRMAN

PERFORMANCE AUDIT AND GOVERNANCE SCRUTINY COMMITTEE –
UPDATE

WARD(S) AFFECTED: All

Purpose/Summary of Report

- This report provides a summary of the comments and recommendations made following Performance, Audit and Governance Scrutiny Committee on 4 September 2018.

<u>RECOMMENDATION:</u>	
(A)	That the Executive note the contents of the report.

1.0 **Background**

1.1 Performance Audit and Governance Scrutiny Committee met on 4 September 2018 to consider the following items:

- **Annual Leisure Report**
- **Quarterly Corporate Health check – Quarter One, 2018-19**
- **Annual Treasury Review 2017/18 Outturn**
- **Shared Internal Audit Service – Annual Report**
- **Shared Internal Audit Service – Progress Report**
- **Performance Audit and Governance – Work Programme.**

2.0 **Annual Leisure Report**

- 2.1 The Committee considered a report which reviewed the Council's ten-year leisure contract with Sport and Leisure Management Limited.
- 2.2 Some Members were concerned with the decline in swimming generally and the number of reportable accidents and the Council's liability.
- 2.3 The Committee supported the recommendations as amended that:
- (A) the Annual Report be received;
 - (B) Officers seek information from Everyone Active about engagement with schools;
 - (C) Officers obtain a breakdown of reportable accidents; and
 - (D) Officers review the Council's risk register to ensure that sufficient safeguards were in place to protect the Council.

3.0 **Quarterly Corporate Healthcheck - Quarter One**

- 3.1 The Committee considered a report which reviewed the Capital and Revenue budgets and 33 key corporate indicators.
- 3.2 Some Members expressed concern about the provision of the IT service, targets for affordable housing, the number of homeless households needing clarification, and the absence of a target in relation to residual household waste. An update was also requested on the issue of Charrington's House in Bishop's Stortford.
- 3.3 The Committee supported the recommendations, as amended, that:
- (A) the projected revenue underspend of £16k be noted;
 - (B) the capital budget for 2018/19 of £4.69m be noted;
 - (C) the reported performance and actions for the period April

2018 – June 2018 be noted and the Annual Report be received;
(D) Officers provide Members with updated affordable housing figures achieved across the district;
(E) Officers provide information regarding residual household waste and targets; and
(F) Officers provide Members with an update in relation to Charrington's House.

4.0 **Annual Treasury Review 2017/18 Outturn**

4.1 The Committee considered a report on the Council's treasury management activities for 2016/17 including Prudential Indicators.

4.2 A Member sought further information on the Walkern Development windfall and how this would be spent. Members also asked Officers to write to all Members if the Council was impacted by the new CIPFA codes.

4.3 The Committee supported the recommendations as amended, that:

(A) the Treasury Management Activity and Prudential Indicators for 2017/18 be approved; and

(B) Officers provide Members with an update on the Walkern Development windfall.

5.0 **SIAS – Annual Report**

5.1 The Committee considered the Annual Report for 2017/18.

5.2 The Committee debated the Partner / Consultancy Budget and outturn figures and was provided with an explanation of the differential in outturn.

5.3 The Committee supported the recommendations as amended, that:

(A) the Shared Internal Audit Service Annual Report 2017/18 be

received; and

(B) Officers provide Members with a breakdown of Partner / Consultancy Budget Outturn figures.

6.0 **SIAS – Progress Report**

6.1 The Committee considered a progress report on the shared internal audit service.

6.2 Members debated the issue of cyber security and the difficulties within the IT Shared Service provision. It was noted that Officers would liaise with SIAS and IT to provide a report to PAG in November 2018. Some Members also queried whether tree surveying was included in the new Grounds Maintenance Contract and also the number of houses in multiple occupation.

6.3 The Committee supported the recommendations, as amended that:

(A) the Progress report be received;

(B) the status of critical and high priority recommendations be noted;

(C) Officers provide a report on cyber security; and

(D) Officers confirm whether tree surveying was included within the new Ground Maintenance Contract.

7.0 **PAG – Work Programme 2018/19**

7.1 The Committee considered a report on the proposed draft work programme.

7.2 The Committee discussed the vacant scrutiny officer's position and Members were advised that the Head of Service was investigating the possibility of a locum.

7.3 The Committee supported the recommendation that the draft work programme be approved.

Background Papers

None

Contact Member: Councillor M Pope, Chairman, Performance Audit and Governance Scrutiny Committee
mark.pope@eastherts.gov.uk

Contact Officer: Alison Stuart– Head of Legal and Democratic Services, Ext 2170
alison.stuart@eastherts.gov.uk

Report Author: Lorraine Blackburn – Democratic Services Officer
lorraine.blackburn@eastherts.gov.uk

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EAST HERTS COUNCIL

EXECUTIVE – 23 OCTOBER 2018

REPORT BY EXECUTIVE MEMBER FOR ECONOMIC DEVELOPMENT

FUTURE MANAGEMENT OF HERTFORD AND WARE MARKETS

WARD(S) AFFECTED: ALL HERTFORD AND WARE

Purpose/Summary of Report

- To inform members of the outcome of the engagement with traders and other stakeholders.
- To agree the future management process for Hertford and Ware markets.
- To outline the next steps for the service.

RECOMMENDATIONS FOR EXECUTIVE: That the Executive:

(A)	Note the results of the engagement exercise with the traders relating to the street trading consent proposals;
(B)	Approve the use of street trading consents for managing Hertford market;
(C)	Approve the use of street trading consents for managing Ware market; and
(D)	Approve that the implementation date for (B) and (C) be January 2019.

1.0 Background

- 1.1 The retail environment and the role of town centres has changed considerably over the last 10 years and there has been a decline in the number of market stalls nationally. Overall the East Herts markets service runs at a deficit of approximately £50,000 per year.
- 1.2 Bishops Stortford Town Council has been operating the market in the town since June 2015, and it was determined that the potential for the devolution of Hertford and Ware markets to their respective town councils be explored. An options appraisal was carried out and a report was presented to Community Scrutiny Committee in March 2017, recommending that town councils could be best placed to deliver markets in the future. Sawbridgeworth Town Council no longer run a market but Buntingford Town Council manage their own Monday market, with no support from East Herts Council (EHC).
- 1.3 Officers have been exploring options over the last 18 months to seek to continue the market offer, but at the same time reduce the costs to EHC. A report to the Executive on 17 July 2018 agreed the transfer of market rights to Bishop's Stortford Town Council with effect from 1 April 2019.
- 1.4 Hertford and Ware Town Councils declined to take over the running of the markets at this time, therefore an alternative method of providing the markets service was investigated.
- 1.5 The council could suspend the market service delivered through the Food Act 1984, and instead support traders to deliver a service through the use of street trading legislation. Street trading is managed by EHC's Housing and Health section and traders could apply for consents under the Local Government (Miscellaneous Provisions) Act 1982. There is no limit to the number of street trading consents that could be authorised, subject to the space available etc. It is intended that traders will be able to have the same location on each occasion.

- 1.6 It was determined that engagement with market traders in Hertford and Ware take place over the summer of 2018 to seek their views on a street trading consent arrangement for the continuation of stalls, and in doing so be able to provide a continued markets service to customers.
- 1.7 This report includes the outcome of that engagement and explores the merits of a street trading arrangement and recommends the next steps for the service.

2.0 Report

2.1 A questionnaire was provided to all traders who have traded on Hertford and Ware Markets in the last year, and the survey was open for three weeks during July and August 2018. A copy of the questionnaire is included in **Essential Reference Paper 'B'** and a summary of the responses and comments are detailed in **Essential Reference Paper 'C'**.

2.2 *Hertford Retail Market*

Of the 12 regular market traders, 11 responded to the survey. Of these, 5 traders (45%) have stated they would apply for consent if the council moved from a formal market service to street trading consents. The remainder were undecided or against the change.

2.3 *Hertford Farmers Market*

Of the approximate 20 regular traders, 7 responded to the survey. Of these, 4 traders (57%) have stated they would apply for consent if the council moved from a formal market service to street trading consents.

2.4 *Ware Market*

All 5 regular traders responded to the survey. Of these, 4 traders (80%) have stated they would apply for consent if the council moved from a formal market service to street trading consents.

2.5 *Engagement with Traders*

The council's markets coordinator liaised with traders, and from conversations the majority of the stall holders wanted to see the continuation of the markets service.

2.6 Under the current arrangements stall holders waste is collected, however under the street trading consents this responsibility will fall to traders. The feedback from the majority of them was that they could accommodate this change and remove their own waste, which is not uncommon at other markets.

2.7 Traders will continue to be allocated a specific location and weekly traders will pay a lower fee under the current street trading consent charges. At Hertford and Ware retail market, traders transport and erect their own stalls. A move to street trading consents would require all traders to undertake this which would be a change for the farmers market traders, however to assist with a smooth transition, EHC will continue to arrange and fund the setting up and taking down of the stalls for the farmers markets for up to 12 months.

2.8 *Housing and Health*

Street trading is managed by EHC's Housing and Health section and officers have been liaising to explore how the service could be delivered in this way.

2.9 Under street trading, the process includes consultation with agencies including the police and the highways team at Hertfordshire County Council. To improve the efficiency of the consultation process it is proposed to move to a 'block' consent approach, which is a single consent to cover the current geographical market areas, subject to agreement from the consultees. A 'block' consent would avoid having to consult on each trader application, which would speed up the process and reduce the likelihood of individual applications being rejected. If agreed by the consultees, this can be included in a review of the street trading policy.

- 2.10 The 'block' consent would need to be renewed annually, and this could be done in advance of the renewal date which would allow time for negotiations should a consultee withdraw their consent; or it would enable a 'notice period' should the consent not be provided because of valid objections e.g. the introduction of double yellow lines necessitating a change to the location of stalls.
- 2.11 It is intended that the review of the street trading policy also includes for a 'group trader consent' in the town centres. This would enable one trader to apply for consent on behalf of a group of traders. This would reduce the administration and allow for the street food markets (and other specialist groups of market traders if required) to continue under the new arrangement.
- 2.12 Market traders are currently able to pay for their market stall by monthly standing order. Under street trading consents the fee for an annual consent is required to be paid when applying for consent; however the ability to pay by instalments will be investigated. Traders can also apply for a monthly street trading consent which provides flexibility and a shorter commitment for those wanting to trial a stall or who sell seasonal produce.
- 2.13 The review of the street trading policy will take into account the matters arising from this report, including changes that can be made to make it easier and more flexible for traders e.g. payment terms and short term consents. Traders operating via street trading consents will also have the opportunity to comment on a revised draft policy in due course. The policy review is being led by the Housing and Health section and the aim is to have this completed in spring 2019.
- 2.14 *Operational Changes*
Formal consultation has been undertaken with staff directly affected by the proposals. Should a decision to change to street trading consents be approved, the next steps will be to work with traders to assist them with applying for consents and work

with colleagues and partners to ensure the applications are processed ready for the service change. Administration staff currently engaged in processing market stall applications will instead process street trading consent applications for the market areas. It is proposed that the enforcement and management of any unauthorised traders will be investigated by enforcement officers in EHC's Operations section, to include occasional inspections on market days at Hertford and Ware. The focus during the transition will be to ensure a seamless continuation of stalls.

2.15 Any changes will be communicated to traders and stakeholders and it is proposed to re-launch the service, promoting the reduced costs to trade for example, to encourage the development of the number of traders and thus improve the vibrancy of the market offer.

2.16 *Differences between the Services*

A summary of the differences between the market services delivered via street trading (via the Local Government (Miscellaneous Provisions) Act 1982) and the formal market service (via the Food Act 1984) is detailed in **Essential Reference Paper 'D'**.

2.17 There are differences between using the Food Act to operate a market compared to using street trading legislation. For example, under street trading legislation EHC would no longer operate the service under 'markets' legislation, and therefore would not have the right to control or regulate other markets and car boot sales, however these would continue to operate via arrangements between the organisers and the land owners.

2.18 *Proposed Way Forward*

In consideration of all factors it is proposed that street trading consents are used as a way forward for managing market stalls in Hertford and Ware.

2.19 The customer experience is not expected to change as the

traders would be in the same location and with the same 'look and feel' as the current market service. There is also an opportunity to increase the number of stalls, for example promoting the lower fees to trade, and this will be included as part of a relaunch of the service. A change to street trading consents will provide savings to the council whilst continuing to provide a market service to the community and an opportunity to attract new traders. In the course of the review some questions and queries have been raised, and a list of FAQs is supplied at **Essential Reference Paper 'E'**.

2.20 *Conclusion*

The council remains committed to continuing to support market stalls in Hertford and Ware. Utilising street trading consents is a more streamlined way of managing these and it is therefore recommended that this approach be implemented. The council will suspend managing these markets under the Food Act once the street trading consent approach commences which is targeted for 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

Report to Community Scrutiny 28 March 2017

[Item 649 Markets Options Appraisal](#)

Report to Executive 17 July 2017

[Item 94 Future Management of Town Centre Markets](#)

Contact Member: Cllr Gary Jones
Executive Member for Economic Development
gary.jones@eastherts.gov.uk

Contact Officer: Jess Khanom
Head of Operations
jess.khanom@eastherts.gov.uk

Report Author: Nick Kirby – Enforcement & Inspection Manager
nick.kirby@eastherts.gov.uk

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
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HERTFORD & WARE MARKET TRADERS QUESTIONNAIRE 2018

East Herts Council has been reviewing the way it delivers markets, so as to maintain support while helping reduce costs. The Council wants to support the market service, but the current arrangements cost the Council around £50,000 per year and the Council needs to make savings of around £500,000 in the coming year.

No decision has yet been made but we are investigating alternative ways of managing the market and maintaining stalls. We are therefore seeking your views on moving from a formal market service, to stall holders delivering their service via a street trading consent arrangement, which is a consent provided by the Council. For further details on how this operates please see <https://www.eastherts.gov.uk/streettrading>

The Council wants to continue to support market stalls in the towns and your views are important. Please could you complete this survey by **9am, 6th August 2018** and either:

- Scan and email it to markets@eastherts.gov.uk
- Return in the prepaid envelope
- Or hand it to Steve Knights, the market coordinator.

If you have any concerns or additional thoughts please speak to Steve Knights, the market coordinator in the first instance or if you prefer email markets@eastherts.gov.uk and we can arrange a time to discuss this with you.

1. Trader Information

Q1. Trader Name _____

Contact details _____

Q2. Which market do you attend?

Hertford Retail

Hertford Farmers

Ware Retail

Q3. How often do you trade?

Generally weekly

Generally fortnightly

Generally monthly

Less than monthly

2. Fees

Fees are reviewed annually, the current market pitch fees are:

- Regular Trader per day: £22.90 for Hertford and £14.70 for Ware
- Casual Trader per day: £27.30 for Hertford and £16.40 for Ware
- Hertford Farmers' Market cost per stall per day £29.40.

The street trading annual consent fee for 2018/19 for a static trader at a single location is £359.50.

The fee for an occasional trader for up to a month at one location is £122.75.

- The annual fee of £359.50 works out at around **£6.91 a day** for a static trader that trades once a week.
- The annual fee of £359.50 works out at around **£29.95 per day** for a Hertford Farmers Market trader that attends 12 times a year.
- Fees are paid annually and there is no refund if traders do not trade.
- Fees do not include waste removal, electricity or any stall provision.
- Although this is paid in one go, it could reduce the overall running costs for a regular market trader.

Comparison of charges

	Regular Trader		Casual Trader		Farmers Market
	Hertford	Ware	Hertford	Ware	Hertford
Market Trading current costs	£22.90 per week	£14.70 per week	£27.30 per week	£16.40 per week	£29.40 per month
Street trader consent	£6.91 per week	£6.91 per week	£6.91 per week	£6.91 per week	£29.95 per month
Street trader consent savings/	£15.99 saving	£7.79 saving	£20.39 saving	£9.49 saving	£0.55 extra

Q4. How satisfied would you be with the street trading fee system?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Comments:

3. Application Process

Currently market traders submit the application form along with proof of identification and insurance.

Once accepted they can trade on market day only, in the location agreed by the market coordinator.

Currently the process takes 3 working days.

The street trading consent process is different in that:

- Applications can take up to 42 calendar days to process due to the need to engage with outside bodies and inspecting the site.
- This means that there will be no process for casual on the day traders.
- Applications are also assessed by the Highways team at Hertfordshire County Council and the Police.
- Traders have to specify the location, size of pitch and when they wish to trade.
- It is envisaged that traders would be restricted to trading on current market days.
- Traders cannot deviate from their application without reapplying.

If a street trading consent arrangement is implemented, the Council market coordinator will assist and advise traders with their applications in order to ensure traders are ready for the change.

Q5. How satisfied would you be with the application process for street trading consents?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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Comments:

4. Pitch allocation and regulation

Market pitches are currently allocated by the market coordinator.

At present you are provided with a 3x2.10m pitch or a 3x2m gazebo to trade.

Under street trading it is proposed that traders that regularly use the same pitch would continue in the same location (subject to the consent being agreed).

The street trading consents are different in that:

- A Council employee will not be on site to collect fees (as these are paid annually) or deal with any issues.
- A Council employee will carry out random checks only and investigate reports of unauthorised traders.
- Traders can only trade from their allocated pitch.
- If a regular trader doesn't turn up a casual trader cannot occupy the space.
- There are no minimum required trading days, but traders cannot block a potential site by obtaining a consent and then never using it or using it for a fraction of the time stated in their application.

Q6. How satisfied would you be with pitch allocation, monitoring and regulation under street trading consents?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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Comments:

5. Rubbish Disposal

Currently the cost of waste disposal and street cleansing is included in the price of the pitch, regardless of how much waste is produced.

Under street trading these services are not included in the cost of the consent. You will need to make alternative arrangements for separate disposal of your waste. Traders must ensure that their trade waste is disposed of legally and not in their household waste.

Q7. How satisfied would you be with the rubbish disposal under street trading consents?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
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Comments:

6. Farmers markets gazebos

Currently the Council supplies, stores, assembles / disassembles standard 3 x 2m gazebos for Hertford Farmers Market.

The street trading consents are different in that:

- The Council would no longer set up farmers' market gazebos.
- It is proposed that existing gazebos would be either sold or given to the regular traders on the farmers markets.
- Traders would then be responsible for storing, transporting and assembling these.
- Traders would be responsible for any repairs or replacement gazebos.
- It is proposed that new traders would need to supply their own gazebo that meets our size, colour and type to continue uniformity of the farmers market.

Q8. How satisfied would you be with the proposals for gazebos for farmers markets under the street trading consents?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Or not applicable

Comments:

7. Timescales

If the alternative arrangements are implemented, it is proposed that they would commence from 31st Jan 2019, as this is a quieter time of year to help the change settle in.

Q9. How satisfied are you with the proposed timescales?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

Comments:

If not satisfied please say why:

8. Overall

Q10. If the Council were to move from formal market service, to stall holders delivering their service via a street trading consent arrangement, do you think you would apply for a consent to keep trading?

Yes

No

Don't Know

Do you have any other comments or suggestions?

Next steps

A decision will be made by the Council after the engagement, in September 2018.

Thank you for completing this questionnaire.

Please either:

- Scan and email it to markets@eastherts.gov.uk
- Return in the prepaid envelope to East Herts Council
- Or hand it to Steve Knights, the market coordinator

**All responses must be received by East Herts Council by
9am, Monday 6th August 2018.**

Summary of Responses from Market Trader Engagement

Traders were asked a series of questions to determine how satisfied they would be if the council moved from a formal markets service to street trader consents.

Hertford Retail Market

Out of 12 regular traders, 11 responded.

Question relating to:	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Fees	6	1			4
Application Process	2	4	2		2
Pitch allocation / regulation	3	5	1		2
Rubbish disposal	3	3	4		1
Timescales	3	2	3		3

Overall would they continue trading? 5 yes, 2 no, 4 don't know.

Comments

- Two traders mentioned the ability to trade other days i.e. in Christmas week
- One trader said it was wrong to makes traders pay the fee annually as would find this hard in the current climate.
- One trader thought the casual rate is high as Hertford doesn't get much footfall
- One trader asked if bins could be provided at additional cost
- Two traders was concerned if this allowed more than one trader selling same product

- One trader queried the pricing structure for more than 1 pitch
- One trader asked whether there would still be EHC contact to sort out disputes
- Two traders said they would prefer to run their own market rather than street trading, which could entail checking paperwork and managing pitches on EHC's behalf and organise their own waste collection if required
- It was suggested the co-operative may also be able to the farmers market with the gazebos
- One trader suggested the independent market run by the traders could hold family friendly events, encourage charity events to increase footfall and raise money for the town
- Comment that the council need to attract more people to the town on Saturdays through better marketing and encouraging people to support the market and make it flourish

Hertford Farmers Market

20 regular traders, 7 responded.

Question relating to	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Fees*	2	3			1
Application Process	1	3	1		2
Pitch allocation / regulation	4	2			1
Rubbish disposal	3	1	3		
Farmers market gazebos	2	2	1		2
Timescales	2	2	1		1

*1 trader left this question blank

Overall would they continue trading? 4 yes, 1 no, 2 don't know.

Comments

- I really do well at the farmers market and £29.95 represents good value
- If we were to purchase own gazebo and set it up ourselves it should be a reduced fee not increased
- Any one setting out a new venture is not going to commit to a whole year.
- Paying annually will put off smaller and new traders
- This process is not suitable for seasonal products such as soft fruit
- I may reconsider trading at farmers market and become casual trader instead – if this cannot be done I will apply for market in neighbouring boroughs
- We are not street traders we are farmers marketing our produce once a month and paying by Direct Debit monthly
- Not sure of the consequences of the longer application process
- Current process took longer than 3 days anyway
- Who will promote the market?
- Who will we contact in an emergency?

Farmers market gazebos

- Some traders will not have correct type of transport to carry own gazebos. This will be a problem for the market in general.
- Don't mind erecting gazebo themselves
- This would necessitate a larger van taking up more parking spaces, also require 2 persons in attendance
- Have to put up own gazebos at other farmers markets
- Would have to be a good rate to purchase

Other comments

- Market requires more input not less
- Farmers market could be relocated indoors with tables if there was a suitable room / hall in the town
- In order to create a vibrant farmers market new artisan / ethnic traders should be encouraged.

- Winter in busiest period due to game season

Ware Retail Market

5 sent out and 5 responses, all are weekly traders.

Question relating to	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Fees	4				1
Application Process	2	2	1		
Pitch allocation / regulation	2	2	1		
Rubbish disposal	2		2		1
Timescales	1	3	1		

Overall would they continue trading? 4 yes, 1 no.

Comments

- Fees make sense to keep market open economically
- I am disappointed that the fee will not be refunded if the trader is unable to turn up due to unforeseen circumstances or weather

Street Trading v Food Act 1984

There are many different way of acquiring market powers. Many Markets are currently operated under Royal Charter or Letters Patent. Others operate by way of Lost Modern Grant, Prescription or Custom and Practice.

The current general legal framework for the creation and operation of Markets is found in Part 111 of the Food Act 1984.

Local authorities also have powers to give street trading consents under the Local Government (Miscellaneous Provisions) Act 1982.

This document sets out to clarify the differences between the two sets of legislation.

SUBJECT MATTER	FOOD ACT	STREET LEGISLATION
Power to operate a market	The Food Act gives specific powers to establish a market which carries with it certain rights and responsibilities.	The Legislation is essentially concerned with street trading and while the street trading can result in the appearance of a market, it does not provide the licensing authority with the same level of rights as under the Food Act.
Letting arrangements	The Food Act enables a local authority or other operator licensed by the local authority to determine its own letting arrangements which can be varied depending on local circumstances. This is normally written into markets policy / traders licence. At East Herts this includes specifying what types of items are for sale and ensuring a varied mix of stalls.	The street trading legislation largely prescribes the procedures to be followed in the various sections providing the way in which applications are dealt with, conditions in respect of consents and appeals procedures. The current policy only restricts dangerous or illegal items for sale; it doesn't take into account the existing stalls or limit the numbers of the same type of stall. The policy

		is currently being reviewed by officers.
Charges	The Food Act enables a local authority to fix its own charges and these can be determined depending on a range of different circumstances. The local authority is entitled to charge a commercial rate if appropriate.	The street trading legislation provides that charges must be justified to reflect the cost of providing the service with legislation and case law setting out what might be included in the charges implemented.
Location	The Food Act provides for the establishment of the market but it is necessary before the market can be set up for other legal requirements to be met. This means that any highway or planning issues need to be resolved before the market can be established. This can lead to difficulties particularly where there are likely to be objectors.	The street trading legislation enables streets to be designated where trading can take place. Once a street has been designated there is no need for any further action to be taken but individual consents will only be granted subject to agreement by Highways and the Police. Consents are annual so there is no guarantee that pitches would be granted from year to year if consultees changed their criteria. Currently street trading consent is only needed in the designated urban areas of Bishops Stortford, Ware, Sawbridgeworth and Hertford and several principal roads including the A10, A120 and A414.
Market Rights	The Food Act enables a local authority or other operator to control or license other markets held within $6^{2/3}$ miles of the local authority market. This is a very important issue for many market authorities	The street trading legislation does not carry with it any market rights as it is essentially concerned with street trading and therefore there would be no EHC control over car boot sales. Car boot sales would

	and has resulted in many authorities controlling the number and quality of car boot sales and markets in their area.	continue, but via arrangements between the organiser and the landowner.
Regulation of markets	The Food Act contains a series of provisions enabling the local authority to fix the dates of the market, the hours when the market will operate, and enables bye laws and regulations to be made. All these provisions are subject to local determination enabling the local authority to adapt to its own requirements.	The street trading legislation prescribes the way in which the regulation of street trading will be organised by providing specific provisions within the detailed legislation. Enforcement action would have to have sufficient evidence to enable a case for a court to consider the prosecution of unauthorised trader.
Traders' rights	The Food Act does not contain any specific provisions relating to traders' rights and these have to be introduced separately by the local authority. They are normally introduced through the Markets Policy.	The street trading legislation sets out specifically the rights of traders. The council may at any time vary the conditions of a street trading consent. The consent may be revoked at any time. The consent holder has no rights of appeal against a Council's decision to refuse, amend or revoke a consent.
Overall	The Food Act provides more local control and gives a market authority the right to control other markets and car boot sales within 6 ^{2/3} miles. Additionally, it enables a local authority to fix charges and make a profit and that profit can be used for any purpose. The Food Act also enables a local authority to pass control of	The street trading legislation is essentially concerned with street trading and not markets and has limitations with regard to the charging regime, and also limits licensing by preventing the responsibility being transferred to a private operator or third party. The benefits reside in designating streets for trading purposes and also having prescribed

	the market to a private operator or third party.	procedures in terms of how trading operates. It also has the benefit of not attracting business rates liability.
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Frequently Asked Questions

Changes to the management of Hertford and Ware Markets

1. Do the new arrangements mean the markets will still take place?

Yes, the collection of stalls will have the same appearance of the current market, but stalls will be managed in a different way, under street trading legislation.

2. Will there be any changes to the current days / times of the markets?

It is proposed to provide the street trading on the same days and times as the current market days.

3. What is the council doing to support traders? How will the markets be promoted to continue to attract visitors and new traders?

The council plans to re-launch the market service and promote pitch opportunities to seek to improve the vibrancy of the markets. Traders will be supported in applying for street trading consents to achieve a seamless transfer.

4. What about casual traders?

Traders can apply for an occasional trading consent for up to one month at a time, which is an option for seasonal producers or traders wishing to trial a market stall. As part of the street trading policy review, additional short terms consents will be investigated.

5. Do these changes mean that the council will no longer set up the gazebos for the farmers markets?

To assist with a smooth transition, it is proposed that the council will continue to arrange and fund the setting up and taking down of the gazebos for the farmers markets for a period up to 12 months.

6. How will traders be allocated pitches and what affect will it have on the charges?

Traders will be allocated specific pitches and the council will aim to allocate the current pitches that regular traders use. Fees are per trader, per pitch and regular traders will pay less than they currently pay under market fees.

7. If traders can't afford to pay for the fee all at once, is there an option to pay by instalments?

Under street trading the fee for an annual consent is paid when applying for the consent; however the ability to pay by instalments will be investigated. Traders can also apply for a monthly street trading consent which provides flexibility and a shorter commitment e.g. for those wanting to trial a stall.

8. What happens to specific market events (e.g. Hertford/ Ware food festivals) which currently take place on a monthly basis?

The council wants to continue to encourage and support these events. It is proposed that under the review of the street trading policy, these are treated as 'group consents'. One trader would then apply for 'consent' on behalf of a group of traders.

9. Who will license and regulate other markets (i.e. car boot sales) in the area, and can they still continue?

Yes, they can still continue and will still have to operate under other regulatory legislation. However as the council will be operating the market stalls under different legislation, it will no longer have the right to control or regulate other markets or car boot sales, however these would continue to operate via arrangements between the organisers and the land owners.

10. How will the council ensure market traders keep the area around their stalls safe?

There are standard conditions that are attached to all consents issued. These include the responsibility to maintain public safety and prevent nuisance. The council would only give consent to traders that have the necessary insurance cover and any claims arising would be referred to the trader.

11. Who is responsible for enforcement when an unauthorised trader turns up on market day, sells illegal products, expands beyond their pitch, blocks access or spends too long unloading?

Enforcement and management of any unauthorised traders will be investigated by the council's enforcement officers. To assist with this information will need to be provided including photos if possible. Officers will also carry out occasional inspections on market days at Hertford and Ware to ensure compliance with consents.

12. Who will market traders contact if there is a problem that needs a contractor to attend?

In a situation such as a damaged electric bollard that needs to be made safe, traders can contact the council's out of hours service who will arrange for someone to attend.

13. If the Council no longer provides bins for market waste how will traders dispose of waste ?

Under street trading, traders are required to remove their own waste from site, and provide adequate proof that waste is disposed of legally when applying for consent. The council will provide advice and support about waste disposal and work with traders to assist them with this change.

14. How will the council prevent more than one trader selling the same product?

The current street trading policy doesn't restrict more than one type of trader selling the same product. This will be considered as part of the review of the street trading policy, subject to complying with other legislation e.g. fair competition.

15. Why can't the town council take over the market, like in Bishops Stortford?

This option has been investigated and Hertford and Ware Town Councils have declined to undertake this at the current time. This option will remain available and the council would support them should they decide this is something they wish to take on in the future.

16. Are there private operators that would be interested in running the markets?

There are private operators but they are more inclined to operate larger markets where the returns can be greater.

17. Why don't / can't traders operate their own service?

Subject to the review on street trading, traders may have the opportunity to apply for a 'group consent' where one trader could apply for consents on behalf of the other traders. This is the current arrangement for the street food markets.

EAST HERTS COUNCIL

EXECUTIVE – 23 OCTOBER 2018

REPORT BY EXECUTIVE MEMBER FOR ECONOMIC DEVELOPMENT

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.

<u>RECOMMENDATION FOR DECISION:</u> That:	
(A)	the Executive endorses the draft Community Transport Strategy 2018-2021 and recommends it to Council for approval.

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 3 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 a greater level of self-sufficiency.

2.7 At present, for all but 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 The Community Transport Strategy was considered by the Overview and Scrutiny Committee at its meeting of 18th September 2018. Members of the Committee support the draft Strategy and made the following suggestions:

- that the Strategy should make greater reference to the range of potential uses/markets for community transport, including services running into the evening, commuter shuttle services to stations and possibly transport routes to schools. The draft Strategy has been amended accordingly
- that officers publicise the Strategy more widely among town and parish councils. Officers have committed to do this pending approval of the Strategy by Council.

2.10 Executive 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, Executive Member for Economic Development

Contact Officer: Jonathan Geall, Head of Housing & Health, Ext 1574
jonathan.geall@eastherts.gov.uk

Report Author: Claire Carter, Service Manager, Community Wellbeing & Partnerships
claire.carter@eastherts.gov.uk

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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



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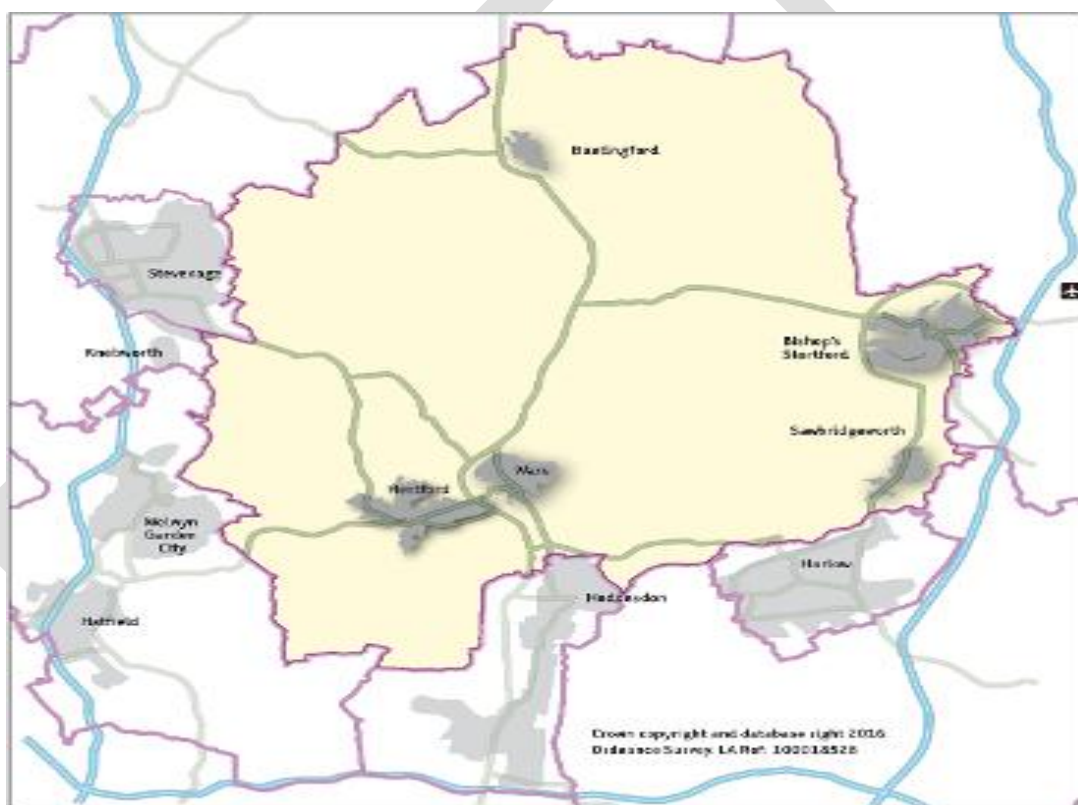
East Herts Council

Community Transport Strategy 2018-2021

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

1.1 The council's strategic priorities

The District of East Hertfordshire has a population of approximately 145,000 and covers about 480 square miles on the eastern side of Hertfordshire.



The district has Broxbourne to the south, Welwyn 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	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	Attractive places Future development best meets the need of the district and its residents
Priority 3 - Enable a flourishing local economy	Support our businesses and the local economy Vibrant town centres Working with others, to have achieved the right infrastructure for our businesses and communities

1.2 What forms of transport 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 from 76.7% to 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.

1.3 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 mix of volunteers and paid staff often, though not always, 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.

1.4 Why community transport matters in East Herts

It is the aim of East Herts Council to directly and in partnership with others enable members of our communities to 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; national statistics show that car ownership drops beyond the age of 65 and particularly beyond the age of 75 – *ONS, Living Costs and Food Survey (Expenditure and Food Survey prior to 2008)*
- 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.

The council believes that a mix of private and public transport supplemented by effective community transport will play a crucial role in assisting 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.

1.5 The council's vision for community transport

The council recognises that 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's vision for community transport is to provide advice and financial assistance to those wishing to establish and provide community transport schemes that reflect local requirements. We recognise that requirements for local community schemes will vary between East Herts' different communities although it likely that schemes are likely to address the need for:

- services that connect villages with our market towns
- services which support participation in key council programmes. The council's social prescribing programme, for example, relies on residents being able to access local medical, social and recreational activities and groups
- sustainability transport options in the district's new communities and settlements
- commuter 'shuttle services' to stations

- services for younger residents, perhaps extending into the evening
- services that assist children get to school where such services would not conflict with those run commercially or with Hertfordshire County Council support.

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.

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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.

There are examples of all these forms of Community Transport currently operating in East Herts. These include a volunteer staffed Community Car scheme led 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.

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.

2.1 *Current partners and deliverers 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 services
- CVSBEH Community Car Scheme
- Town & Parish Councils

- operators of the various bus based Community Transport schemes
- Hertfordshire County Council

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

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3. Our priorities and action plan for current and future Community Transport services and 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 the need, capacity, potential self-sufficiency and environmental impact of any proposed new services.
- We can provide advice and assistance regarding the legal aspects of establishing a new community transport scheme.
- We can signpost partners to existing community transport schemes which may be able to extend their services and/or provide other forms of support to meet newly identified needs.
- 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. It is recognised that there is potentially a broad range of funding sources, from resources made available by developers as part of the planning agreement for a new housing development to commercial sponsorship and grants from other public sector bodies. All such funding streams have supported community transport schemes in the district at one time or another.
- 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 provider to reduce the reliance of East Herts Council funding over time with a view to moving each service towards a greater level of self-sufficiency.

Priority: *Promote the importance of Community Transport*

- We recognise the value of Community Transport to the delivery 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
Annually 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 assist the scheme to maximise self-sufficiency over time, thus enabling the council's financial support 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 Transport Conference	Bi-annually through the Strategy period	Provide assistance and 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

EXECUTIVE – 23 OCTOBER 2018

REPORT BY LEADER OF THE COUNCIL

MEAD LANE AREA, HERTFORD, MASTERPLAN FRAMEWORK

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To enable Executive Members to consider the Masterplan Framework for the Mead Lane Area (HERT2) in Hertford:

RECOMMENDATIONS FOR EXECUTIVE: To recommend to Council that:

(A)	The Masterplan Framework for the strategic allocation Mead Lane Area, as detailed at Essential Reference Paper 'B' to this report, be agreed as a material consideration for Development Management purposes.
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1.0 Background

1.1 The East Herts Approach to Master Planning was first presented to the District Planning Executive Panel in September 2017 (and agreed by Council on the 18th October 2017). The report sets out a series of steps that describe the various stages involved and processes expected for each of the District Plan strategic allocations. Whilst not a one-size-fits-all approach, the process is based upon a collaborative approach to identifying and resolving issues, creating a vision for what the site aspires to achieve, testing design options and

consulting upon preferred solutions. The output of this process is a masterplan framework or masterplan which is presented to members for consideration.

- 1.2 In order to embed the Masterplanning process in the District Plan, a new policy has been proposed through the Main Modifications Consultation. Policy DES1: Masterplanning requires all 'significant' development proposals to prepare a masterplan setting out the quantum and distribution of land uses; access; sustainable high quality design and layout principles; necessary infrastructure; the relationship between the site and other adjacent and nearby land uses; landscape and heritage assets and other relevant matters. Furthermore, the masterplan should be collaboratively prepared and informed by public participation. Finally, Policy DES1 states that in order to ensure sites are planned and delivered comprehensively, any application for development on part of the site will be assessed against its contribution to the masterplan as a whole.

- 1.3 Members will be well aware of the Holding Direction which has been placed on the District Plan. In respect of the HERT2 site allocation, the implications are not the same as for the other Hertford proposed site allocations within the District Plan, that involve Green Belt release, as the site comprises brownfield land within the existing settlement boundaries of Hertford. However, in the context of bringing forward development in this location, it should be noted that, as part of a designated Employment Area in the adopted Local Plan whereby Policies EDE1 and HE8 apply, the area would not be free from any in-principle impediment at this stage. Although, it should also be recognised that elsewhere in the Local Plan, Policy HE5, which primarily relates to the (now developed) area to the West of Marshgate Drive, does also refer to the site area and its potential consideration for mixed use development. These matters aside, and in anticipation of the adoption of the plan, it is considered that proceeding with the preparation of the masterplan framework is deemed appropriate so not to delay

the submission of a planning application in due course.

- 1.4 The masterplan framework for the Mead Lane Area should provide sufficient information to inform the preparation of detailed aspects of the site at the planning application stage. The level of detail required for the masterplan framework will depend upon the likely form of delivery of the site. For example, if it is likely that the site will be delivered by a number of developers, more detail will be needed in the masterplan in order to provide more certainty on key matters so that future parties are very clear on what the site is expected to achieve. Where delivery is expected by one party, a masterplanning framework may be prepared which sets out key parameters and aspirations upon which further detail will be provided.
- 1.5 For each of the strategic sites allocated in the emerging District Plan a Steering Group has been, or will be established. This will comprise East Herts councillors, town and parish councillors, representatives of the local community and other interested groups where appropriate. The Steering Group is a sounding board for key issues and depending upon specific circumstances, for discussing detailed design elements whilst preparing the planning application through to when construction is underway. In respect of the HERT2 strategic allocation, Shaping Hertford Steering Group is the appropriate Steering Group for progressing this masterplan.

2.0 Report

- 2.1 The site subject of this report comprises land to the eastern side of Mead Lane. It is a strategic allocation within the emerging District Plan. The site landowners St William/National Grid together with Norbury Fencing & Building Materials Limited have embarked on a masterplanning exercise with Officers. Subsequent to the District Plan Examination in Public, work has advanced on preparing a masterplan framework, which will support the

planning application process in anticipation of the adoption of the Plan. This is to ensure that the preparation of the masterplan framework does not delay the submission of a planning application.

- 2.2 Policy HERT2 of the emerging District Plan sets out the proposed land uses and other policy requirements, as well as a requirement that a masterplan is produced in a collaborative manner with stakeholders. The District Plan policy states that the Mead Lane Area will deliver around 200 new homes and 3,000m² of B1 employment floor space or other employment generating uses that would be compatible with the uses on neighbouring land.
- 2.3 The Masterplan Framework provided at **Essential Reference Paper 'B'** sets out a general vision for the site but does not provide a quantum of development due to ongoing discussions with consultees, particularly surrounding traffic generation due to the potential impacts the scheme could have on the existing road network (Mill Road, A414). Instead the masterplan framework provides a 'high level' overview of the opportunities at the site and masterplanning principles, which will inform a formal detailed scheme to be submitted at the planning application stage.
- 2.4 The masterplan framework seeks to emphasise the highly sustainable location of the site within Hertford, being in close proximity to public transport hubs, connectivity to the centre of Hertford, proximity to public open spaces, opportunities to take advantage of cycle routes and placing importance on the river towpath and the opportunity to provide new connections through the site to the towpath.
- 2.5 The document also seeks to inform any future application in terms of design concepts and how the development needs to respond to local vernacular and the context of the site, its canal side frontage, and former industrial use.

- 2.6 The masterplan framework begins with a series of maps illustrating the geography of the site and the constraints. These constraints include differences in land levels, responding to commercial and residential buildings, easements due to gas mains running through the site and existing infrastructure that is required to remain on site. This then progresses to an opportunities map demonstrating how the development can respond. This includes opening up the site onto the river frontage and towpath taking advantage of views, improving connectivity through the site, providing new links into the centre of Hertford and public open space beyond, the creation of new green spaces within the site, ecological buffers and enhancements to the public realm along Marshgate Drive.
- 2.7 The key masterplanning principles set out relate to a combination of residential and commercial uses in accordance with Policy HERT2 that would be developed. Emphasis is placed on access and movement not only within the site, but also extending outside of the site and the need for pedestrian routes onto the towpath and wider connections towards the public open space and Hertford Town Centre. Pedestrian and cycle routes are to be prioritised within the development. Furthermore the access and movement map shows the potential for a bus link running through the site, linking into the commercial area to the east and onto Mead Lane, which is in accordance with the Mead Lane Urban Design Framework and is to safeguard the potential for future provision of a bus loop. The use of green spaces and green links within the site and along the Marshgate Drive frontage as part of the public realm improvements are key to the vision of the site, which includes podium gardens, new amenity along the towpath, small parklets and a pocket park.
- 2.8 In order to manage the stewardship of key public amenity spaces and site infrastructure, there will be a management and maintenance approach agreed during the course of the planning application with St William appointing a management

company. St William have a dedicated Estate Management team responsible for ensuring the vision for the development remains strong throughout its lifetime.

Engagement

- 2.9 Throughout the Plan-making stage a number of meetings have been held with Officers to discuss a wide variety of matters. These discussions have informed the Masterplan Framework and the emerging application.
- 2.10 St William has undertaken a round of public engagement holding a public exhibition on the Masterplan Framework in June 2018 seeking the views of local residents and local businesses. A targeted door knocking exercise was also undertaken again seeking views of local residents. It is also noted that a website has been set up by St William on behalf of both land owners to keep residents up to date with the progress of the scheme and for residents to feedback on the scheme, which is to be maintained throughout the lifetime of the project.
- 2.11 A Steering Group 'Shaping Hertford' has been set up to enable the open debate of issues. This Group comprises a number of councillors, representatives of Hertfordshire County Council, Hertford Town Council and the Hertford Civic Society, along with a local business representative. St William have presented their proposals at a session with Steering Group members and has actively engaged in debated with the group on a range of topics and issues. A number of matters have been discussed at the Steering Group sessions for each site including:
- Highway issues, including traffic on Mill Road and the impact on the A414;
 - Pedestrian and vehicular access;
 - Access points and footpath and cycle routes and linkages to Hertford and the Canal;
 - Public open space and recreation provision;

- Sustainable drainage and landscaping;
- Layout and design.

In addition, there have been separate meetings with Officers and St William have been liaising with Hertfordshire County Council in respect of education, highways and drainage and continue to do so in establish the quantum of development that could come forward at the site. These discussions have informed the Masterplan Framework and will also inform any emerging planning application for the site. It should also be noted that St William have also engaged with the Hertfordshire Design Review Panel on two occasions, which route was pursued in order to provide an independent assessment of proposals and their input has been helpful in shaping the emerging schemes.

Conclusions

2.12 St William intends to submit a planning application in autumn 2018. It is the view of Officers that the Masterplan Framework for the site provides a basis upon which to move forward to preparing the detailed application. It provides a framework regarding the main issues of significance in relation to the development, within which a planning application submission can be made. The masterplan framework provides a vision for the site, with emphasis placed on its sustainable location, green spaces, connectivity, pedestrian/cycle routes through the site and the wider town.

2.13 It is recommended that the Masterplan Framework, as detailed at **Essential Reference Papers 'B'**, be agreed as a material consideration¹ for Development Management purposes.

3.0 Implications/Consultations

¹ A material consideration is a matter that should be taken into account in deciding a planning application or on an appeal against a planning decision.

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

Background Papers

Emerging East Herts District Plan Main Modifications Consultation
Version 2018 – Chapter 7 - Hertford,

<https://www.eastherts.gov.uk/mainmodifications>

Inspector's Final Report -

<https://www.eastherts.gov.uk/article/36321/Inspectors-Final-Report>

Contact Member: Cllr Linda Haysey – Leader of the Council
linda.haysey@eastherts.gov.uk

Contact Officer: Kevin Steptoe – Head of Planning and Building
Control
Contact Tel No 01992 531407
kevin.steptoe@eastherts.gov.uk

Report Author: Rachael Collard – Principal Planning Officer
(Quality & Performance)
rachael.collard@eastherts.gov.uk

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:	The report relates to a masterplan which has been prepared in collaboration with the community, officers and a member steering group.
Legal:	N/A
Financial:	N/A
Human Resource:	None
Risk Management:	None
Health and wellbeing – issues and impacts:	The link between planning and health has long been established. The built and natural environments are major determinants of health and wellbeing. The District Plan is seeking to ensure the most sustainable outcomes for its residents, thus improving health and wellbeing opportunities. This is a strategic site within the Plan and will be designed to meet these objectives.
Equality Impact Assessment required:	No. The District Plan itself was subject to an EqlA. As this is a site brought forward under that Plan, no additional assessment is required.

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OCTOBER 2018

LAND TO THE EAST OF MARSHGATE DRIVE, HERTFORD
MASTERPLAN FRAMEWORK

MASTERPLAN PREPARED BY ST WILLIAM HOMES LLP



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1.INTRODUCTION

1. INTRODUCTION

1.1 INTRODUCTION

The Master Plan has been prepared to cover the whole of HERT 2, including the northern and southern land holdings of St William/National Grid, together with the separately owned Norbury Wood Yard to support the proposals for a mixed use development located to the east of Hertford.

This document responds to the requirements of the Emerging East Herts District Plan which requires an Masterplan framework document to be endorsed by the Executive Committee in advance of the formal submission of a Planning Permission.

St William have been working with East Herts District Council and the relevant statutory consultees to develop a masterplan framework for the site. This framework document solely focuses on the principles of development and the soundness of the masterplan. The detailed technical analysis and design will be addressed in the formal submission of a planning application.

1.2 POLICY CONTEXT

The HERT2 Masterplan framework has been informed by the following Planning Policy Documents:

- National Planning Policy Framework (July 2018)
- The draft District Plan (Pre-Submission Version) (2016)
- Main Modifications Consultation Document (February 2018)
- Inspector's Report (July 2018)
- Mead Lane Urban Design Framework SPD (2014)
- Planning Obligations SPD (2008)
- Vehicle Parking Provision SPD (2007)
- HCC Local Transport Plan 4 (2018)
- EHDC Open Space and Sports Facilities Assessment (October 2017)

1.3 PLANNING SUMMARY

National Planning Policy Framework (July 2018)

National planning policy for England is set out in the Government's National Planning Policy Framework (NPPF). A revised NPPF was published on 24 July 2018. The overarching aim of the NPPF is to pro-actively deliver sustainable development to support the Government's economic growth objectives and deliver the development the country needs.

Paragraph 11 of the NPPF states there is a "...presumption in favour of sustainable development..." For decision taking, this means "Approving development proposals that accord with the development plan without delay". Paragraph 59 confirms that to support the Government's objective of significantly boosting the supply of homes, it is important that a sufficient amount and variety of land can come forward where it is needed, that the needs of groups with specific housing requirements are addressed and that land with permission is developed without unnecessary delay.

Paragraph 122 sets out that decisions should support development that makes efficient use of land, taking into account (inter alia) the identified need for different types of housing and other forms of development and local market conditions and viability. The Housing White Paper 'Fixing our broken housing market' (2017) emphasises the importance of delivering the new homes that we need and on bringing brownfield land back into use, stating "we must make as much use as possible of previously-developed ('brownfield') land for homes". Further, the White Paper considers that "the presumption should be that brownfield land is suitable for housing, unless there are clear and specific reasons to the contrary".

The draft District Plan (Pre-Submission Version) (2016)

Land to the east of Marshgate Drive, Hertford, is allocated for mixed use development in East Hertfordshire District Council's (EHDC) emerging District Plan, under policy HERT2. The policy sets out the requirements and aspirations for the site and its development; these specific policy criteria include:

- Delivery of around 200 homes
- Around 3,000m² of B1 employment floorspace or other employment generating uses
- Affordable Housing (in accordance with HOU3)
- Quality local green infrastructure
- New utility provision
- Sustainable drainage and provision for flood mitigation
- Widening of Marshgate Drive to allow for improved vehicular and pedestrian access and car club
- Open space including the provision of play area and space for wildlife
- Landscape and planting, both within the site and the periphery
- Delivery of all other necessary on-site and appropriate off-site infrastructure
- Encouragement of sustainable transport measures
- New pedestrian and cycle way along Mead Lane
- The future provision of a bus loop
- Site wide remediation

The principle of development is well established, with the site having first been identified in the 2014 draft of the District Plan. The proposed development is in a sustainable location, on a brown-field site where the NPPF encourages development that makes efficient use of land and that it would contribute towards the Government's objective of significantly boosting the supply of homes. It would also contribute positively towards the Council's five year housing land supply.

In addition to the land east of Marshgate Drive (HERT2), three other sites in Hertford have been Allocated for development. These are land to the west of Hertford for 550 homes (HERT3), land to the west of Wadesmill for 150 homes (HERT4) and land to the west of Mangrove Road for 50 homes (HERT5). In accordance with HERT1, these sites are to provide a minimum of 950 homes in Hertford, in accordance with HERT1

The Mead Lane Urban Design Framework SPD (2014)

The Mead Lane Urban Design Framework (UDF) recognises the value of the town's undeveloped brownfield sites, their proximity to Hertford East Station and the Town Centre and the opportunity to "create an outstanding mixed-use environment to benefit the town".

The broad aims of the UDF are:

1. To ensure a high quality regeneration of the Mead Lane area;
2. To reintegrate the area with the wider town;
3. To ensure development is based on principles of Sustainable Development.

The more specific objectives of the UDF are:

1. Uplift the public realm, streets and river corridor through the Mead Lane area;
2. Promoting the Hartham Common Area with enhanced connectivity;
3. New pedestrian/cycle friendly routes and enhanced links to the surroundings,
4. Designing residential roads to achieve 20mph standard
5. Promoting the attractiveness of the River Lea navigation by enhanced built form with frontages in positive relationship to the river;
6. Retaining as many existing employment operations as possible (beyond Marshgate Drive)
7. Enhancing opportunities for new employment as part of mixed use proposals
8. Designing residential developments to ensure that existing commercial enterprises are not Jeopardised;
9. Creation of welcoming public spaces
10. A sustainable travel strategy for the whole area;
11. New passenger transport provisions including improved bus stops and links to Hertford East
12. Provision of a new road link to the north of Hertford East Station to the junction with Marshgate Drive and provision of a secondary emergency access to the front of Hertford East Station
13. Provision of a new road link across the former Gas Storage site
14. Highway improvements to Marshgate Drive to promote its shared use;
15. Provision of on-street parking spaces for car club usage;
16. Diversifying the uses within the area to limit peak hour traffic congestion
17. Improving pedestrian connections between Hertford East Station, its surroundings, and the Town centre;
18. Sustainable management of surface water and reduction of flood risk in new developments.

HCC Local Transport Plan 4 (2018)

The Local Transport Act 2000 (amended 2008) requires local transport authorities (including County Councils) in England to produce and maintain a Local Transport Plan (LTP). The fourth HCC Local Plan was adopted in May 18 and is to cover the period up to 2050.

The Plan consists of a set of transport policies, an implementation plan and a series of supporting documents. The strategy sets out the overall policy framework within which transport needs to be considered within Hertfordshire up to 2031, but it also considers how future planning and emerging technology might affect transport needs in the longer term up to 2050.

The plan addresses the need to promote more sustainable transport modes such as walking, Cycling and passenger transport in order to reduce traffic growth, reduce adverse environmental impacts, increase physical activity and improve health. The focus of the plan is to make optimum use of existing highway capacity supported by technology and by achieving modal shift away from cars. The Local Transport Plan proposals are a blended approach of improvements in highways, passenger transport, walking and cycling focused on key movement corridors in the county.

LTP4 Policy 1 provides a new "Transport User Hierarchy" which seeks to improve the attractiveness of alternative forms of travel, so that trips which can only be achieved by car can be undertaken without suffering the effects of a significant worsening of congestion. To support the creation of built environments which encourage greater and safer use of sustainable transport modes, the County Council will now in the design of any development consider in the following order:

- Opportunities to reduce travel demand and the need to travel
- Vulnerable road user needs (such as pedestrians and cyclists)
- Passenger transport user needs
- Powered two wheeler user needs (mopeds and motor bikes)
- Other motor vehicle user needs

The hierarchy will be applied to the planning and design of new developments, as recommended in Policy 5 of the HCC Manual for Streets. LTP4 Policy 1 also seeks to reduce the need to travel by promoting opportunities to support home working, virtual access to services, broadband coverage and digital connectivity, proximity and access to key services, parking provision and cost.

2. HERT2

2.1 HERT2

HERT2 sits to the east of Hertford and comprises of three unlinked parcels of land.

Whilst St William own the majority of the site (8.8 acres), due to their land being bisected by the Norbury Fencing land, it is formed of two unconnected land parcels. The northern parcel is 6.5 acres and is bound by the towpath to the north, employment uses to the east, Norbury Fencing to the south and a contemporary flatted development ranging between 4-5 storeys to the west.

The parcel is highly constrained, with a gradual fall of 2m from the west to east and extensive below ground infrastructure which serves the National Grid Pressure Regulation Station which is to remain on site along the southern boundary. Whilst the majority of the site is categorized as Flood Zone 2, the south-eastern section of the site has been classified as Flood Zone 3.

The southern parcel is 2.3 acres and is bound by the Norbury Fencing Land to the north, employment uses to the east, Mead Lane to the south and Victorian terraced housing to the east.

The parcel is subject to a 2m fall from the boundary along Marshgate Drive and below ground utility infrastructure which crosses the south-eastern section of the parcel.

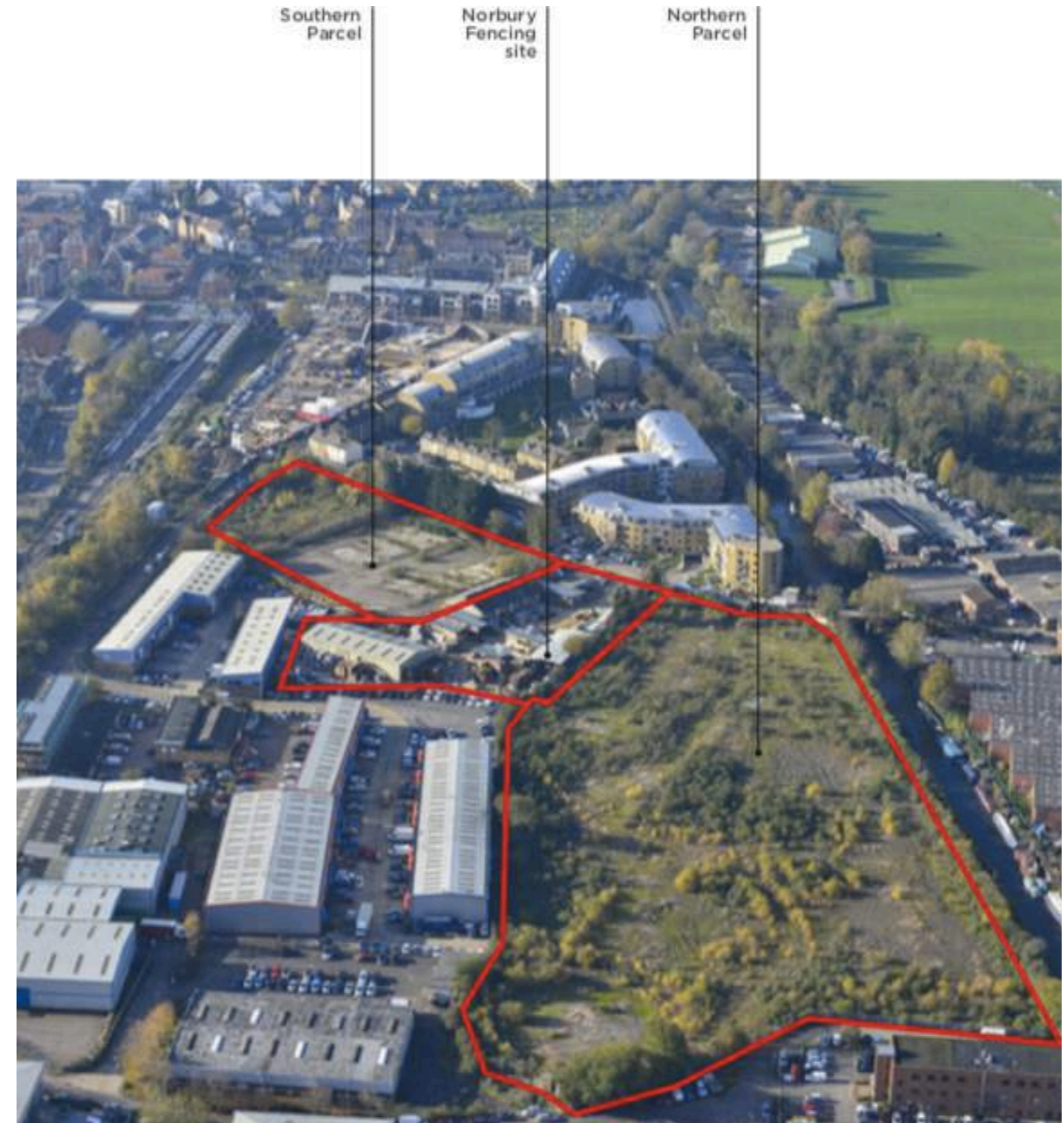
With the exception of perimeter trees and shrubs along the boundary of the site, all buildings and permanent structures have been demolished. An arboriculture survey has been undertaken of the tree's which remain, concluding that they're of low to moderate quality, thus will also be removed.

The St William land has been redundant for a number of decades and has now become overgrown with extensive areas of hard-standing. Due to the land parcels being formerly used for the production and storage of gas, extensive remediation will be required to enable the land to come forward for development.

Both land parcels are accessed directly off Marshgate Drive, with the potential of a secondary access to the southern site off Mead Lane

The Norbury Land is 1.5 acres and is bound by the St William land to the north and south, Employment uses to the east with Victorian terraced housing to the west. The site is accessed via a large bell mouth entrance off Marshgate Drive and is still operating as a timber merchants.

Due to the site once forming part of the gasworks and its current use, extensive remediation will also be required to enable the land to come forward for development.



2.2 LOCATION & CONNECTIVITY

HERT2 is in a highly sustainable location within walking distance to all local amenities and modes of transport.

Walking

The site is within a 10 minute walk to the Town Centre, leisure centres, library, local schools, council offices, rail stations, bus terminals, public open space, sporting clubs and a large Tesco superstore. The towpath which runs along the northern boundary also provides a direct connection to the Town Centre, Hartham Common and a number of walking routes.

Rail

The site is located within a five minute walk (0.3 miles) from Hertford East and a twenty- five minute walk (1.5 miles) from Hertford North stations. Both stations provide mainline services into London and the neighbouring towns within less than an hour.

Bus

Bircherley Green Bus Station is located within a ten minute walk from the site (0.4 miles) where frequent services run to the neighbouring towns of Welwyn Garden City, Hatfield, Harlow, Ware, Broxbourne, Buntingford, St Albans and Puckeridge. Services are also provided to Heathrow Airport every 60 minutes. A number of these services also run via the local Tesco superstore which is within a five minute walk from the site.

Car

The M11 is 13 miles east of the site, providing access to the north via Cambridge and Peterborough and to the south via Harlow and London. The A1 is 8 miles to the west of the site, providing access to Stevenage and Peterborough to the north and Borehamwood and London to the south. Junction 25 of the M25 is 10 miles to the south of the site, the A10 also provides a direct route south to London or north to Cambridge.

Cycle and Running

A nationally recognised cycle route runs along the towpath adjacent to the northern parcel. The Hertford 10km also runs around the site.

Opportunity for Future Connections

Whilst the site has remained closed off from the public for a many decades, the re-development of the site provides the opportunity to provide new connections through the site to the towpath.



2.3 VISUAL APPRAISAL





View south along Marshgate Drive



Eastern boundary of the Southern Site



Marshgate Drive - small residential



Marshgate Drive - Smeaton Court



View of Northern Site looking east



Northern Site - boundary with Norbury Fencing site



Northern Site - southern boundary showing PR5



Northern Site - northernmost corner



Northern Site - boundary with canal towpath



Southern Site - access road from Marshgate Drive



View of Southern Site looking towards Mead Lane



View of towpath and canalised section of River Lee

2.4. CONTEXTUAL APPRAISAL: LOCAL VERNACULAR

Examples of the built form, local influences, materials and detailing have been collected to inform the design concept for the scheme. All of which are included within this section.

The master plan must respond to the canal and lock keepers cottage along the northern boundary of the site, the former industrial use of the site and Hertford's market town heritage.

This approach has been supported by the local community throughout our programme of community engagement, with residents keen to see a high-quality development come forward which pays homage to Hertford and the history of the site.



Waterfront activity, Hertford town centre



Canal boats mooring



Hertford Castle



Canal waterfront



Hartham Common



River Lee Canal passing through Hartham Common

2.4. CONTEXTUAL APPRAISAL: LOCAL VERNACULAR



waterfront near Mill Road, Hertford



Smeaton Court, Hertford



Hertford Lock



Hertford East Railway Station



waterfront development, Hertford



The Waterfront development, Hertford



town centre



Historic street frontage details

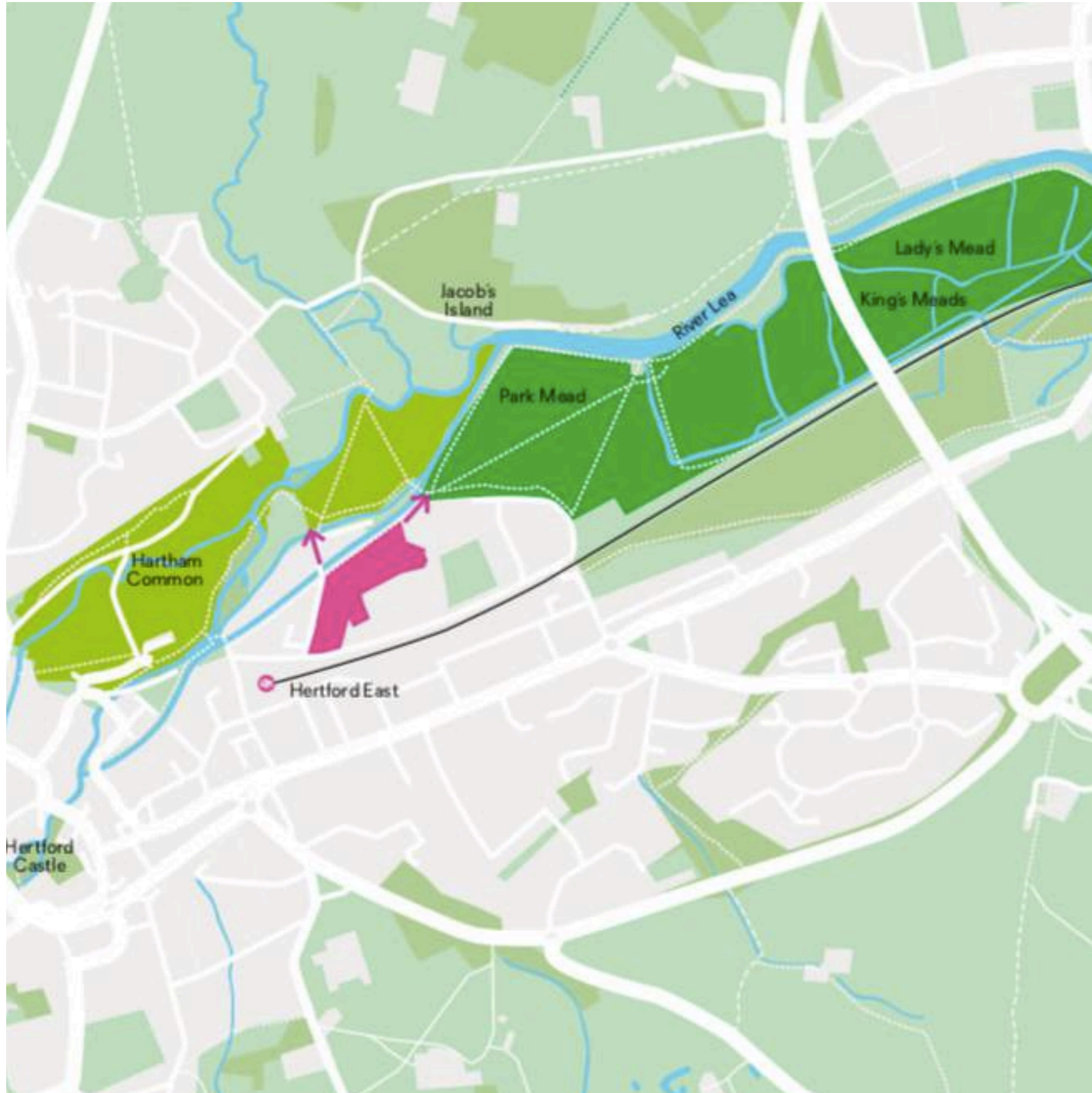


Smeaton Court seen from towpath



Hertford town centre

2.5 CONTEXTUAL APPRAISAL: PROXIMITY TO OPEN SPACE



HERT2 is within a highly sustainable location, which will be further enhanced within the masterplan framework. From undertaking an assessment of the local open space, walking, cycle & running routes and public leisure uses, it demonstrates the requirement for the masterplan to provide invaluable new connections to the wider area. In accordance with the principles of the HCC Local Transport Plan 4 pedestrian, running and cycle routes will be prioritised within the development, with vehicular routes being considered as secondary. The masterplan framework also seeks to promote the importance of the proposed new connections to the existing National Cycle Route 61, the Hertford 10k running loop and the pedestrian links to the town and the wider area with a number of signage and wayfinding points within the development which promote the importance of a healthy and sustainable lifestyle.



2.7 CONTEXTUAL APPRAISAL: ACTIVATION OF TOWPATH

In order to ensure that the masterplan framework responds appropriately, a study has been undertaken to determine the existing uses along the stretch of towpath which runs along the northern boundary of the site. The study demonstrates that to the West and East of the site the towpath is activated with varying uses such as pubs, contemporary development and period properties. There is an absence of any activity along the stretch between Mill Road and Hertford Lock, which is assumed to be a direct result of the St William land being redundant and closed off from its surroundings. The delivery of HERT2 will provide an opportunity for this to be addressed



3. CONSTRAINTS & OPPORTUNITIES

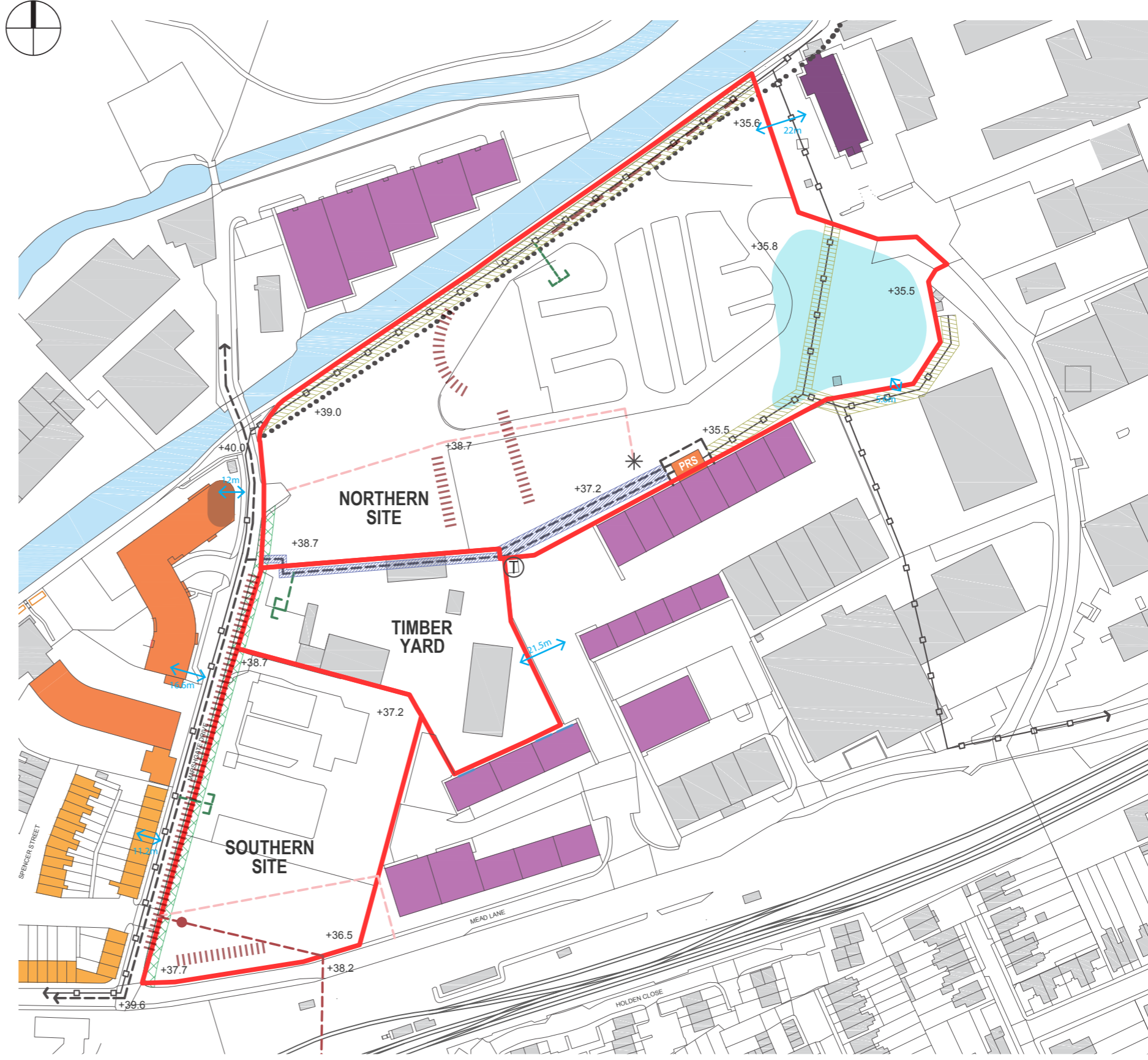
3.1 CONSTRAINTS

KEY

- Site boundary
- River Lea
- Approximate flood extent
- T Telecoms mast (off site)
- PRS PRS compound
- 10m buffer zone from edge of canal
- Severe level changes across the site
- Retaining wall acting as flood defence from the canal
- - - Existing gas valves
- MP gas main
- 6m easement (3m either side)
- LP gas main 0.25m
- 3m easement (1.5m either side)
- Existing SW sewer (To be diverted as per development proposals)
- * SW pump station
- Existing FW sewer (To be diverted as per development proposals)
- Marshgate Drive road widening (Indicative)

- +35.6 Approximate level AOD
- 1.5-2 Storey commercial units
- 3 Storey office block
- 2 Storey residential
- 3 Storey residential
- 4 Storey residential
- 5 Storey residential

- ↔ 20m Separation distances to neighbouring buildings



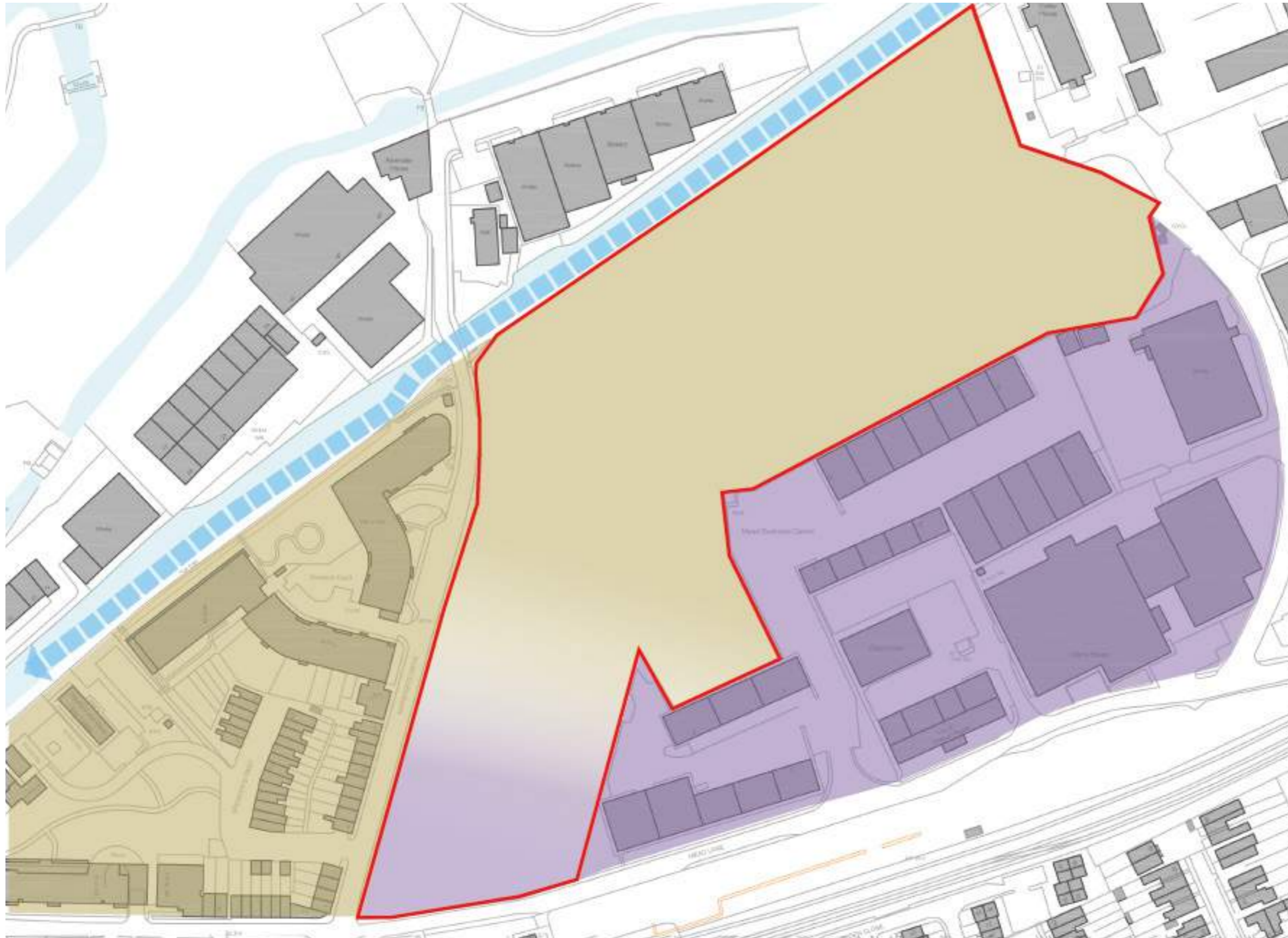
3.2 OPPORTUNITIES




- KEY**
- Site boundary
 - River Lea
 - Sun path
 - ↔ Opportunity for new connecting road through Northern Parcel
 - Opportunity to provide landscaped views into the site from the towpath and Hartham Fields
 - Opportunity to create a new gateway to the canal and direct links to town centre and to public green spaces
 - Opportunity for new connections to the towpath
 - Opportunity to repair the existing street scene, provide active residential street frontage and widen Marshgate Drive
 - Opportunity to provide extensive commercial street frontage
 - ✳ Opportunity for a new gateway to Marshgate Drive
 - ✳ Opportunity for new wayfinding point
 - Opportunity for views of the canal and greenery
 - Opportunity to use the flood compensation strategy as part of the landscape and public realm
 - Opportunity for green buffer between industrial and residential uses
 - 10m ecological buffer provides an opportunity to improve biodiversity and setting along the canal and to widen towpath
 - Opportunity for employment space to be independently served of Mead Lane
 - Opportunity for employment uses which can be independently served off Mead Lane
 - Opportunity to provide public realm at front of the site to enhance Marshgate Drive and promote the towpath
 - Opportunity for higher scale development which responds to the canal side setting and provides further opportunity for unrestricted views of greenery

4. MASTERPLANING PRINCIPLES

4.1 MASTERPLANNING PRINCIPLES: LAND USES



KEY

- Site boundary 
- Existing residential area 
- Existing commercial / employment area 
- Proposed residential area 
- Proposed commercial / employment area 
- River Lea Navigation Canal corridor 

4.2 MASTERPLANNING PRINCIPLES: ACCESS AND MOVEMENT



KEY

Site boundary	
River Lea Navigation Canal corridor	
Principal access / shared spaces within landscape corridor	
Key wayfinding pedestrian corridors	
Potential bus link	
Potential bus route	
Views to canalside greenery from footpath-cycle links	
Potential location for car club (minimum 2 spaces) close to principle access from Marshgate Drive	

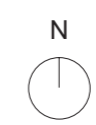


4.3. MASTERPLANNING PRINCIPLES: GREEN SPACES & LINKS










KEY

Site boundary	
River Lea Navigation Canal corridor	
Green corridor along canal / Tow path opened up	
Green connecting route	
Connected landscaped corridors along Internal street spaces and improved public realm along Marshgate Drive	
Focal amenity spaces along the River Lea	
Play space	
Parklets with seating	
Views of canalside greenery	
Views from existing greenspace to the north	



4.4 MASTERPLANNING PRINCIPLES: CHARACTER AREAS


















- KEY**
- Site boundary 
 - River Lea Navigation Canal corridor 
 - Focal amenity spaces along River Lea Navigation Canal 
 - Canalside character: greater scale of development, larger scale blocks up to 5 storeys 
 - Town house scale: reduced scale of development, urban terraces 
 - Commercial / employment opportunity area. Scale of development to mediate between existing employment area and townhouses with regard to street scene on Marshgate Drive and Mead Lane. At 3-5 storeys 
 - Opportunity for keynote/landmark building to aid legibility 

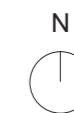
5. FRAMEWORK MASTERPLAN

5.1. FRAMEWORK MASTERPLAN



KEY

- Site boundary 
- River Lea Navigation Canal corridor 
- Green corridor along canal / Tow path opened up 
- Landscape buffer zone 
- Connected landscaped corridors along Internal street spaces and improved public realm along Marshgate Drive 
- Focal green spaces within site linked to landscape corridors 
- Focal amenity spaces along River Lea Navigation Canal 
- Principal access / shared spaces within landscape corridor 
- Key wayfinding pedestrian corridors 
- Canalside scale residential area (up to 5 storeys) 
- Town house scale residential area (up to 3 storeys) 
- Commercial / employment area 
- Key frontage 
- Potential bus link 
- Potential bus route 



5.1. FRAMEWORK MASTERPLAN: SUMMARY

Masterplan Objective

“Our objective is to create a real community where new and existing residents of the Mead Lane area of all ages and backgrounds can enjoy a great quality of life and a beautiful natural landscape. This can be a place everyone is proud of, delivered through a strong and lasting partnership based on trust, respect and true collaboration”

Principles of Development

The masterplan framework seeks to make the most efficient and effective use of this sustainable and accessible brownfield site, and in accordance with the aspirations of the Urban Design Framework, it proposes an attractive, mixed use environment.

We recognise the site’s unique location between town and country and feel that this provides us with the opportunity to create two distinct character areas within the masterplan. The northern parcel being bound by an abundance of greenery and the River Lea navigation lends itself to a more country setting. The masterplan framework proposes new residential buildings along the towpath, which will be orientated to maximise both views out on to the towpath and views from the towpath into high-quality landscaped podium gardens. The scale of the buildings will respond to the existing context which ranges between 4-5 storeys, providing the opportunity for residents to enjoy unrestricted views of Hartham Common.

The canal has a distinctive character, a rhythm of animation informed by canalside walkers, fishing, riverboats, open spaces and development, but not from Mill Road to Hertford Lock. The masterplan framework also provides the opportunity to enhance the stretch of towpath which borders the parcel, which in it’s existing condition is too narrow to enable any activity, unlit and overgrown. The masterplan provides the opportunity to extend the towpath into the boundary of the site and create spaces where people can dwell, the orientation of the buildings will also assist in improving feelings of safety by providing passive surveillance and lighting.

The masterplan will open up a site which has been redundant for many years to the local community by providing new connections to the towpath and existing walking, running and cycling routes.

The southern parcel will respond to the town which is only a mere 10 minute walk away from the site. An active frontage will be created along Marshgate Drive, with new high-quality houses which respond to the existing Victorian terraced housing. The masterplan framework also seeks to improve the existing street scene along Marshgate Drive, by adopting a “green streets” approach with new high quality hard and soft landscape. This planting strategy will extend along the internal access roads and Marshgate Drive, using street trees and green spaces to differentiate the principal movement corridors, to uplift the public realm of streets and the canal corridor.

Employment uses are proposed to the south of the parcel which will create a new gateway into the Mead Lane area and will assist in activating the development by ensuring that there is activity at all times of the day.

Public Realm and Open Space Provision

The two unique character areas and residential and employment uses will be brought together with a new public realm which extends to the periphery of the site. In accordance with the EHDC Open Spaces and Facilities Assessment, the masterplan framework provides extensive amenity space in the form of landscaped podium gardens for the exclusive use of residents, new amenity areas along the towpath, small parklets along the spine road and a new pocket park fronting on to Marshgate Drive which will be for the enjoyment of all. These spaces will be designed to allow for informal activities close to home or work, areas to dwell and enjoy the afternoon sun, children’s casual play and will also be used to further enhance the appearance of residential areas. The pocket park at the front of the development will be designed to act as a transitional space between the town, towpath and Hartham Common.

As per the definitions of the Open Spaces and Facilities Assessment , the masterplan framework also allows for an area of semi natural green space to the south-east of the northern parcel which will comprise of a small area of publicly accessible wetlands. This area will also be an integral component of the flood compensation and Sustainable Urban Drainage strategies and designed to encourage the creation of new habitats and improve the overall biodiversity of the site.

5.1. FRAMEWORK MASTERPLAN: SUMMARY

Access and Movement Strategy

In accordance with Policy 1 of the HCC Local Transport Plan, pedestrian and cycle routes have been prioritised within the development. Whilst the masterplan framework also acknowledges the requirement for vehicular access, these routes will be considered as secondary. Recognising the connection which the towpath provides to the town centre to the west and an abundance of open space to the east, new pedestrian, running and cycle routes within the development linking to new connections along the towpath are proposed. New signage and wayfinding points will also be incorporated into the development to not only promote the routes to the wider area but also the value which they provide in terms of health and well-being. Repairing the broken links to the town and wider area and educating residents and the local community of the benefits of walking, cycling and running will also assist in reducing necessary car travel and the impact on the local road network.

In accordance with the Mead Lane Urban Design Framework, the masterplan framework also allows for the spine road, which intersects the northern parcel, to facilitate a future bus route. To safeguard the future provision of a bus loop via the adjoining 3rd party employment land to the east of the site, the area at the terminus of the spine road has been reserved within the masterplan framework to enable the connection.

A package of sustainable transport and mitigation measures such as subsidised travel for residents to use the local transport services and pre-paid oyster cards are also proposed.

Sustainability

HERT2 is considered to be one of the most sustainable sites which have been allocated for development within the emerging District Plan. As addressed in the previous section, the site is within a stone's throw of Hertford East and within only a mere 10 minute walk from the Town Centre and all local amenities.

Sustainability is at the forefront of every element of the masterplan framework. As part of the Berkeley Group "Our Vision" commitments and in accordance with EHDC Policy DES4, communal Wi-Fi will be provided across the development where residents can automatically log-on to the network, with user credentials which will be provided when they move in. The communal Wi-Fi will be accessible in all communal spaces including the podium gardens. Non-residents will also have the benefit of the Wi-Fi provision within the public realm, however this will require them to log on to the portal and purchase a Wi-Fi credits. To enable home-working practices, St William have also made pre-development enquiries with both BT Openreach and Virgin Media to ensure that the development can be served with ultra-fast fibre broadband.

In accordance with both DES4 and TRA3, St William have also secured sufficient capacity with the local utility network to enable a minimum of five parking spaces across the development to be installed with an electric charging point. These spaces will be unallocated to residents to enable them to be used by all residents and the wider community. The charging points will be operated by a charging provider, where residents will be required to sign up for a "pay as you go" account.

In accordance with EHDC Policy CC1 the development will incorporate green infrastructure into the development which will include but not limited to Sustainable Urban Drainage Systems, Green Roofs and Urban Greening.

In accordance with EHDC Policy CC2 the design of all buildings will take a "fabric first" approach where they're designed to exceed building guidelines in respect of energy efficiency. A dynamic thermal model will be produced of all buildings to ensure that they're designed in a manner which minimises the risk of overheating in the summer and the requirement for heating in the winter. This approach will also be applied to the communal areas to prevent year-round overheating.

In accordance with WAT4 all buildings will be delivered to minimise the use of mains water by incorporating energy saving measures and equipment; and incorporating the recycling of grey water and utilising natural filtration measures where possible. Appliances will also be installed with restriction measures, to prevent water consumption exceeding 110l per person per day.

In accordance with EHDC Policy WAT5 the delivery of the masterplan framework will incorporate the most sustainable forms of drainage systems in accordance with the SuDs Hierarchy. The drainage strategy will be designed to achieve greenfield run off rates in order to ensure that surface water run-off is managed as close to the source as possible. As part of both the drainage and the flood compensation strategy, the masterplan framework proposes a balancing pond to the south-east of the northern parcel as part of the public open-space for recreation and wildlife.

6. CONSULTATION

6.1 MEMBER AND COMMUNITY CONSULTATION

In keeping with the guidance set out in East Herts District Council's Statement of Community Involvement and the Master plan Framework within the Emerging District Plan, the development proposals have been informed by extensive engagement with officers, the Hertfordshire County Council, the local community and key stakeholders. Whilst consultation is still ongoing, the consultation undertaken to date is summarised below:

1.Hertford Town Council

St William (on behalf of both land owners) met with the clerk of the Hertford Town Council on the 21.06.18 to introduce their involvement in the scheme and present the initial proposals.

2.Public Exhibition

St William (on behalf of both land owners) held a public exhibition between 10-3pm on 23.06.18 at the Mill Bridge Rooms, Hertford. Newsletters inviting local residents and businesses to the exhibition were sent to 2,300 residential and business addresses within the surrounding area. The event was attended by 127 residents, 69 of which provided written feedback.

The majority of residents supported the redevelopment of a brownfield site and the design proposals, concerns were also raised in respect of parking provision and the impact of the proposals on the wider road network.

3.Shaping Hertford

Both land owners participated in the "Shaping Hertford" steering group session on 29.06.18 where members were provided with a site walk over and where the initial proposals were presented. A Q&A session then took place where members were provided with further information on the issues which concerned them and provided constructive feedback on the proposals.

4.Targeted Door Knocking Exercise

Targeting the SG13 and SG14 postcodes, over 200 doors were knocked on to discuss the proposals for the site and gain invaluable feedback from local residents. 50 residents were available and willing to discuss the proposals and free-post feedback forms were left with those who were unavailable. As with the public exhibition, the majority of residents supported the principle of redevelopment of a brownfield site and design with concerns being raised in respect of parking provision and traffic.

5.Ongoing Consultation

www.hertfordgasworks.co.uk has been set up by St William (on behalf of both land owners) to keep residents up-to-date with the progress of the scheme and the opportunity to leave feedback. The website will be maintained throughout the lifetime of the project to ensure that local residents have the opportunity to learn more about the delivery of the site and contact the developer. A free-phone hotline has also been in operation since June 18 and will be maintained until the application is determined, so that residents can discuss the proposals in more detail.

6.Future Consultation

Both land owners welcome the opportunity for further engagement with the "Shaping Hertford" group and members to present how the proposals have progressed since the last session. St William (on behalf of both land owners) are also intending to hold a pop-up event at the Saturday Market to provide residents with an update on the proposals.

A Statement of Community Involvement will also be submitted as part of the planning application which will outline all of the consultation activities which were undertaken prior to submission and a detailed summary of the feedback received.



6.2 CONSULTATION WITH STATUTORY CONSULTEES

Whilst both land owners will be required to demonstrate that in the formal submission of a planning application that their proposals are acceptable, St William (on behalf of both land owners) have undertaken the following consultation to ensure that the master plan is sound.

1. HCC Design Review Panel

The initial Design Review Panel took place on 06.08.18 where St William (on behalf of both land owners) facilitated a site walk over to provide the panel with a better understanding of the site and its opportunities and constraints. When the panel reconvened at the venue, the St William design team presented the master plan for the allocation. The feedback received from the panel is summarised below:

- The master plan lacked a strong narrative
- Opportunities to introduce new pedestrian and cycle connections should be explored
- The small pocket park along Marshgate Drive should be further enhanced
- The spine road should be activated to encourage activity
- The vision for the southern parcel should be reconsidered as the back-to-front relationship of the houses was not supported
- The residential block at the entrance of the site should be reconfigured so that it responds better to Smeaton Court.

A second Design Review Panel took place on the 21.09.18 where the design team presented the revised master plan and the wider place-making and cultural strategy. The feedback is summarised as per below:

- DRP Welcomed the revised master plan acknowledged that it had addressed the concerns from the initial session
- Supported the new cycle and pedestrian routes through the site to the towpath
- Supported the new landscape strategy
- Supported the place-making and cultural strategy
- Asked St William to explore the potential for less parking, residents facilities and further enhancements to the facade and the rooves to the apartment buildings.

The DRP advised that they support the HERT2 master plan. Both land owners have acknowledged the additional feedback which will be addressed within the detailed planning applications which will follow.

2. EHDC Environmental Health Officer

St William and JNP Consulting Engineers have met with the EHO on a number of occasions to discuss and agree the remediation strategy for the site. On the basis that St William undertook further consultation with the Environment Agency to agree the final strategy, the EHO has confirmed in writing that she was accepting of the St William's approach.

A further meeting was held with the EHO to discuss the impact of the development on the existing employment uses adjacent to the site and vice versa. The points of discussion are summarised as per follows:

- Concerns regarding noise mitigation, impact on living conditions and sensitivity of new development with existing employment
- Use of landscape to act as further noise mitigation
- Relocation of less sensitive uses (parking) to along the shared boundaries

St William have sought the advice of Cole Jarman who are an industry accredited acoustic consultancy to undertake a noise assessment of the site to determine the existing noise levels and to advise on the master plan and the extent of mitigation which will be required to enable the site for more sensitive uses such as residential.

Cole Jarman have concluded that on the basis that appropriate mitigation is provided, the master plan is satisfactory in respect of noise. Furthermore the acoustic design proposed for this development is considered to be in keeping with national planning guidance and standards. The proposal for mechanical ventilation to supplement the ventilation strategy to dwellings which are more sensitive to noise is a standard approach to residential development and follows the advice set out in the relevant national planning standards and guidance. A detailed noise assessment will be submitted in support of any planning application.

3. Environment Agency

3.1 Flood Risk

Due to the south-east section of the site being classified as Flood Zone 3, St William have been consulting with the environment agency as part of the formal pre-application process. St William appointed JNP Consulting Engineers to assess the likelihood of the site flooding and the source. A series of modelling exercises were undertaken using the EA model, which determined that the likelihood of the site flooding was low and due to inaccuracies with the EA model the site has been incorrectly classified, this is further evidenced in the historical local evidence which shows that there has been no history of flooding at the site for over 100 years. Whilst the EA have accepted that there are inaccuracies in their model, the extent of which the section of Flood Zone 3 can be reduced can only be determined once the EA have rectified their model, as such St William have agreed to provide a volume-for-volume floodplain compensation scheme. JNP have produced the design for the compensation which has now been signed off by the EA and has been incorporated into the proposed

3.2 Remediation

Due to the site formerly being used for the production and storage of gas, St William appointed JNP Consulting Engineers to undertake extensive ground investigation to determine the extent of remediation. The initial ground investigation was undertaken in September 17, to which additional investigations were undertaken in November 17 and June 18 to provide further clarity on the contaminants which were found. As previously advised, St William presented the results of the investigation and the outline remediation strategy to the EHO who has confirmed that on the basis that the EA are satisfied with the extent of investigation and the strategy they accept the approach.

In response to the requests of the EHO, St William have consulted with the EA as part of their formal pre-application process. The EA have now reviewed the ground investigation results and the proposed remediation strategy and have confirmed in writing that they're satisfied. Detailed remediation strategy will be submitted as part of the planning application.

4. Lead Local Flood Authority (HCC)

St William have consulted with the Lead Local Flood Authority (HCC) to determine the drainage principles for the master plan. A site walk over and pre-app meeting was attended by St William, JNP Consulting Engineers and the LLFA where the outline drainage design was discussed. Upon the LLFA's requests, St William (on behalf of both land owners) have been consulting with both Thames Water and the Canal and Rivers Trust to agree the points of drainage connections from the site. It has now been agreed that the surface water from the northern parcel will drain into the canal with the surface water from the Norbury Fencing site and the southern parcel draining into the existing Thames water sewer along Mead Lane. All foul drainage will discharge into existing Thames Water infrastructure. The LLFA have now confirmed in writing (25.09.18) that they have no major concerns in respect of drainage.

The detailed drainage strategy (which is to include a Sustainable Urban Drainage System) will be submitted as part of any formal planning application.

5. Canal and Rivers Trust

As part of the formal pre-application process with the LLFA, St William have been consulting with the Canal and Rivers Trust to obtain an agreement in principle to discharge surface water into the canalised section of the River Lea which runs adjacent to the northern boundary, to which the terms have now been agreed.

St William have also commenced the formal pre-application process with the Canal and Rivers Trust Planning Department to present the master plan and agree the proposed new connections to the towpath

6. HCC Highways

St William (on behalf of both landowners) have engaged with HCC Highways as part of the formal pre-application process. St William are working with HCC to conclude a series of Paramics modelling exercise of the local and wider road network, which will be addressed in the submission of a formal planning application. St William have also been consulting with HCC to agree a package of sustainable transport and mitigation measures to support the delivery of the site.

7.DELIVERY OF HERT2

7.1 DELIVERY OF HERT2

We share your high ambitions for the regeneration of the Mead Lane area and the future of Hertford. The masterplan framework seeks to address this by providing a framework for all future planning applications.

The masterplan framework has been developed with cognisance of the HERT2 policy allocation and will provide the following economic, social and community benefits:

- Opportunity to reconnect a site which has been redundant and closed off from the wider community for many decades
- Opportunity for a new gateway to the Marshgate Drive and the towpath.
- Opportunity to activate the stretch of towpath between Mill Road and Hertford Lock by extending into the boundary of the site and providing new areas where people can dwell
- Opportunity to repair the existing street scene along Marshgate Drive by creating a new active frontage with new high-quality housing and landscape
- Opportunity for a future bus route through the site
- Opportunity to deliver much needed new homes and contribute to housing need
- Opportunity to promote a sustainable lifestyle by providing new connections to walking, running and cycle routes
- Opportunity for flexible employment space
- Opportunity for a new public realm along Marshgate Drive
- Opportunity for new open space
- Opportunity to drive prosperity to the town centre by improving connectivity
- Opportunity to improve nature and ecology with a new landscape buffer along the towpath and further opportunity for new habitats
- Promotion of sustainable transport measures including new car club spaces
- Opportunity for Sustainable Urban Drainage Systems
- Remediation of a heavily contaminated former gasworks

7.2 THE VISION FOR HERT2



8. KEEPING HERT2 VIBRANT

8.1 FUTURE GOVERNANCE

St William have a dedicated Estate Management team who are based within each of the operational offices. The Estate Management team are primarily responsible for ensuring that our vision for a development remains strong for it's lifetime and they remain a vibrant place to live and visit.

The Estate Management team are responsible for ensuring that all of our resident's receive a "best value" service so they oversee the competitive tender process when selecting a management company to serve the development. The cumulative charge is then equally proportioned across the residents based on a square footage basis. In order to ensure that the annual service charge is a reasonable cost for our residents, a benchmarking analysis will be undertaken to ensure that it's in line with the market and other comparable developments.

In order to ensure that annual service charge contributions are representative of the local market, an extensive amount of market research is undertaken at the pre-planning stage to ensure that the resident's services and amenities are appropriate for the market which we're selling in.

On all of our developments, St William will be responsible for the appointment of a reputable management company who will oversee the following:

- Responding to resident maintenance requests to common areas
- Attend the site on a weekly basis to ensure that the development is in good order
- Monthly Gardening of resident amenity areas and public realm (minimum)
- Weekly cleaning of internal communal areas.
- Monthly window cleaning of communal windows (residents will have the benefit of "tilt and turn" windows to allow for self-cleaning)
- Monthly testing of fire and security alarms
- Ensure that all lighting is adequate and replace any blown fittings.
- Dealing with any management issues
- Facilitating any major repairs.

A management suite will be provided within the development, where trades people can work and be provided with all of the amenities which they require. The management suite will also be available for residents to meet with the management company to discuss any issues which they may have.

In order to empower residents to take ownership of their building, St William will fund and facilitate the set up of a Resident's Management Company which will be registered at Companies House with shareholders made up of the leaseholders. The St William appointed management company will be responsible for overseeing the maintenance of the grounds.

Not only are St William committed to placemaking on all of our developments, we're also fully committed to placekeeping. Our developments are our legacy, therefore will ensure that they remain vibrant.



Completed Berkeley Group Development



Completed Berkeley Group Development



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EAST HERTS COUNCIL

EXECUTIVE –23 OCTOBER 2018

REPORT BY EXECUTIVE MEMBER FOR DEVELOPMENT MANAGEMENT
AND COUNCIL SUPPORT

EAST END GREEN CONSERVATION AREA CHARACTER APPRAISAL
AND MANAGEMENT PROPOSALS

WARD(S) AFFECTED: HERTFORD RURAL SOUTH

Purpose/Summary of Report

- To enable Members to reconsider the East End Green Conservation Area Character Appraisal and Management Proposals following Members deferral at their Executive meeting on 17 July 2018. This deferral resulted from issues raised by residents to which Members required clarification. The report provides two alternatives for Members consideration.

<u>RECOMMENDATION(S) FOR EXECUTIVE: That Council:</u>	
(A)	note the responses to the public consultation, the Officer responses and proposed changes to the East End Green Conservation Area Character Appraisal and Management Proposals and Alternatives 1 and 2 described below;
(B)	delegate authority to the Head of Planning and Building Control, in consultation with the Executive Member for Development Management and Council Support, to make any further minor and consequential changes to the document which may be necessary; and
(C)	EITHER support for adoption the East End Green

	Conservation Area Character Appraisal and Management Proposals (as set out in Alternative 1) described in this report
(D)	OR support for adoption the East End Green Conservation Area Character Appraisal and Management Proposals (as set out in Alternative 2) described in this report.

1.0 Background

1.1 East Herts has a rich environmental heritage which includes 42 Conservation Areas. The East Herts Local Plan commits the Council to review its Conservation Areas, a requirement which is also set out in national legislation.

1.2 The review of the East End Green Conservation Area is one of a series of reviews being undertaken.

1.3 Each document identifies the special character of the respective conservation area together with the elements that should be retained or enhanced and those which detract from the identified character. Existing boundaries are reviewed and, where appropriate, practical enhancement proposals are suggested.

1.4 Once Members have considered each document and it has been adopted by the Council, it becomes a 'material consideration' in the process of determining planning applications.

2.0 The East End Green Conservation Area Character Appraisal and Management Proposals.

2.1 The Conservation Area was designated in 1981. This is the first review of the designation.

- 2.2 The production of Management Proposals is a statutory duty under s.71 of the Planning (Listed Buildings and Conservation Areas) Act 1990. The associated Character Appraisal is a necessary stage in the devising of Management Proposals as it analyses and describes the character and appearance of the conservation area that the Management Proposals seek to preserve and enhance.
- 2.3 S.71 of the Act requires that Councils put the Management Proposals to a public meeting, considers the responses received and makes any appropriate amendments before adopting the document.
- 2.4 The East End Green Conservation Area Character Appraisal and Management Proposals were drafted in late 2017 – early 2018 and put to a public meeting at Hertingfordbury Cowper School (the nearest public hall) on the 18 April 2018. The meeting featured an exhibition showing the proposals and a Conservation Officer was there to answer any questions. The meeting was well attended given the small size of the hamlet, with most local residents coming to view the proposals. There followed a period of public consultation from 16 April to 1 June 2018.
- 2.5 The ‘Consultation Draft’ included a number of amendments to the boundary of the Conservation Area. These are designed to make the Conservation Area more logical and defensible, particularly in the context of Planning Appeals. They are detailed in 8.1 of the Management Proposals on p. 44. A large map showing these boundary amendments was displayed at the public meeting and has been included, along with the revised document, in **Essential Reference Paper C** to this report.
- 3.0 Public consultation responses and further consideration following deferral.

- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.
- 3.2 Six consultee responses were received during the consultation period. These have been carefully considered and are detailed in **Essential Reference Paper B**. Note Essential Paper B includes responses in respect of original consultation. Consideration of issues arising from Members deferral is included in this report.
- 3.3 The public response at the public meeting and through written responses was generally positive.
- 3.4 Two residents objected to the amendment of the Conservation Area boundary particularly to the exclusion of the oval field and the scrubland to the north east. They argue that part of this land (the scrubland) falls within the deeds of the village and once contained farmsteads and buildings that were demolished in the mid-19th C. Officers are of the view that, while this is of historical interest, the land is now open fields and unkempt scrubland and is not, therefore of any special architectural or historic special interest. In line with Historic England's guidance, officers conclude that it does not warrant inclusion in the Conservation Area.
- 3.5 Other responses included corrections and snippets of local information that have been included in the documents where appropriate and an additional proposal for future enhancements. This has been included for future consideration by the Parish Council and residents.
- 3.6 Following deferral from the previous Executive meeting and to ensure an independent assessment of this matter, a second officer in the Conservation and Urban Design Team has assessed the issues raised. His conclusions, which support the original officer recommendation, are set out in the Second Opinion provided as **Essential Reference Paper D**.

- 3.7. The Executive Member for Development Management and Council Support together with the Head of Planning and Building Control met the principal objector on 14 August 2018 and provided him with a copy of The Second Opinion.
- 3.8. At this meeting the principal objector submitted a portfolio of photographs reproduced as **Essential Reference Paper E**.
- 3.9. Following the meeting consideration has been given to a possible alternative proposal with regard to amendments to the conservation area boundary. This alternative (Alternative 2 below) retains the oval field/scrubland within the conservation area.

Further comment.

3.10. For the purposes of assisting Members the two alternatives are now discussed.

- Alternative 1 – Accept the original recommendation (recommendation C above).
- Alternative 2 – Amend the original recommendation to retain the oval field and adjacent scrubland within the conservation area (recommendation D above).

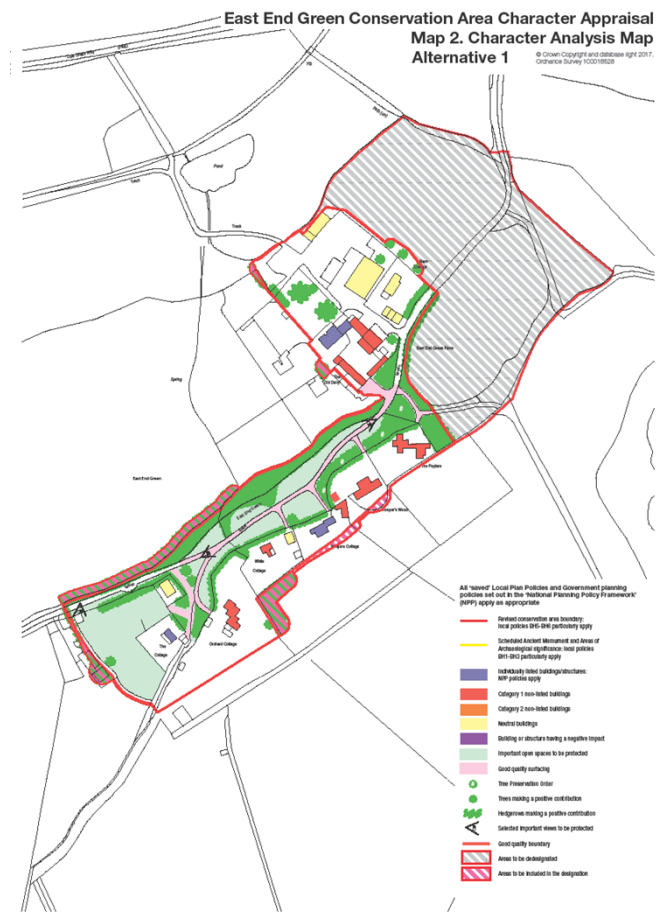
3.11. **Alternative 1**. The original recommendation is supported by The Second Opinion. Officers remain of the view that Alternative 1 (recommendation C above) is the correct interpretation of national advice because:

- (1) None of the land is of special architectural or historic interest (a legal requirement);
- (2) The excluded areas are part of the wider landscape and agricultural land the inclusion of which is contrary Historic England advice;
- (3) The removal of conservation area status will have limited

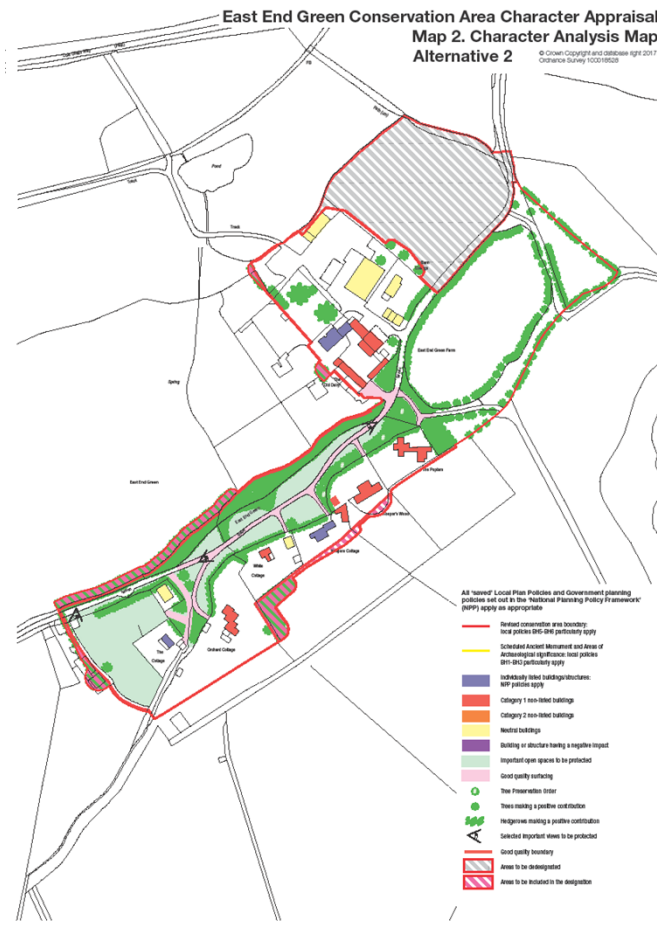
impact.

(4) The new boundaries are clear and sensible demarcations between edges of the settlement and open countryside beyond.

The map showing Alternative 1 as originally presented to Members with excluded areas diagonally hatched in grey is reproduced below.



3.12. **Alternative 2.** This has been considered by Officers following the meeting with the principle objector and retains the oval field and adjacent scrub land in the Conservation Area. The map below shows this.



3.13. To test whether or not Alternative 2 complies with the legislation and national guidelines and advice there are three principal questions to address.

Q. Firstly - Is the land of Special Architectural or Historic Interest?

A. Its historic interest is not 'special', being limited to any buildings that once existed were removed in the mid-19th century.

Q. Secondly - Is its setting so important to the conservation area that it should be included within it? *

*Historic England advise that before finalising the boundary it is worth considering whether the immediate setting also requires additional controls or whether the setting is sufficiently protected by planning policy.

A. This consideration is closely linked to the third question set out below. The land is in the Green Belt.

Q. Thirdly - Can the land to be considered as an important open area whose character and appearance is associated with nearby historic fabric rather than being part of the wider landscape? **

**The genesis for asking this question arises from Historic England's advice note *Conservation Area Designation, Appraisal and Management No1 2016* (same advice in 2018 update) namely *Conservation area designation is not generally an appropriate means of protecting the wider landscape...but it can protect open areas particularly where the character and appearance concerns historic fabric, to which the principal protection offered by conservation area designation relates.*

A. At best the visual link between the open nature of the oval field and nearby buildings in the conservation area is limited when viewed from the public domain. This is illustrated from a photograph submitted by the Principle Objector shown below and taken through a gap in the hedgerow adjacent to the Public Restricted Byway.



Picture submitted by the principal objector entitled Farm Managers Cottage across Oval field.

A. The Oval field is enclosed by hedgerows so at best it could be argued it is less visually part of the open countryside when compared with the adjacent excluded field, illustrated below.





The relationship with the open countryside. Top; the Oval field, more enclosed; bottom other excluded field.

3.14 **Conclusion.** Officers continue to advise that the land as originally proposed for exclusion is the most appropriate outcome and, importantly, that the revised boundaries as set out in Alternative 1 represent a very clear and sensible demarcation between the wider landscape and the conservation area. Officers support, therefore, recommendation C above.

3.15. However Alternative 2 is offered to Members on the basis of the limited visual relationship of the oval field and scrubland with nearby historic fabric and because of its more enclosed nature. Members are asked to determine which of these alternative outcomes they wish to endorse.

Adoption of the East End Green Conservation Area Character Appraisal and Management Proposals document.

4.1. Further minor changes will be incorporated reflecting the status of the final document once Members have considered it for adoption.

Background Papers

None

Contact Member: Councillor S Rutland-Barsby,
Executive Member for Development Management
and Council Support
suzanne.rutland-barsby@eastherts.gov.uk

Contact Officer: Kevin Steptoe
Head of Planning and Building Control,
Ext 1407
kevin.steptoe@eastherts.gov.uk

Report Author: John Bosworth
john.bosworth@easterts.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
Consultation:	Undertaken with residents and local stakeholders and summarised in Essential Reference Paper B.
Legal:	Preparation of the Character Appraisal and Management Proposals fulfils statutory requirements.
Financial:	Costs associated with the preparation of the document are met from within existing staffing and operational budgets. The Management Proposals suggest works and actions which could be undertaken to enhance the character and appearance of the Conservation Area and to seek to remove those detracting elements which would generally be the responsibility of individual owners. Certain actions might result in additional cost. The Council is not yet committed to undertaking such further action in the East End Green Conservation Area and any identified costs can be further assessed should such a decision be reached. The cost associated with the introduction of Article 4 directions will be met from within existing staff budgets.
Human Resource:	No additional staffing implications.
Risk Management:	No significant risk issues.
Health and wellbeing –	The Character Appraisal and Management Proposals seek to protect and secure the character of the area.

issues and impacts:	
Equality Impact Assessment required:	No.

Essential Reference Paper B

Issue	Representations made	Officer comment
General Points.	<p>A resident provided a number of minor amendments and corrections to the text. They commented that one of the historic maps merited being enlarged.</p>	<p>Noted. The text has been amended appropriately. The historic map can be digitally enlarged to reveal its details.</p>
	<p>A further submission from the above resident. They table their objections to the proposed removal of the area to the north east of the Conservation Area that includes the oval field and the overgrown area to its east on the grounds that they were part of the historic hamlet and deeds and once included farmstead buildings that were demolished in the 19th C.</p>	<p>We acknowledge the historic connection. However, the buildings were demolished over 100 years ago and the land is now an open field and run down scrubland. As such, in line with Historic England’s guidelines, it lacks the special architectural or historic interest essential to be retained in the Conservation Area. No change proposed.</p> <p>One of the proposed Management Proposals is to clear this scrubland and thereby improve the setting and views of</p>

		the CA.
	A resident provided photos taken in 1983 showing the appearance of their house and nearby trees. They would like the Field Maples planted in the in the 1980s in the dell cut down and replaced with the 4 Hawthorn trees that preceded them (see Management Proposals below). They make a number of points relating to the maintenance of the Green, trees and the road.	Interesting photos showing the evolution of the area in recent years. The proposed tree replacement has been added to the Management Proposals for further consideration. Maintenance issues are with local owners and the Parish Council to address.
	The above resident wrote again this time to object to the dedesignation of the scrubland area to the east of the oval field.	This area is run down scrubland. As such, in line with Historic England's guidelines, it lacks the special architectural or historic interest essential to be retained in the Conservation Area. No change proposed.
	One resident was keen that the road should not be tarmacked but should retain its 'recreational	We agree that the gravelled road is an important part of the area's character and

	standard affording pedestrians and cyclists safe passage. Pot holes should be filled promptly.	appearance. Pothole repairs are a PC responsibility outside the remit of this Character Appraisal. No change proposed.
Management Proposals - General	The PC did not table any further Management Proposals for inclusion in the document.	Noted.
	One resident wished to see the Field Maples planted in the dell in the 1980s cut down and replaced with the 4 Hawthorne trees that preceded them.	Subsequent to the consultation, a notice seeking to fell the trees has been considered by the Council. This has resulted in a specific TPO being placed on the trees.

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EAST END GREEN CONSERVATION AREA

CHARACTER APPRAISAL AND MANAGEMENT PROPOSALS



ADOPTED 19 DECEMBER 2018

East Herts District Council
Pegs Lane, Hertford, SG13 8EQ

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EAST END GREEN CONSERVATION AREA CHARACTER APPRAISAL AND MANAGEMENT PROPOSALS

Adopted 19 December 2018

This Character Appraisal has been produced by officers of East Hertfordshire District Council to identify the special architectural or historic interest, character and appearance of the East End Green Conservation Area, assess its current condition, identify threats and opportunities related to that identified special interest and any appropriate boundary changes.

The Management Proposals section puts forward initiatives for the Conservation Area designed to address the above identified threats and opportunities that will preserve and enhance its character and appearance.

A public meeting was held on the 18 April 2018 to consider the draft Character Appraisal and the Management Proposals – for the latter, as required under s.71 of the Planning (Listed Buildings and Conservation Areas) Act 1990. The draft document was then put to public consultation between 18 April and 1 June 2018. The comments received by the Council have been included in this document where appropriate. The document was formally adopted by full Council on 19 December 2018 upon the recommendation of the Executive Committee.

The content of Character Appraisals written from 2015 which include this paragraph differ slightly from predecessor documents. Selected revisions have been incorporated to reflect changes to legislation, the emerging District Plan, nomenclature, consolidation and other improvements resulting from experience gained to date.

1. Introduction.

1.1. The historic environment cannot be replaced and is a resource that is both fragile and finite. Particularly in an age when society and its needs change with rapidity, the various historic and architectural elements of conservation areas can be perceived to interact in a complex manner and create a 'unique sense of place' that is appreciated by those lucky enough to reside in such special places and the many interested persons who appreciate and visit them.

1.2. East Hertfordshire District has a particularly rich and vibrant built heritage, featuring 42 conservation areas and approximately 4,000 fine listed buildings displaying a variety of styles representative of the best of architectural and historic designs from many centuries. Generally and very importantly the clear distinction between built form and open countryside has been maintained.

1.3. The District is situated in an economically buoyant region where an attractive environment, employment opportunities and excellent transport links, road, rail and air, make it a popular destination to live and work. In addition to London, a short commuting distance away, the District is influenced by other factors beyond its administrative area, such as Stansted Airport and the towns of Harlow and

Stevenage. With such dynamics it is inevitable that the historic environment will be subject to pressures which emphasize the need to protect it.

1.4. The East Hertfordshire Local Plan Second Review, adopted in April 2007, recognises these facts and commits the Council to review its conservation areas and their boundaries. The production of this document is part of this process.

1.5. Conservation areas are places which are considered worthy of protection as a result of a combination of factors such as the quality of the environment, spatial characteristics, the design and setting of the buildings or their historic significance. In addition to the individual qualities of the buildings themselves, there are other factors such as the relationships of the buildings with each other, the quality of the spaces between them and the vistas and views that unite or disrupt them. The relationship with adjoining areas and landscape, the quality of trees, boundary treatments, advertisements, road signage, street furniture and hard surfaces, are also important features which can add to or detract from the special interest, character and appearance of a conservation area.

1.6. This document was produced in accordance with Historic England guidance, the most recent of which is Advice Note 1 'Conservation Area Designation, Appraisal and Management' (2016). The Character Appraisal recognises the importance of the factors listed above and considers them carefully. Now approved, this document is to be regarded as a 'material consideration' when determining (deciding) planning applications. The Management Proposals section puts forward simple practical initiatives that would preserve the Conservation Area from identified harm and also any appropriate projects and proposals that would, as and when resources permit, enhance its character and appearance.

1.7. The recommendations concerning non-listed buildings and structures are normally formed by the field-worker's observations made from the public realm and seldom involve internal inspection or discussions with owners. Thus such recommendations contained in this Character Appraisal might be subject to reconsideration through the planning application process, where that is necessary, and which would involve the submission of additional information. Similar considerations apply to estimating dates of buildings.

1.8. This Conservation Appraisal:

- Identifies the special architectural or historic interest, character and appearance of the Conservation Area.
- Identifies elements that make a positive contribution to the above special interest, character and appearance of the Conservation Area that should be retained, preserved or enhanced;
- Identifies neutral elements that might be beneficially enhanced or, alternatively, replaced by something that makes the above positive contribution;
- Identifies detracting elements it would be positively desirable to remove or replace;

- Reviews the existing boundaries to ensure that they clearly define the Conservation Area and align with distinct changes of character with outside areas such that the Conservation Area is both cohesive and defensible;
- Identifies threats to the Conservation Area's special interest, character and appearance and any opportunities to enhance it;

1.9. The Management Proposals section:

- Puts forward any required boundary changes to omit or add areas to the Conservation Area that would make it both cohesive and defensible;
- Proposes measures and initiatives that address the threats to the Conservation Area's special interest, character and appearance identified in the Character Appraisal;
- Proposes initiatives and projects that exploit the opportunities identified in the Character Appraisal that both preserve and enhance the Conservation Area's special interest, character and appearance
- Puts forward appropriate enhancement proposals mindful of any funding constraints;

1.10 The document was prepared with the assistance of members of the local community and includes additional input from the public through the public meeting and the consultation exercise.

1.11 Acknowledgement and thanks are recorded to Hertfordshire County Council whose Historic Environment Unit has been particularly helpful and Peter Newson dip.arch RIBA (retired) for his detailed knowledge of the history of the area.

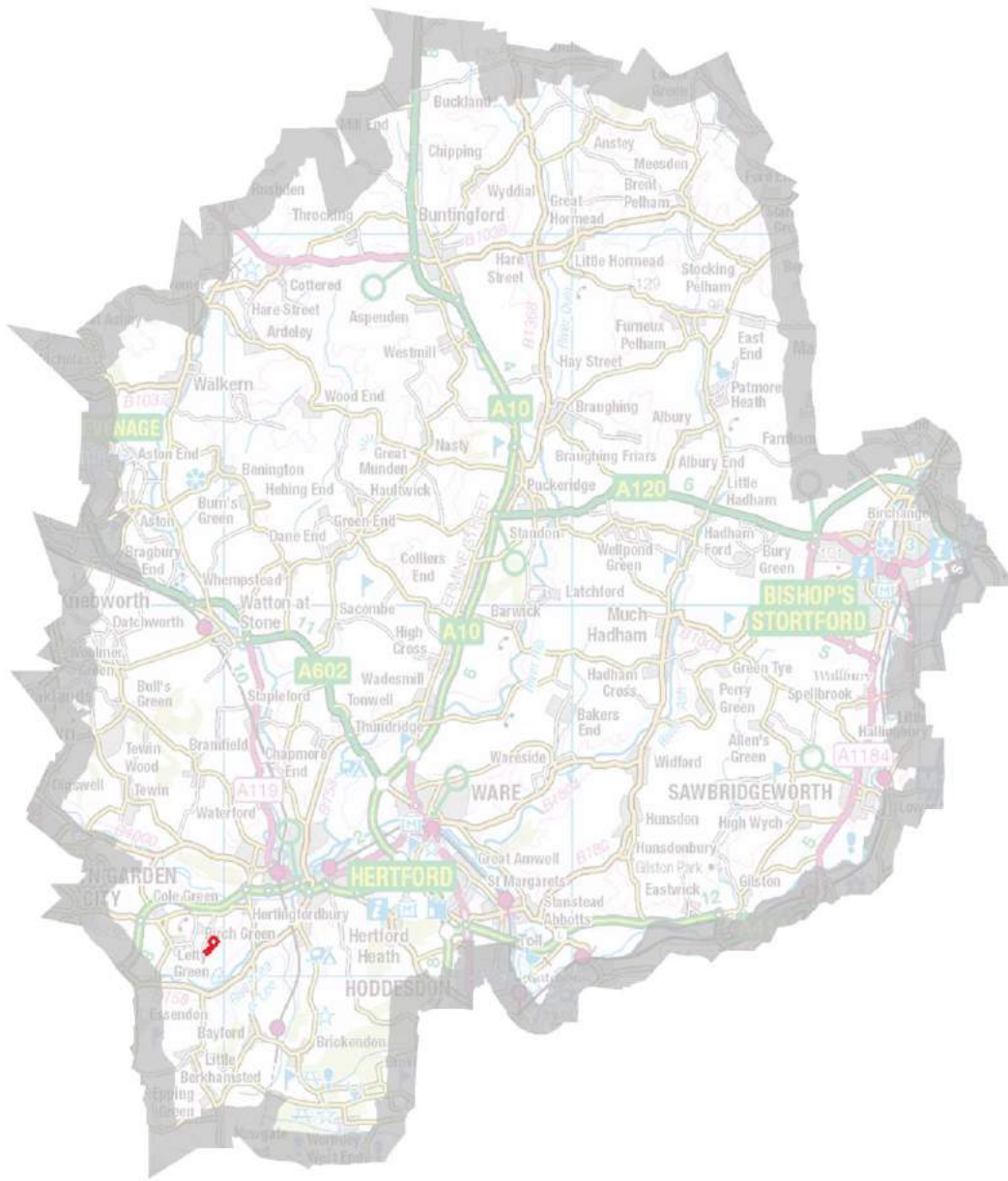
1.12. This document is written in three parts:

Part A - Legal and Policy Framework.

Part B – Character Appraisal;

Part C - Management Proposals.

1.13 Location of the Conservation Area within the East Herts District



Map 1. Location Plan



Aerial photograph 2010

PART A - CONTEXT

2. Legal and Policy framework.

2.1. The legal background for designating a conservation area is set out in Section 69 of the Planning (Listed Buildings and Conservation Areas) Act 1990. This states that the Council shall from time to time (now defined as 5 years) review its area and designate as conservation areas any parts that are of '*special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance*'. The same section of the Act also requires that councils undertake periodic reviews.

2.2. Section 71 of the Act requires Councils to, from time to time (now defined as 5 years), '*formulate and publish proposals for the preservation and enhancement*' of conservation areas, hold a public meeting to consider them and have regard to any views expressed at the meeting concerning the proposals.

2.3 The production of a Conservation Area Character Appraisal, which identifies the special interest and the threats and opportunities within a conservation area, is an essential prerequisite to the production of s.71 Management Proposals (although, interestingly, it is the production of the latter that is the statutory duty).

2.4. Planning Controls. Within conservation areas there are additional planning controls and if these are to be justified and supported it is important that the designated areas accord with the statutory definition and are not devalued by including land or buildings that lack special interest.

2.5. Planning permission is required for the demolition of a building in a conservation area but is subject to certain exceptions. For example, it does not apply to listed buildings (which are protected by their own legal provisions within the 1990 Act) but is relevant to other non-listed buildings in a conservation area above a threshold size set out in legislation*. Looking for and assessing such buildings is therefore a priority of this Appraisal.

2.6. Certain ecclesiastical buildings (which are for the time being used for ecclesiastical purposes) are not subject to local authority administration provided an equivalent approved system of control is operated by the church authority. This is known as the 'ecclesiastical exemption'. Importantly in such circumstances, church authorities still need to obtain any other necessary planning permissions under the Town and Country Planning Act 1990.

2.7. Permitted Development. The Town and Country Planning (General Permitted Development) (England), Order 2015 defines the range of minor developments for which planning permission is not required. This range is more restricted in conservation areas. For example, the Order currently requires that the addition of dormer windows to roof slopes, various types of cladding, satellite dishes fronting a

* The demolition of a building not exceeding 50 cubic metres is not development and can be demolished without planning permission. Demolition of other buildings below 115 cubic metres are regarded as 'Permitted Development' granted by the General Permitted Development Order, subject to conditions that may require the Council's 'prior approval' regarding methods of proposed demolition and restoration.

highway and a reduced size of extensions, all require planning permission in a conservation area.

2.8. However, even within conservation areas there are other minor developments associated with many non-listed buildings that do not require planning permission. Where further protection is considered necessary to preserve a conservation area from harmful alterations carried out under such 'Permitted Development Rights', the law allows Councils to introduce additional controls if appropriate. Examples of such controls can commonly include some developments fronting a highway or open space, such as an external porch or the demolition of some gates, fences or walls or their alteration. The removal of existing architectural features that are identified as being important to the character or appearance of a conservation area (such as chimneys, traditional detailing or materials, porches, windows and doors or walls or railings) can be made subject to protection by a legal process known as an 'Article 4 Direction' which withdraws 'Permitted Development Rights'. The use of such Directions needs to be made in justified circumstances where a clear assessment of each conservation area has been made. In conducting this Character Appraisal, consideration has been given as to whether or not such additional controls are appropriate.

2.9. Works to Trees. Another additional planning control relates to trees located within conservation areas. Setting aside various exceptions principally relating to size, any proposal to fell or carry out works to trees has to be 'notified' to the Council. The Council may then decide whether to make the tree/s subject to a Tree Preservation Order. This Character Appraisal diagrammatically identifies only the most significant trees or groups of trees that make an important contribution to the character or appearance of the Conservation Area, particularly when viewed from the public realm. Other trees not specifically identified may still be suitable for statutory protection through a TPO. There is currently one TPO within the Conservation Area; on the frontage of certain dwellings facing the Green from Keepers Cottage east to the dell.

2.10. Some hedges may be protected by the Hedgerow Regulations 1997. This legislation is extremely complicated and only applies in certain situations that are determined by the location and extent of the hedge, its age and or its historical importance, the wildlife it supports and its number of woody species. Whilst the Regulations do not apply to domestic garden hedges, such garden hedges which are considered to be visually important have been identified. It is hoped their qualities are recognised by owners and the community and will be retained.

2.11. National Planning Policy Framework. The principle emphasis of the framework is to promote 'sustainable development'. Economic, social and environmental factors should not be considered in isolation because they are mutually inter-dependent and collectively define what is sustainable development. Positive improvements in the quality of the built, natural and historic environment should be sought, including replacing poor design with better design. Whilst architectural styles should not be imposed (unless, of course the conservation area is of homogenous architectural style – which is not the case with East End Green) it is considered essential to reinforce local distinctiveness.

2.12. Of particular relevance to this document, the National Planning Policy Framework advises as follows:

- There should be a positive strategy in the Local Plan for the conservation of the historic environment and up-to-date evidence used to assess the significance of heritage assets and the contribution they make.
- Conservation areas. Such areas must justify such a status by virtue of being of *'special architectural or historic interest'*.
- Heritage assets. A heritage asset is defined as *'a building, monument, site, place, area or landscape identified as having a degree of significance meriting consideration in planning decisions, because of its heritage interest. 'Heritage asset' includes designated heritage assets and assets identified by the local planning authority (including local listings)' and non-designated assets – for example archaeological assets.*
- Considerable weight should be given to conserving such heritage assets and the more important they are the greater the weight. For example the effect of an application affecting a non-designated heritage asset should be taken into account and a balanced judgment reached. Substantial harm to or loss of a grade II listed building should be exceptional whilst harm to heritage assets of higher status, e.g. a grade I or II* listed building should be wholly exceptional.
- Local Planning Authorities should look for opportunities for new development within conservation areas to enhance or better reveal their significance and proposals that preserve such elements should be approved.
- The use of Article 4 Directions to remove national permitted development rights should be limited to situations *'where this is necessary to protect local amenity or the well being of the area...'*
- Green areas. Such areas of particular importance can properly be identified for special protection as Local Green Spaces in selected situations.

2.13. East Hertfordshire's Environmental Initiatives and Local Plan Policies. East Hertfordshire is committed to protecting conservation areas and implementing policies which preserve and enhance them; to support their preservation through the publication of design and technical advice and to be pro-active by offering grants and administering a Historic Buildings Grant Service. With regard to the latter, grants are awarded on a first-come-first-served basis in relation to works which result in the maintenance of listed buildings and other unlisted buildings of architectural or historic interest. Details are available on the Council's website.

2.14. In respect of the above the Council has produced a number of leaflets and guidance notes that are available on line. These 'guidance notes on the preservation and repair of historic materials and buildings' provide useful information relevant to the preservation and enhancement of conservation areas. They will be updated as resources permit.

2.15. The Council also has a 'Heritage at Risk Register', originally produced in 2006 and updated in 2016 and 2017. This document is available on the Council's website. There are no such buildings within the East End Green Conservation Area.

2.16. The East Herts Local Plan was adopted by the Council in 2007. The 'saved' policies set out in the plan remain in force and are relevant in relation to conservation area and historic building considerations. The Local Plan and its policies can be viewed on the Council's website or a copy can be obtained from the Council (contact details are set out at the end of this document).

2.17. In accordance with the requirements of the Planning and Compulsory Purchase Act 2004, the Council is in the process of preparing a planning policy document which will replace the 2007 Local Plan. This will be known as the East Herts District Plan (DP). Once adopted the DP will contain the relevant Council planning policies. As currently drafted, this emerging District Plan advises that new development within a conservation area should, *inter alia*, conform with the content of the relevant Character Appraisal.

2.18. East End Green Conservation Area was first designated on 28 January 1981. This is the first review of the Conservation Area and production of a Character Appraisal or Management Proposals since then.



The Wellhead gear. Now relocated (see 3.1.4) and Part C – Management Proposals

Part B – CONSERVATION AREA CHARACTER APPRAISAL

3. Origins and Historical Development

3.1. There are 5 entries within the County Archaeologist's Historic Environment Record for East End Green. They summarized as follows:-

3.1.1 EAST END GREEN, HERTINGFORDBURY

HER Ref: MHT 30272

Post-medieval hamlet around a green

East End Green is a small green on Woolmers Lane, an area of common land with lanes and tracks coming in at the corners. Typical of the dispersed settlement pattern in Hertfordshire, often called Ends or Greens. Like many Greens, it has a farmstead, East End Farm [16387], and cottages scattered around its edges. A number of buildings shown on early maps have not survived to the present day – notably on the paddock and its surrounds. The oldest extant building, The Cottage, dates to the late 15th or early 16th century. The 1838 tithe map shows only six houses as well as the farm, and some empty plots which imply a loss of population, although the 1880 OS map may show some of them planted as small orchards. By 1880 the house on the paddock at the NE end of the Green had been demolished, to be replaced by an orchard.

3.1.2 EAST END GREEN FARM, EAST END GREEN, HERTINGFORDBURY

HER Ref: MHT 16387

Post-medieval farmstead with brick farmhouse.

The farmhouse at East End Green Farm was built c.1800. It replaced an earlier farmhouse, probably vernacular in style but also two storeys with attics. The present house is in stock brick with white brick dressings and tiled roof with three dormer windows in a polite style. Three bays wide with original lean-to outshuts at each end, and a central entrance. At the back is a central full-height staircase wing. Some surviving original features, including fireplaces and the upper part of the staircase. The house was extended and altered in the 20th century, both lean-to outshuts having been extended to the rear. In the early 20th century a weatherboarded range was added to the right (a dairy), single-storey and attics with dormers. This connects the house with the barn, which is 17th or 18th century, timber-framed and weatherboarded on a brick base, four bays long and with double doors on both sides in the second bay from the house. The c.1800 house evidently replaced an earlier farmhouse. Listed Grade II.

The farm was restored from 1988 onwards by the writer Frederick Forsyth; the house faces SE onto the courtyard lined with weatherboarded buildings including the barn, other barns, stables, a grain store and a dairy. Most have been converted into domestic occupation. Major additions to the farm buildings were put up in the 20th century, but the layout has not otherwise altered.

3.1.3 KEEPER'S COTTAGE, EAST END GREEN, HERTINGFORDBURY

HER Ref: MHT 31400

Late 16th or early 17th century timber-framed house, divided into two cottages in the 19th century and extended as one house in the 20th century.

Keeper's Cottage is a two-storey timber-framed house built in the late 16th or early 17th century. Originally three bays wide with lobby entry plan, it had a central door and central ridge chimneystack, and a catslide roof over a continuous lean-to outshut at the rear. Single-storey and attic two-bay brick addition with front gable added in the 20th century; the central door blocked and replaced with a new entrance in the extension. Inside the house is exposed timber framing. The house is shown on the 1838 tithe map occupying one of three house plots on the south side of the green [30272]. The 1880 OS map shows it divided into two cottages, with outhouses on the west side of the plot. It remained divided until the 20th century.

3.1.4 SITE OF WELLHEAD GEAR, EAST END GREEN, HERTINGFORDBURY

HER Ref: MHT 5675

Late 19th century well on the Green, the superstructure demolished in the late 20th century.

Wellhead gear with a simple iron arch and pulley ring springing from a circular yellow brick wall 3ft high. Probably erected by Earl Cowper c.1890. The wellhead was removed and the well covered over by 1994.

'Well' is marked on the 1898 and 1923 OS maps towards the SW end of the Green and beside the road which enters the common land from the west. The 1923 map shows it as a circular structure, which accords with the surviving elements discovered recently.

They are presently (2017) located within the grounds of Orchard Cottage in the field to the south of The Cottage. See photo on p.10. In addition, the well site has apparently been rediscovered (2018). A potentially interesting restoration project – see Part C Management Proposals).

3.1.5 THE COTTAGE, EAST END GREEN, HERTINGFORDBURY

HER Ref: MHT 30273

Late medieval timber-framed hall house, altered to a lobby entry plan

Timber-framed hall house built in the late 15th or early 16th century as a two-bay open hall. Upper floor inserted and a brick chimney stack built through the ridge in the late 16th to mid-17th century giving it a lobby entry form. Now a single-storey and attic house on a brick plinth. Side and rear extensions were added in the 20th century, so the entrance is now off-centre.

The 1838 tithe map shows the house in its plot at the SW end of East End Green [30272], with a large outbuilding north of the house. By 1880 this had been demolished and the house extended to the SE. The 1898 and 1923 OS maps imply other alterations and possibly the replacement of the earlier extension. By 1923 the garden had been enlarged.

3.2 This is a tiny rural settlement of a moderately large farm that includes a farm manager's cottage, the old dairy, three barn residential units and the farmhouse and 6 dwellings along the Green;- a total of 11 dwellings. This is not large enough to support either a pub or a church. The local pub was at Pipers End – The Black House/The Red House - now demolished. This also served as the milk station for East End Green Farm until just after the war. The Chapel at Letty Green and, for high days and holy days, St. Mary's at Hertingfordbury were a brisk walk away.

3.3 Prehistoric, (before 600BC), Iron Age (600BC -43AD), Roman (AD43 - c450), Saxon (c450 - 1066), Norman and Medieval (1066-1500).

As a post Medieval settlement and with little archaeological evidence from the immediate area available, little can be said with confidence about these periods as they relate to the area. Nevertheless, evidence of human settlement along the Lea Valley can be traced to the Mesolithic period (circa 6,500 BC) and, of course, Hertford from the Late Iron Age and Hertingfordbury from the 12th c. were well-established long before East End Green was settled. It is one of five Greens (or 'Ends') associated with the main village of Hertingfordbury and part of its Parish, being Birch Green, Cole Green, East End Green, Letty Green and Staines Green. It is a rural hamlet set on the northern glacial drift valley crest overlooking the River Lea along which, by 700 BC, there were a scattering of small settlements. The SW/NE linear orientation of the hamlet aligns with both the ridge and that of the River some 38 metres below. It is the southernmost of the five Greens.

East End Green's origins were agricultural, East End Green Farm retains this use today, and would have related commercially primarily to Hertford, then Hertingfordbury and the Roxford Estate, Panshanger to the north and, just to the east, the directly adjoining Woolmers Park.

3.4 Norman and Medieval (1066-1500)

The publication, *Place Names of Hertfordshire, English Place-Name Society Vol. XV 1938, Cambridge University Press, 1970* advises several names for East End Green.

1420 – le Estendgrene

1611 – Easten Greene

1938 – Eastend Green

Modern – East End Green

The 1420 date is the earliest known reference to East End Green. It does not feature in The Domesday Book, the census commissioned by William I in 1086. This does record Hertingfordbury, Panshanger and the Roxford Estate, but none of the five Greens are recorded, from which it is surmised that they were as yet unsettled.

3.5 16th – 17th Century

Regrettably there are no records known that might help us understand the early history of East End Green. East End Farmhouse is circa 1800 but is assumed to have replaced an earlier and probably timber-framed vernacular building. The Cottage is the earliest surviving building at late 15th C or early 16th C. followed by Keepers Cottage of late 16th C. or early 17th C.

3.6 18th Century

The 1732 Griffin map depiction of East End Green is topographically remarkable accurate and can readily be compared to current OS mapping, aerial/Google earth photographs.

The extent of common land shown contained by a perimeter fence line closely matches the Village Green Conveyance Deed to the Hertingfordbury Parish Council in 1975. The most imposing building illustrated is on the current site of East End Green Farm, however the plan of an apparent farmstead is depicted opposite south of the public byway where only a shallow excavation now exists and is ascribed to Mr Brace.

Following along the southern common land boundary were five buildings shown facing the Green of which just Keepers Cottage and Orchard Cottage survive. However, whilst of earlier age, just east of the 'triangle' and site of the communal well, the still existing 'The Cottage' is not shown.

The opposite northern common land boundary depicts a tree-dotted hedgerow which survived until the arrival of Dutch Elm disease in 1980 when, regrettably, they had to be felled and replanted with other native trees. Fields adjoining are ascribed to Mr Grub and Mr Grace.

The Griffin map shows further buildings within the oval paddock to the east, ascribed to Lord Cowper and set within orchard trees. A further dwelling is shown as Ormoroids Orchard opposite what is now the public byway. These are now lost (as are the orchards) evidence, perhaps, of the decline of rural areas during the 19th century.

The Andrews and Drury map of 1776 is of little help as the hamlet is not featured.

3.7 19th Century

The 1822 Bryant map clearly identifies the area of common land, the current East End Green Farmhouse, two buildings on the oval field, one in Ormoroids Orchard, Keepers Cottage and one further building and, perhaps, The Cottage to the east. Eastwards a further four buildings are depicted along the road to Staines Green, one of which is assumed to be Hazeldene.

East End Green Farm was increasingly focussed on rearing pedigree Hereford and Aberdeen Angus beef cattle at this time, with one half of the farm producing corn as cattle feed, with the other set to pasture.

Probably the most significant change within the area came with the arrival of the Hertford North – Welwyn Junction railway line in 1858. This passed just to the north of East End Green, as it ran along the Lea valley from Hertford, through Hertingfordbury, Letty Green, Cole Green and on to Welwyn and what was to become from the 1920s Welwyn Garden City. Ambitions to go on to Luton and Dunstable were thwarted by lack of investors and inter-company rivalries. Never a busy line, it closed in 1951 (13 years before Beeching), the tracks lifted in 1967. It is now the Cole Green Way used by recreational ramblers and cyclists. For a brief moment, however, it must have seemed to residents of East End Green that they

were nearly connected to the outside world. That connection, of course, was later restored through the motor car.

3.8 20th Century and beyond

Excepting the two most recent additional houses (Keepers Wood and The Poplars), early and 20th C. OS maps indicate few significant changes over the century, apart from some recent provision of detached garages of traditional construction within gardens.

While the farm carries on, and does now include three rental flats and three residential units, the houses along the Green are now largely owned by residents who earned their living in non-agricultural, more lucrative, pursuits. A number have been extended, often in a sympathetic manner applying conservation principles. Nevertheless, they are now substantial houses and any earlier cottage character has, to a significant degree, been subsumed. As large and attractive houses in a fine rural setting, local house prices make them beyond the pockets of the rural workers for whom they were originally built. Similarly, the area's status in the Green Belt protects it from development yet militates against the building of more affordable housing; a not untypical tale in the District.

Conservation Area status brings with it protection measures that prevent the unwarranted demolition of non-listed buildings (with the exception of some agricultural buildings on the Farm) and ensures that any future development – be it extensions or new houses – do not harm the special interest, character or appearance of the Conservation Area.

This Character Appraisal seeks to identify that special architectural interest, character and appearance so that it can be better preserved and enhanced. The derived and approved Management Proposals, local action, the influencing of individual owners, directing the various authorities with rights over the public realm, better design and more informed decision-making by the Council's own planning system can help prevent or mitigate any such identified harm. It cannot stem the above social changes, which are for others to contemplate and address.

3.9 Historic and contemporary maps.

These show the development of the area since the early 18th century. Allowing for the relative inaccuracies of early surveys, of interest are the lost buildings on the paddock and to its north and east demolished in the mid-19th century and the absence of 'Mr Brace's' farm to the east before 1822. Since then, the maps show how little the area has changed. The sequence begins with the 1732 Griffin map followed by the Dury and Andrews map (1776), the Bryant map (1822) and then into the OS maps, starting with the initial survey of 1833 then on to the present day.

The impact of the railways shown on the 1863 map is quite startling and sheds light, perhaps, on why so many artists, romantics and intellectuals of the day were so opposed to them. Today, of course, we laud our railway heritage and many readers, no doubt, feel a wistful regret at the loss of the line. Yet, proposed modern infrastructure projects face similar resistance to that faced by the railway pioneers of the 19th century. *Plus ça change...*



Fig. 1. Griffin Map of 1732. This is the earliest known map of the area - an estate map of some degree of accuracy. East End Green and the farm are clearly shown as are buildings on the paddock and 'Mr Brace's' farm now lost. The map is inverted to show north at the top to allow easy comparison with the following historic maps).



Fig. 2. Dury and Andrews map of 1776. East End Green not shown (this survey focussed on the larger estates). The building and compound under the large letter 'O' may be of relevance but, regrettably, are unannotated.



Fig. 3. Bryant Map of 1822. This survey was at 1" = 1 Mile so not particularly detailed. The Farm and cottages are clearly visible including buildings on the paddock and to its north since lost.



Fig. 4. OS First series map of 1833 (from a spread of 1805-1869) from initial sketches of circa 1805. The survey was at 1" = 1 Mile so not particularly detailed. Note East Green was annotated as Eason Green. The Farm and cottages are shown including buildings on the paddock and to its north since lost.

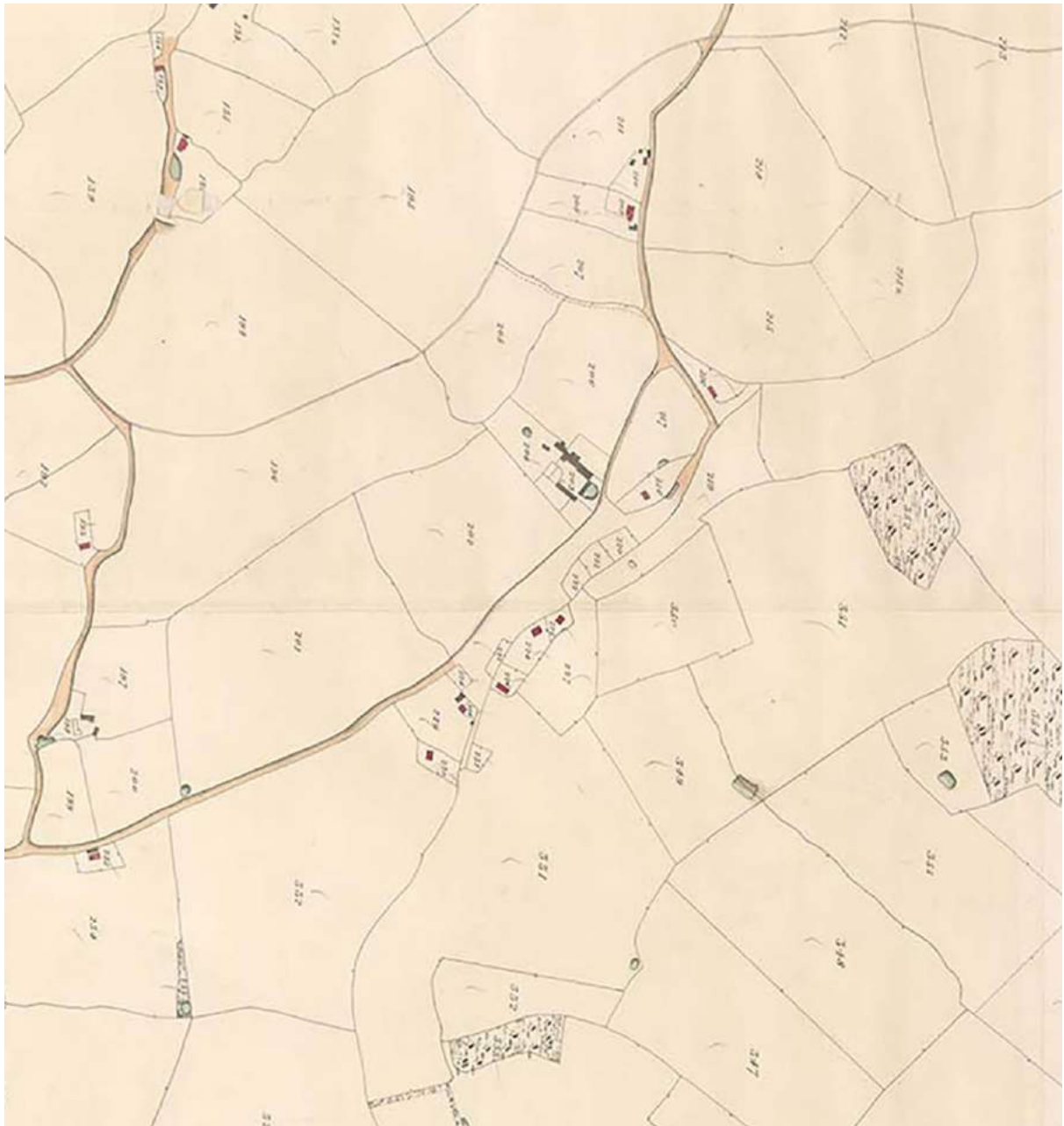


Fig 5. Hertingfordbury Tithe map (extract) 1838

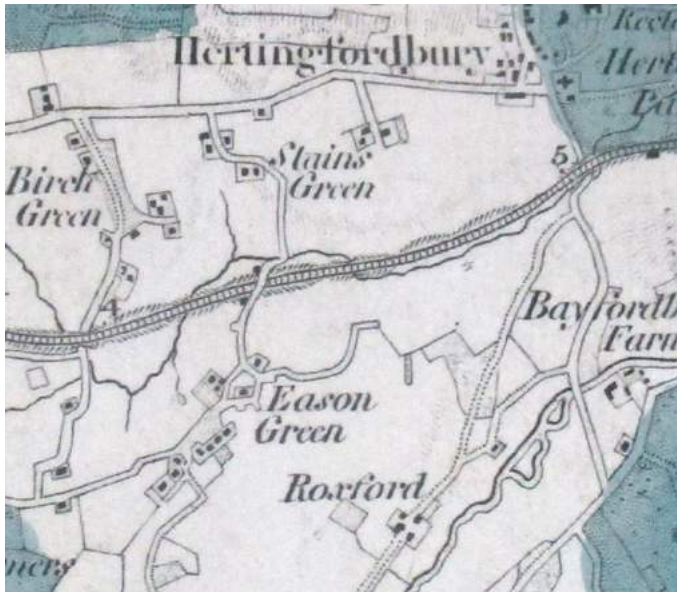


Fig. 6. OS First series map of 1863 (from a spread of 1805-1869). By far the biggest change shown was the new railway. Little else had changed over the intervening years. The map is at 1" = 1 Mile so not particularly detailed. Note East End Green was still annotated as Eason Green. The Farm and cottages are shown including buildings on the paddock and to its north since lost.

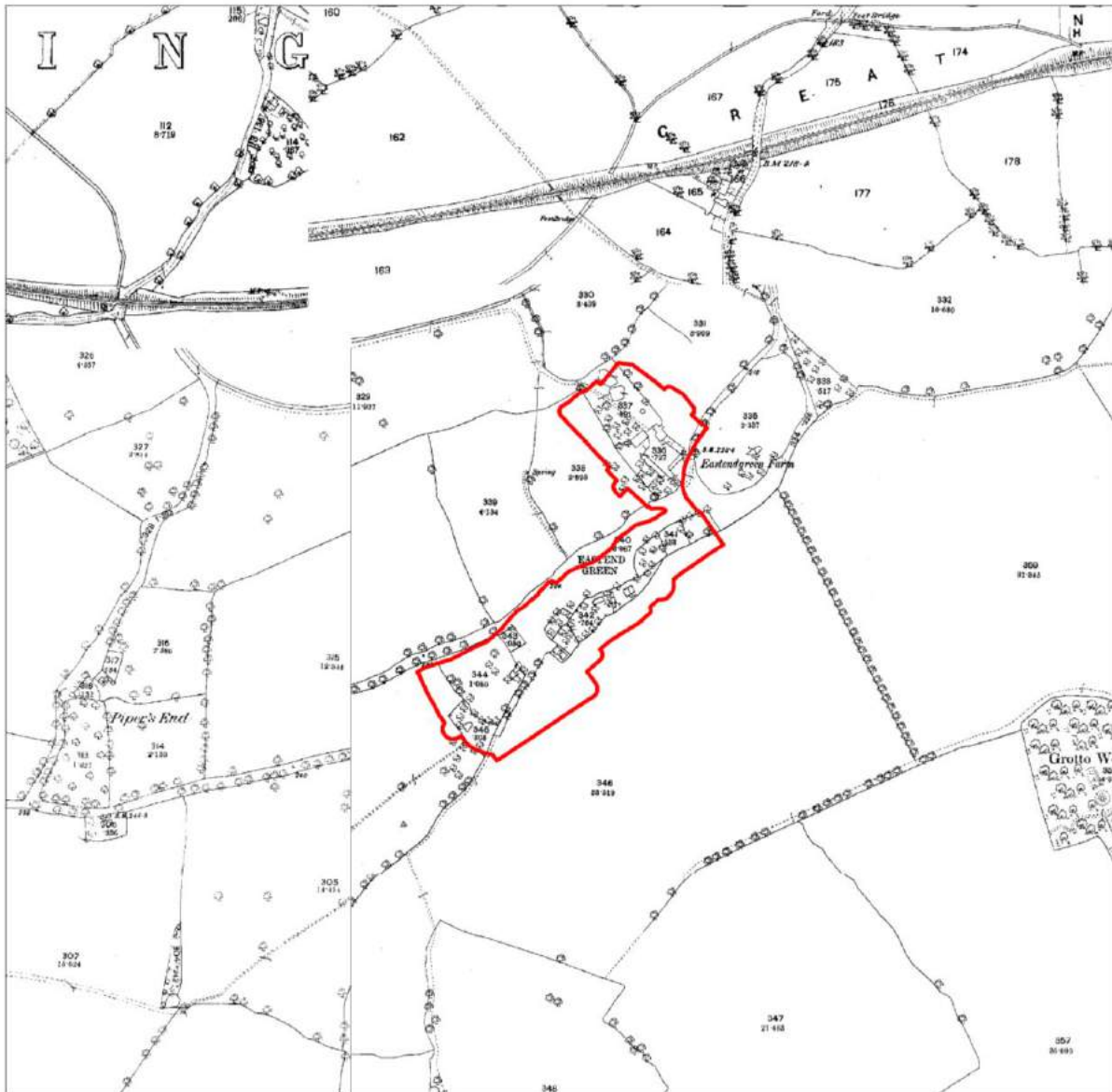


Fig. 7. OS map of 1880 (from a spread of 1874-1894). Buildings on the paddock and to its north and east shown on the 1863 map are no longer shown.

(The relative inaccuracies between different OS sheets from individual years and the difficulties in aligning these with modern GIS standards of mapping (e.g. the new Conservation Area boundary) are apparent. Due allowance on this and other historic maps in this series should be made).

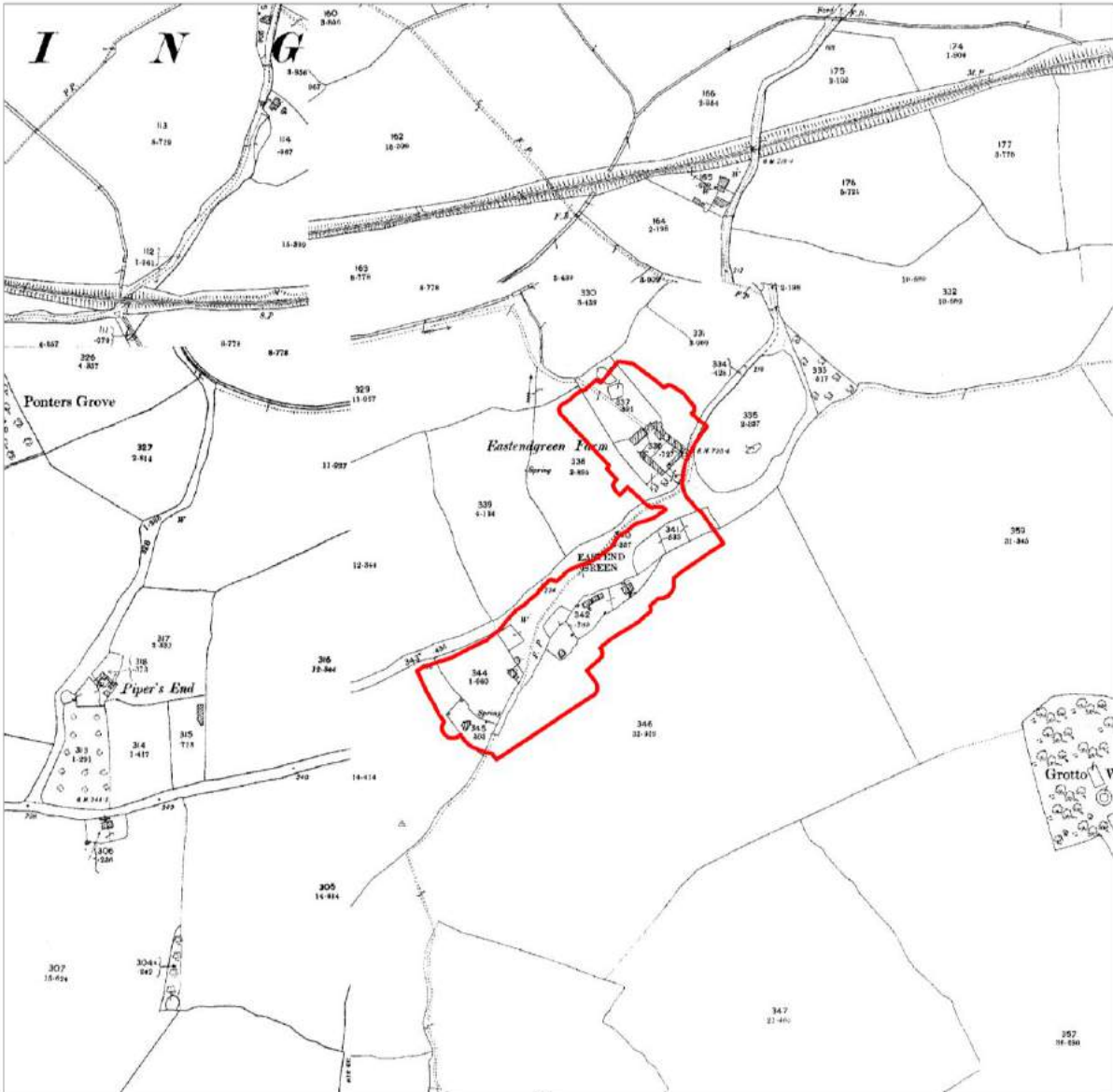


Fig. 8. OS map of 1898 (from a spread of 1897-1898).

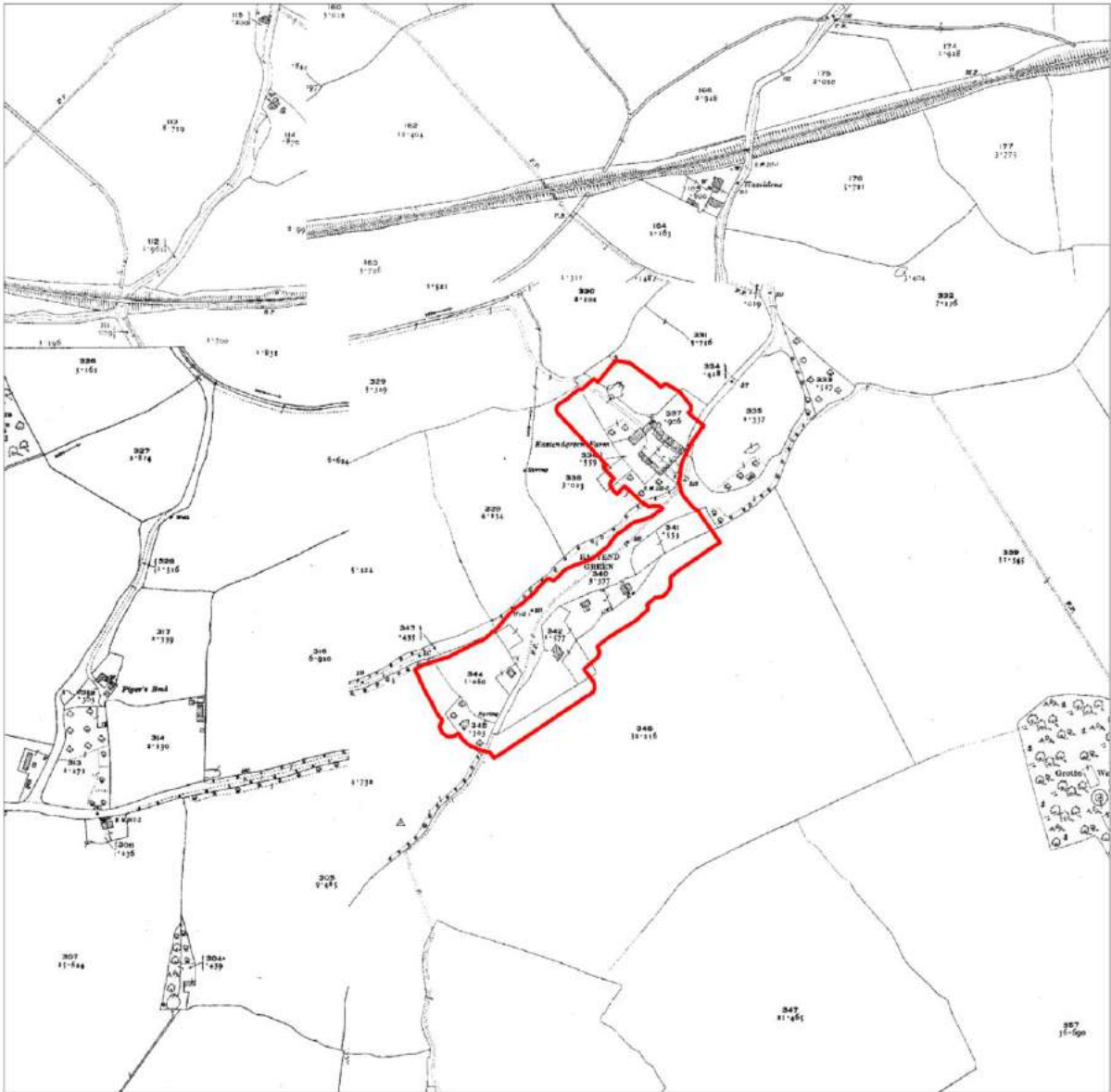


Fig. 9. OS map of 1923 (from a spread of 1920-1924).

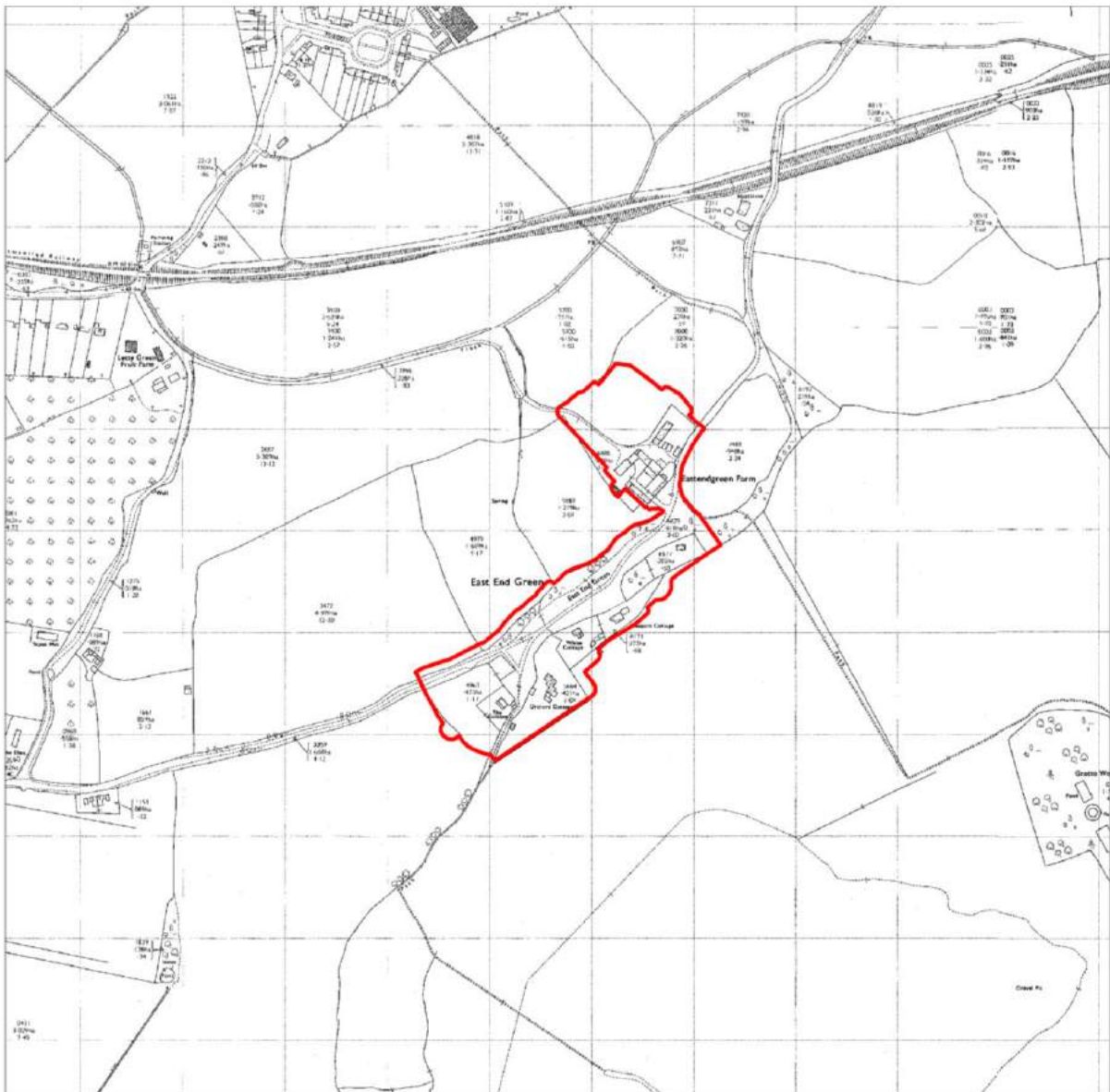


Fig. 10. OS map of 1972 (from a spread of 1963-1979).

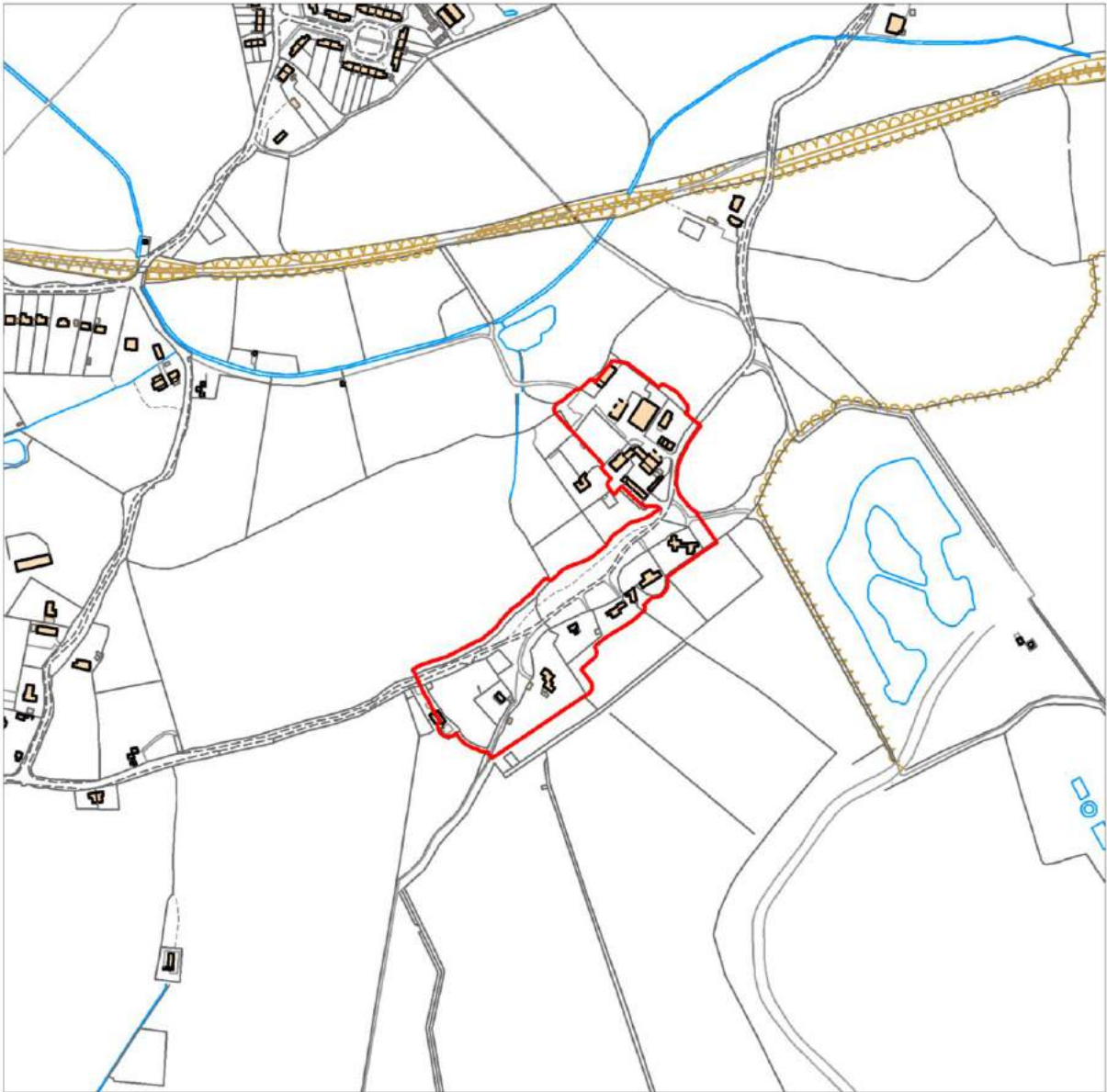


Fig. 11. OS map of 2017

4. HERITAGE AND ENVIRONMENTAL DESIGNATIONS AND THE CRITERIA USED TO IDENTIFY OTHER IMPORTANT FEATURES

4.1. Scheduled Ancient Monuments (a National designation).

There are no SAMs within the Conservation Area.

4.2. Areas of Archaeological Significance

These are designated locally by East Herts District Council on advice from Hertfordshire County Council. There are no AAS within the Conservation Area.

4.3. Listed buildings (a National designation).

There are three grades of listed buildings; in descending order of special interest, Grade I (approximately 2.5% of the national total), Grade II* (approx. 5.5%) and Grade II making up the rest. Listed buildings are protected from unauthorised demolition, alteration or extension. They are protected both internally and externally. Structures, including railings and walls, within the curtilage of listed buildings, if they are pre-1948, are also subject to the same controls as listed buildings. Individually listed buildings within the Conservation Area have been identified, plotted and briefly described, such abbreviated descriptions being based on the national list, occasionally with additional comments in italics by the fieldworker. Full descriptions can be obtained on line at Historic England's website

List.HistoricEngland.org.uk

4.4. Non-listed buildings of quality and worthy of protection.

A number of other non-listed buildings and structures make an important positive contribution to the architectural or historic special interest of the Conservation Area and are identified by this Character Appraisal. The basic questions asked in assessing such buildings/structures are:

- (a) Is the non-listed building/structure of sufficient architectural or historic interest whose general external form and appearance remains largely unaltered?
- (b) Does the building contain a sufficient level of external original features and materials?
- (c) Has the building retained its original scale without large inappropriate modern extensions that destroy the visual appearance particularly in respect of the front elevation?
- (d) Is the building visually important in the street scene?

Historic England, in its Advice Note 1 'Conservation Area Designation, Appraisal and Management' (2016) provides a useful checklist to identify elements in a conservation area which may contribute to the special interest. The checklist is reproduced in Appendix 1.

4.5. Important trees and Hedgerows.

These are identified by this Appraisal and shown on the Character Analysis Map on p. 28. The basic criteria for identifying important trees and hedgerows are:-

- (a) They are in good condition.
- (b) They are visible at least in part from public view points.

- (c) They make a significant contribution to the street scene or other publicly accessible areas.

4.6. Open spaces or important gaps.

Those that contribute to the character and appearance of the Conservation Area and where development would be inappropriate are identified by this Character Appraisal and on the Character Analysis Map on p. 28. The basic question asked in identifying such areas is does the open space or gap form an important landscape feature contributing to the general spatial quality and visual importance of the Conservation Area? Private open spaces forming an important setting for an historic asset and unkempt spaces that have the potential to be enhanced are candidates for selection subject to complying with the principle question.

4.7. Other distinctive features.

Those that make an important architectural or historic contribution are identified in this Character Appraisal and on the Character Analysis Map on p. 28. In relation to walls and railings, those at and above prescribed heights in a conservation area, being 1m abutting a highway (including a public footpath or bridleway, waterway or open space) or 2m elsewhere, are protected and require permission for their demolition.

4.8. Enhanced controls.

Reference has previously been made to the potential of introducing Article 4 Directions to control minor development in conservation areas in justified circumstances. The character appraisals undertaken to date for other conservation areas have identified that while many important historic architectural features remain unaltered on some non-listed buildings, the exercise of Permitted Development Rights on other buildings has eroded their quality and harmed the special interest of the conservation areas. Should Members decide to proceed with such an initiative, such important historic detailing including features as identified below could justifiably be retained and inappropriate alterations to them controlled. In time some of the lost architectural detailing could then be restored.

- Chimneys, in good condition, contemporary with the age of the property and prominent in the street scene.
- Windows and doors visible from the street/s, where they make a positive contribution to the special interest and character and appearance of the Conservation Area. An Article 4 Direction made through a s.71 Conservation Area Management Proposal can be a useful tool in controlling the loss of such features and, where already lost and replaced with inauthentic modern replacements, their restoration.
- Other features might include good quality architectural materials and detailing constructed of wood, metal or other materials.
- Walls or railings which make a positive architectural or historic contribution to the character or appearance of the Conservation Area.

- Hardstandings and measures to prevent the loss of front gardens for off-street parking.
- Measures to prevent the installation of PV and solar panels on prominent roofslopes.
- It may also be appropriate to introduce Article 4 Directions to retain quality buildings below the prescribed Permitted Development threshold.

4.9. Negative features.

Buildings and features that are out of character with the Conservation Area and detract from or harm its special interest or are in poor repair are identified in the Character Appraisal and on the Character Analysis Map on p. 28.

4.10. Important views.

These are identified on the Character Analysis Map on p. 28.

4.11. Conservation Area boundaries.

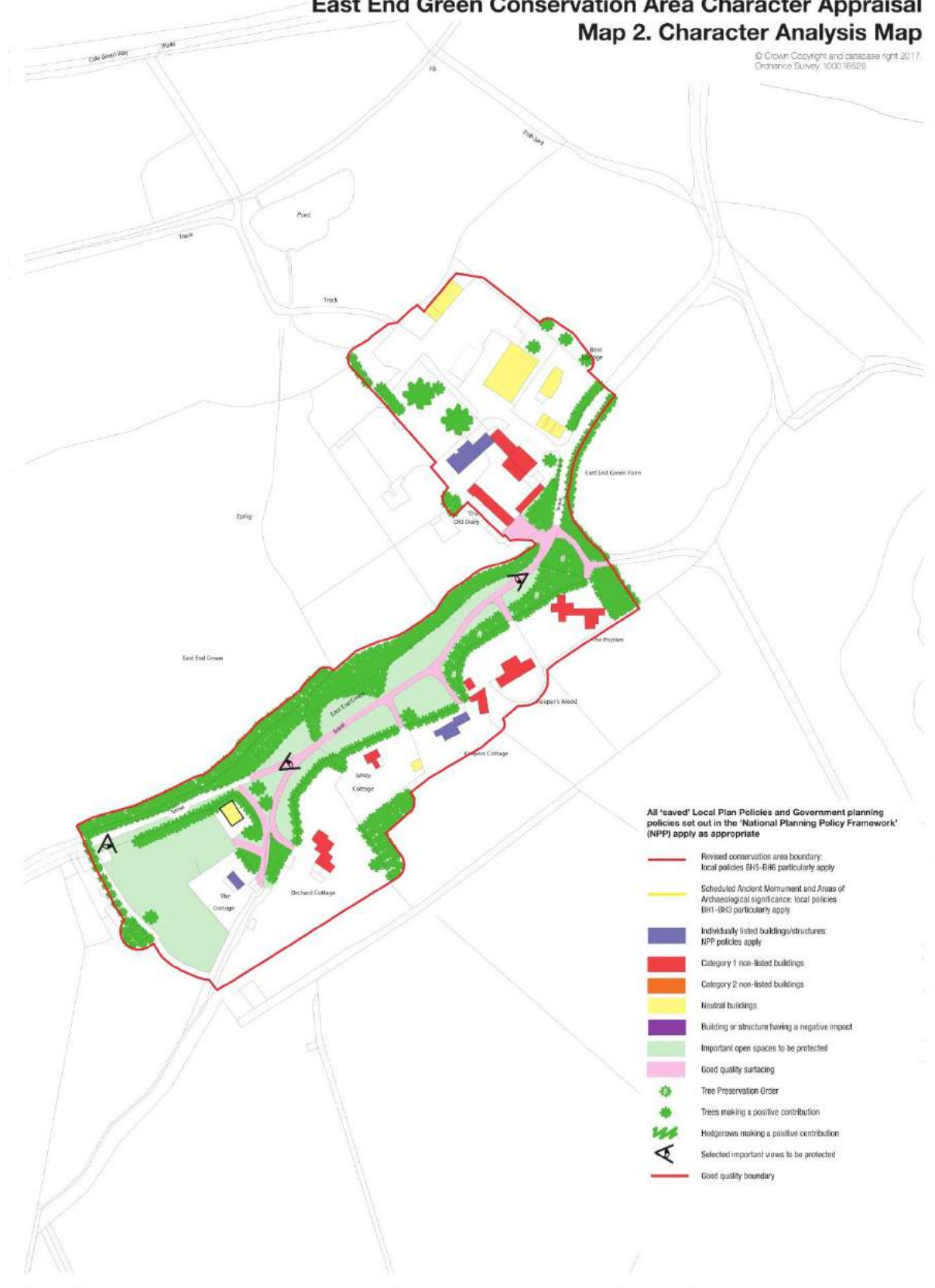
In suggesting any revisions to the Conservation Area boundaries, principal consideration has been given as to whether or not the land or buildings in question form part of the area of 'special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance'. Too often modern development lacks the necessary architectural interest to merit retention. Similarly, large tracts of open space or farmland around a village should not now be included. The boundary should describe a clear change in character or appearance if it is to be both logical and defensible in law.

Boundaries will normally, but not always, follow existing features on the ground and property boundaries. Where appropriate, it will also follow the crown of the road. In addition, where conservation area legislation protects features such as wall/railings or trees that would otherwise form part of a conservation area boundary the latter is extended a small but obvious distance beyond the protected feature in question to avoid any ambiguity in interpretation as to whether or not it lies within the conservation area.

5. CHARACTER ANALYSIS.

East End Green Conservation Area Character Appraisal Map 2. Character Analysis Map

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5.1. General Landscape setting.

In terms of its wider setting, the Landscape Character Assessment produced in 2007 as a Supplementary Planning Document, describes the wider area ('Area 66, Cole Green and Hertingfordbury Settled Farmland') as, '*A mainly pastoral area of small hamlets, with parkland and mineral extraction along its southern edge and urban influence at its eastern extent*'. It describes its Key Characteristics as, '*small double gravel ridge between two rivers, with a small valley between, most of this area is remote and tranquil, small variable villages and hamlets, long established and with 20th-century additions, clustered around village greens and influence of rivers not apparent, even at confluence*'. Its Distinctive Features include, '*use of disused railway for Lea Valley Walk. Possibly the best signed and accessed footpath in the county, but dull and gloomy*'.

The SPD informs us that '*The long-settled character of this area is very evident within the various settlements*'. It adds, '*There has been some loss of field boundaries to arable production, and a change to medium-sized fields, but there is still a strong small-scale pattern of hedges and fences and a considerable number of mature hedgerow oaks*'. In terms of transport patterns it notes, '*The parkland influence is apparent in the number of no through roads. Most of the villages are accessed from Birchall Lane but have no exit to the south. The lanes vary between deep and level, but all are winding and generally well vegetated. Cole Green Way/Lea Valley Walk/Chain Walk is a combined footpath, bridleway and cycle route*'.

5.2 General overview.

East End Green is a small rural hamlet approximately two miles to the west of Hertingfordbury and one of five Greens between Birchall Lane/ the Old Coach Road on the high ground and the River Lea below. The valley was cut through in 1858 by the Hertford to Welwyn Junction Railway which passed just to the north of East End Green. To the south east are the Roxford Estate and Grotto Wood.

The hamlet is surrounded by open countryside and the setting is consequently somewhat remote, away from both traffic noise and street lighting. The approaches are two single-track rural lanes, four footpath routes and the Cole Green Way all in use by walkers, ramblers, horse riders and cyclists crossing the Green.

The hamlet is tiny, featuring the one farm with associated flats and dwellings and 6 further dwellings, these latter arrayed along the south side of the road. Originally small cottages, the dwellings have been substantially extended in recent years.

The majority of the Green feels quite enclosed by a hedgerow and tall tree screen marking the long northern boundary and, south of the gravel track, continuous maintained hedgerows that line and partially obscure the five residential property boundaries. Both these lineal edges to the Green meander and by widening and narrowing, create a distinctive changing perspective when crossing the Green.

Halfway across the Green the land drops two or more metres toward the Farm but the ridge level continues south around an old clay pit 'dell' to reach the RUPP and the two footpaths before reaching a final small triangle of Green at its return to the lane towards Staines Green. Whilst the principal area of the Green is mown regularly, this eastern section is entirely abandoned and impenetrable with no visual

attributes and does not contribute towards the special interest of the Conservation Area.

A principal feature is the unadopted track which crosses the Green between the single-track lanes westwards to Pipers End and northwards beyond 'Hazeldene' and the Cole Green Way on to Staines Green. The track divides at each end of the Green to access footpaths FP1 to Water Hall and RU19/FP3 and 3a towards Roxford and Hertingfordbury. It has survived earlier proposals for Tarmac and streetlights but, as a soft gravel finish, while picturesque, it was prone to deep potholes and mud which in winter months encouraged drivers to cross onto the grass rather than risk vehicle damage (or having to clean the car). Happily, it was recently relaid with a fresh track base and attractive gravel topping but will continue to require regular pothole filling and maintenance to retain the current visual and practical enhancement.

A further enhancement since designation involved British Telecom who were persuaded to replace the line of telegraph poles then crossing the length of the Green with underground cables – once the residents had dug the trenches for them.

As noted, Dutch Elm disease killed of the northern tree screen which was replaced in 1980 with 109 native saplings. This was a partnership project between residents, the Parish Council and East Herts DC. The saplings are now good trees. However, since then invasive blackthorn, blackberry and nettles have been allowed to take hold in front of the intended tree line and have rather reduced the visually apparent area of the Green.

Nevertheless, the strong tree and hedge lines give the area an enclosed feel while the topography has led to the rolling and curving road. Together these characteristics make for a picturesque and intimate grouping with few external views to the country side beyond.

Its remote location and the lack of any nearby public transport means that today's residents are almost entirely dependent on the car to get around or visit other villages or towns. It is too small a hamlet to sustain its own facilities such as a church or chapel-at-ease (the nearest was at Letty Green, but it has now gone) or even a pub (at Pipers End but now demolished). It is consequently, rather isolated.

5.3 Scheduled Ancient Monuments.

None. (Grotto Wood, part of the Roxford estate, half a mile to the south east is a SAM).

5.4 Areas of Archaeological Significance.

None. (A rectangular area partially covering the gravel ponds to the south east is an Area of Archaeological Significance).

5.5 Individually Listed Buildings.

There are 3 entries on the national list within East End Green Conservation Area. All are Grade II. Summaries of the listings are reproduced below. Full details of the listings can be found on the Historic England website at:-

<http://list.historicengland.org.uk/results.aspx?index=1>

East End Green Farmhouse and Attached Barn to North East.



HE Ref: 1341426

Listed 24 November 1966. Amended 11 June 1986.

House. c.1800, but closely following an earlier type. Extended and altered C20. Stock brick with white brick dressings. Tiled roof. 3 bays with original lean-to outshuts on ends and stair wing to rear. 2 storeys and attic. Central entrance: 6 panelled door in reveal, hooded architrave, flanking and first floor 2 light small pane casements, recessed with stone sills and gauged brick flat arched white brick heads. Three 2 light small pane hipped dormers. Slightly extruded end stacks with offsets. Original lean-to outshuts are slightly set back with 2 light casements to front. To rear is central full height stair wing, first and second floor segmental heads to 2 light casements, hipped roof. To rear left catslide roof over a lean-to bay, part rebuilt with 2 light casements. Both lean-to outshuts are extended to rear with hipped roofs. Interior: upper part of original stair with plain stick balusters, moulded handrail, original fireplaces. Extending to right is early C20 1 storey and attic weatherboarded range with a door, a 2 light casement and three 2 light hipped dormers, to rear a door and three 2 light casements. This range forms a link to the barn: C17 or C18, timber frame on brick base, weatherboarded, tiled roof. 4 bays. Double doors in both sides in 2nd bay from house. Interior: braces, some arched, from jowled posts to tie beams, some cambered, collars clasp purlins, angled queen struts to principals, braces in walling.

Keeper's Cottage.



*Previously two cottages.
Good hedge boundary.*

HE Ref: 1367479
Listed 11 June 1986

House, once 2 dwellings. Late C16 or early C17, extended C20. Timber frame, extended in brick, all rendered. Steeply pitched tiled roof. Originally 3 bay lobby entry. 2 storeys. Original central entrance blocked, flanking bays have flush frame small pane casements. Central on ridge is original red brick multiform stack. An entrance porch added on right end which has an attic casement. Catslide roof over continuous lean-to outshut to rear. Projecting slightly with an entrance in re-entrant wall and extending to left is C20 1 storey and attic 2 bay addition with a gable to left front. Interior: exposed framing, ground floor stop chamfered axial binding beams.

Additional information: Keepers Cottage is shown on the 1833 OS map and through the series to 1972 as two cottages and presumably related to the large Keepers Field behind. It was converted to a single dwelling and extensions added in the 1970s.

The Cottage.



The earliest surviving building in the CA.

HE Ref: 1089137
Listed 2 November 1982

House. Late C15 or early C16, stack inserted and floored late C16 to mid C17. Altered and extended C20. Timber frame with brick plinth. Rendered. Tiled roof, machine tiles to rear. Originally a 2 bay open hall altered to become a lobby entry, 1 bay added to right in C20. 1 storey and attic. Gabled porch, entrance now to left of centre. C20 flush frame 3 light casements, 1 gabled dormer. Multiform early brick ridge stack. C20 addition to rear. Interior: chamfered bearers on ground floor, cambered tie beams.

Additional information: The Cottage was owned by a Mr Woods and was renowned for its tea room history when it was known as Wicket Cottage. It featured a hanging sign 'Teas with Hovis' now lost but potentially still retained nearby. A chimney insertion and matching side extension retain the original cottage scale and appearance, whilst since being listed, further rear extensions and outbuildings have been approved. It features an attractive garden visible from the track, thankfully now without the two caravans that once provided further homes thereon.

5.6 Important buildings within the curtilages of Listed Buildings.

It should be noted that s.1 (5) of the Planning (Listed Buildings and Conservation Areas) Act 1990 extends the protection of the listing given to the main building to include curtilage structures, buildings and boundaries. These have, therefore, enhanced protection above that provided by being within a conservation area.

5.7 Non-listed buildings that make an important architectural or historic contribution.

This Character Appraisal identifies other buildings of high quality that are not listed but that should be retained. These are an important element in the built form and historical evolution of the Conservation Area and make a positive contribution to its special interest, character and appearance. They are normally shown in two categories on the Character Analysis Map.

Category 1 buildings are shown cerise on the Character Analysis Map and are well-preserved and retain most important architectural features, for example good quality windows, chimneys and other architectural features that are considered worthy of additional protection through an Article 4 direction.

Category 2 buildings are shown in orange on Character Appraisal Maps and are good buildings, clearly worthy of retention but which have lost some key architectural features or have suffered modern replacements out-of-keeping with the building. These buildings are considered worthy of restoration which additional planning controls through an Article 4 direction would help deliver (and then, subsequently, retain). There are no Category 2 buildings within the East End Green Conservation Area.

East End Green: South side (W–E).

Category 1.

Orchard Cottage



The stepped excrescences rather subsume the original cottage character.

Orchard Cottage is unlisted but its timber framed original structure closely matches that of the adjacent The Cottage, which is listed. Both are of similar size and orientation and it is thought they may be of similar age to Keepers Cottage, also listed. Only these three dwellings and the Farm remain of the ten buildings recorded on the 1732 Griffin map. The modest original structure of Orchard Cottage has been rather subsumed by large-scale incremental stepped extensions shown initially on the 1923 OS map and then, with addition upon addition, in 1972 to the present day.

White Cottage



Polite frontage behind notable tall hedging.

The White Cottage is the only Victorian dwelling, now with various 20th C outbuildings. The large range of stable buildings attached to its east elevation shown on the 1898 OS map were removed by 1923 and replaced in the rear east corner of the site. The current stabling and matching double-pile rear extension are late 20th C additions. A second wellhead is reported in the western garden.

Keepers Wood



*Mostly early
21st C.
Striking gable
window.*

Keepers Wood is a substantial new dwelling that occupies the site of two earlier buildings that originated as a group of loose boxes operating as a livery stable – known as Keepers Stables. Latterly it became a large animal veterinary centre with live-in supervision and thence, after 2001, into a residential dwelling.

The Poplars



*A modern
interpretation of
traditional
vernacular cottage
design. Note the
steep clay plain
tiled roof.*

The Poplars is a late 20th C. dwelling that replaced the previous single storey, one room flint brick 'Hermit's Cottage' shown on the 1972 OS map and itself on the site of an earlier building. It is reported that the 'hermit, a Mr Richmond, was dragged from the fire that destroyed his home. A mature Lombardy poplar on the site was a landing landmark for Panshangar pilots, until felled.

East End Green: North side.

Category 1.

Barns and out buildings at East End Green Farm forming the immediate farmyard



*A handsome grouping.
Note the rough-hewn arris fencing*



Good quality surfacing unites the composition.

5.8 Other distinctive features that make an important architectural or historic contribution.

Mention has been made above of the Wellhead gear and brickwork and its potential for restoration. See Part C – Management Proposals.

Front boundaries are either hedging and trees or rough-hewn arris rail fencing c/w typical 5-bar gates.

An interesting characteristic is the notable absence of street column lighting or other street furniture in the Conservation Area – this helps underline its strong rural character.

5.9 Important Open Spaces.

This is, of course, the main Green. Much of the Green to the east is unkempt as scrubland and is not included in the Conservation Area. The small sward to the east of The Poplars is a notable exception.

5.10 Any others e.g. Wildlife sites/ Historic Parks and Gardens

The area to the north east of the Conservation Area centred on junction with the Cole Green Way is designated in the Local Plan as a Wildlife Site.

5.11 Particularly important trees and hedgerows.

The array of trees in front of the entrance to Keepers Cottage and heading east to the 'dell' are covered by a TPO.



TPO trees at the entrance to Keepers Cottage.

In addition a large number of other trees and hedging are important to the Conservation Area and are shown diagrammatically on the accompanying Character Analysis Map on p. 28. These include those others that array the northern front boundary of the dwellings along the south and a number within the Farm complex. These serve to underline the rural origins and character of East End Green and are central to its special interest.



Fine willow trees at the entrance to East End Farm.

5.12 Important views.



A delightful garden seen from the public track.

A selection is shown on the accompanying Character Analysis Map on p. 28. Long meandering views are evident from both ends of the central track together with attractive views south through the garden of The Cottage. Prior to the gravel workings, many of the dwellings enjoyed panoramic views across the river valley and reportedly the view included the spires of five churches. However, as these are views from private land, not available to the public, they have not been surveyed or annotated on the Character Analysis Map.

5.13 Elements harmful to the Conservation Area.

As noted, the Conservation Area has changed little since designation and, with the exception of one or two typical large post-war agricultural structures on the Farm, no adverse development has taken place in that time.



*Typically
utilitarian and
rather bleak
farmyard c/w
neutral buildings.*

The demolition of neutral buildings would not normally be a concern, subject to the details of the replacement being known and the opportunity to secure development that makes a positive contribution to the Conservation Area being taken.

A perpetual threat to the character and appearance of this, as any other, Conservation Area is the unfettered exercise of permitted development rights. The quality of an area can quickly be eroded by the incremental loss of original features and architectural detailing. Modern replacement doors and windows, cheap roofing and cladding materials and poorly located solar or PV panelling may, superficially, appear a saving but will, in the long run, harm the special interest and significance of an area and its economic value. Historic England and the RICS have repeatedly demonstrated that historic areas and buildings that retain such features and detailing enjoy an up to 13% increase in value. As such, these cheap materials are a false economy, as well as harming the character and appearance of the Conservation Area. As such, an Article 4 Direction, which would bring such matters within the Planning system, should be considered.

The loss of the elm trees is regrettable but the replacements are, in the main, restoring the tree cover and sense of enclosure. The replacement of the telegraph poles with underground cabling was a major enhancement.

Notwithstanding the above, the preservation of conservation areas allows for no complacency and enhancements should always be pursued. As with the tree replacement and the underground cabling, success often requires partnership and cooperation between residents, the authorities and other stakeholders.

To that end the Management Proposals tabled in Part C of this document are commended.

The positioning of satellite dishes always requires care and, in a Conservation Area, often planning permission.



Often such satellite dishes can be located on rear elevations or on a low pole behind a bush in the garden.

5.14 Threats and opportunities

A hamlet as attractive and desirable as East End Green will inevitably encourage high property prices which will make housing increasingly unaffordable for many local people. It is difficult to maintain strong community ties in such a situation, as the young and local workers are priced out of the area. The increasing and associated trend of incoming residents following a suburban rather than a rural lifestyle is also a factor in the decline of rural life. Such hamlets and villages can quickly become commuter villages or retirement settlements and the vitality can be sucked out of them.

The same high property prices have and will, no doubt, continue to attract developers keen to build new houses and carry out more intensive redevelopment of existing built sites. It is vital to the protection of the character and appearance of the Conservation Area that any new development is of excellent 'Urban design' and architectural standards with a grain, density, siting, form, size, height and bulk that fits within its historic context and are executed in local vernacular crafts and materials such that they make a positive contribution to the character and appearance of the Conservation Area.

A growing trend within East Herts is an increasing demand for excessive extensions to historic and listed buildings. These are often 'life-style' driven in order to facilitate single-function rooms and their various digital distractions and, following the hotel model, an en-suite bathroom for each bedroom, all reflective of the increasing fragmentation of family life. This demand needs to be monitored and, where harmful to heritage assets, contained if historic buildings are not to lose their intrinsic character and special interest and the Conservation Area is not to become increasingly built-up and urbanised.

The quality of existing boundaries is largely good save some metal 5-bar gates. Effort must be made in this regard to protect hedging and typical rural boundary treatments to ensure that the rural quality of the area is maintained. The latter will require the making of an Article 4 direction.

5.15 Suggested boundary changes.

Paragraph 4.11 above details the policy requirements in this regard under the National Planning Policy Framework (2012) and associated Planning Practice Guidance (2014) and the current Historic England Advice Note 1 'Conservation Area Designation, Appraisal and Management' (2016). Paragraph 127 of the NPPF is particularly pertinent.

Councils have a responsibility to ensure that conservation areas justify their continued designation and that their status is not devalued through the designation of areas that lack special architectural or historic interest. There can be no question as to the appropriateness of the designation of an East End Green Conservation Area which is remarkably intact and of a particularly high quality. However, it is evident that the boundaries of the Conservation Area have not been reviewed since designation in 1981 and that they reflect guidance at that time to 'cast a wide net initially which can then be tightened up later'. That latter and important task never occurred. Consequently, the existing boundaries do not define, as current Historic England guidance requires they should, where there is a clear change of character and a defensible boundary, making the Conservation Area vulnerable in planning law. This review is the opportunity to put this right.

The survey for this Character Appraisal revealed that while the majority of the boundary is appropriately located and sensibly defines where character changes from settlement to the surrounding countryside, a substantial area of field, paddock and scrubland to the east were erroneously included. While this land was part of the Green as conveyed to the Parish Council, they have been assessed and found to lack the necessary special interest or significance, being indiscernible from the surrounding countryside. Removing them and thereby designating a Conservation Area within logical and policy-compliant boundaries will strengthen it and make it more robust in planning law. Consequently, it was decided to remove them and to relocate the boundary to locations that correctly define the relevant change of character from settlement to countryside. Other very minor changes were also proposed. These boundary changes, therefore, are included in the Conservation Management Proposals.

6. SUMMARY OF SPECIAL INTEREST OF THE EAST END GREEN CONSERVATION AREA

The overall characteristics of the East End Green Conservation Area can be summarised as follows:-

1/ A historic hamlet within the River Lea valley, one of five 'Greens' within the Hertingfordbury Parish, of a farm and 6 dwellings lining a simple track road. Good hedging and groups of trees along the north boundary and along the front boundaries of properties facing onto the Green form a high quality picturesque

environment. The surrounding landscape is largely farmland underlining the village's rural past,

2/ The public realm is notably simple in design and materials, with a good quality gravelled track road with soft verges, no street lighting, telegraph poles or street furniture, all serving to underline the rural character and appearance of the area,

3/ Trees and hedging form a strong sense of enclosure and intimate scale,

4/ Good views along the track and peeked transverse across into some private land with picturesque gardens,

5/ Buildings along the track are well set back behind hedged, treed or simple traditional rural boundaries thereby defining public and private space. Those on the south side follow a traditional informal building line, are two storeys high and of traditional construction.

6/ Two good quality recent buildings are of an appropriate bulk, height and scale and are of traditional design and materials such that they sit comfortably alongside the important historic and listed other dwellings and do not harm their setting,

7/ Any future development should, similarly, not harm the rural character and appearance of the Conservation Area,

8/ Attractive main Farm building, barns and yard, but with more ugly utilitarian structure on the working north east yard.

7. SUMMARY OF ISSUES

Issues facing the Conservation Area at present can be summarised as follows:-

1/ The Conservation Area has changed little in the last 100 years and certainly not since designation. Local residents have already been commendably pro-active and the removal of telegraph poles, the replanting of trees and the gravel surfacing have done much to reinforce its rural character and enhance its special interest.

2/ A number of ugly modern utilitarian structures, albethey typical, mar the north east farm yard and, should the opportunity allow, could beneficially be replaced by better designed, more traditional and less harmful barns and buildings.

3/ Some modern metal gates jar the eye and could be replaced by less harmful timber 5-bar gates.

4/ The ever-present threat to good quality historic houses by poor quality alterations and the use of modern materials should be forestalled. Increasing public interest in PV and solar panels has much potential to cause harm. Such matters readily contribute to the declining quality and run-down appearance of conservation areas. While East End Green is relatively unscathed at present (certainly when compared to some other conservation areas) consideration should be given to introducing an Article 4 direction to control minor development and prevent any decline of the area,

5/ The loss of timber windows and doors and other architectural joinery and their replacement with PVCu, aluminium or other inappropriate modern materials is a particular blight affecting many conservation areas. Listed buildings must retain their original fabric and remain single-glazed (but can have secondary glazing). The use of double-glazed units in non-listed buildings is generally acceptable with, in many instances, the casements and sashes capable of adjustment to accommodate slimline units. If not, new double-glazed timber frames may be acceptable provided that the original window design and materials are replicated.

6/ The demand for excessive extensions to historic and listed buildings needs to be contained if the buildings are not to lose their intrinsic character and special interest and the Conservation Area is not to become increasingly built-up and urbanised,

7/ It must be assumed that development pressure within the District will continue to escalate and that, as an attractive and picturesque hamlet, East End Green will from time to time be subject to such pressures. The designation as a Conservation Area is not to prevent any future development but to manage change so as to ensure that it does not harm the character or appearance of the area. However, it must be said that whereas the two most recent houses are of such scale, siting, design and materials as to fit in well, and similar single discreet additions of high architectural quality may be possible, groups of buildings, e.g. cul-de-sac development, or other larger scale proposals are, by their very scale and nature, unlikely to be able to avoid causing substantial harm in this tiny hamlet. High quality design and materials that reinforces local character should be demanded of any future development within the Conservation Area,

8/ There are extensive private gardens behind many of the houses. These contribute greatly to the grain and, in some instances, views from and between the houses and are important for wildlife. Their loss to piecemeal development would have an adverse effect on the character of the area.

Issues 2/-8/ are under planning control, or can be brought under planning control with an up-to-date and rigorously applied Article 4 direction. Steps to seek the restoration of lost vernacular features may also be sought through local policy, grants, persuasion and appropriate Conservation Area Management Proposals designed to both preserve and enhance.

PART C – CONSERVATION AREA MANAGEMENT PROPOSALS.

8. MANAGEMENT PROPOSALS.



The rural idyll preserved.

8.1. Revised Conservation Area Boundaries.

The revised boundary alignments are shown on the accompanying Character Analysis Map on p. 28 and include the following amendments -

- (a) Dedesignate. Land to the east of the Conservation Area being: the field to the north east of East End Green Farm, the adjacent paddock and the scrubland to its south east.

To rationalise the boundary and remove farmland and scrubland of no special interest.

- (b) Designate. Strips of land at the rear (south east) boundaries to Keeper's Wood, Keeper's Cottage and White Cottage including the adjacent return boundary with Orchard Cottage to ensure the inclusion of trees and hedging.

To rationalise the boundary.

- (c) Designate. Strip of land to the rear (south west) of The Cottage to ensure inclusion of trees and hedging.

To rationalise the boundary.

- (d) Designate. Strip of land to the north boundary along the track to ensure inclusion of trees and hedging.

To rationalise the boundary.

- (e) Designate. Pocket of land at the south west boundary of the farmyard near The Old Dairy to ensure inclusion of trees and hedging.

To rationalise the boundary.

- (f) Designate. Strip of land at the west corner of East End Farm Land to ensure inclusion of trees and hedging.

To rationalise the boundary.

8.2. *General Planning Control and Good Practice within the Conservation Area.*

All 'saved' planning policies are contained in the East Herts. Local Plan Second Review adopted in April 2007. It is currently against this document and the National Planning Policy Framework (NPPF) that the District Council will determine applications. The NPPF is supplemented by Planning Practice Guidance. One such guidance note of particular relevance is 'Conserving and Enhancing the Historic Environment'. In due course the 2007 Local Plan will be replaced by the District Plan whose policies will then have full weight.

8.3. *Contact and advice*

Applicants considering submitting an application should carefully consider the relevant policies and if necessary contact Officers to seek pre-application advice.

Telephone 01279 655261 (For development proposals ask for Development Management).

E-mail planning@eastherts.gov.uk

Website: www.eastherts.gov.uk

Or write to Development Management, East Herts District Council, Wallfields, Pegs Lane, Hertford SG13 8EQ

8.4. *Guidance Notes*

Applicants should refer to the relevant Guidance Notes previously referred available on the Council's website at :- <http://www.eastherts.gov.uk/index.jsp?articleid=15387>

8.5. *Development Management - Potential need to undertake an Archaeological Evaluation.*

Within sites designated as being a Scheduled Ancient Monument or within an Area of Archaeological Significance (as shown on either the adopted Local Plan or emerging District Plan), the contents of policies BH1, BH2 and BH3 are particularly relevant.

8.6. *Listed Building Control and Good Practice.*

Those buildings that are individually listed are identified on the Character Analysis Map on p. 28 and within the text of this document. Other pre-1948 buildings, structures or walls within the curtilage of a Listed Building may be similarly protected in law. Please seek pre-application advice on this point. Listed Buildings are a significant asset in contributing to the quality of the Conservation Area. It is essential

that their special interest and architectural detailing is not eroded nor their other qualities and settings compromised.

8.7. Development Management – Unlisted Buildings that make an Important Architectural or Historic Contribution. The Character Appraisal above has identified at 5.7 a number of unlisted buildings that make an important architectural or historic contribution to the character and appearance of the Conservation Area.

Any proposal involving the demolition of these buildings is unlikely to be approved.

8.8. Planning Control – Other unlisted distinctive features that make an Important Architectural or Historic Contribution.

This Appraisal has identified a number of features that make a particular contribution to the character of the Conservation Area. Some boundary treatments are protected from demolition by virtue of exceeding the specified heights relevant to Conservation Area legislation or by Listed Building legislation. Any proposal involving the demolition of these is unlikely to be approved. Removal of other Permitted Development rights involving the alteration of non-listed boundaries will be considered.

8.9. There are other distinctive features that are integral to some of the important unlisted buildings identified above that make an important architectural or historic contribution, including chimneys, windows and other architectural detailing. In some situations protection already exists through existing planning controls but in other cases protection could only be provided by removing Permitted Development Rights via an Article 4 Direction. Should the Council consider such a course of action appropriate there would be a process of notifying the affected owners separately at a later date. The Council would then consider any comments made before deciding whether to confirm or amend the Direction.

8.10. Planning control - Wildlife Sites.

Any development that adversely affects wildlife species occupying such sites will not normally be permitted and would need clear justification. Proposals will be considered against Policies ENV 14 and ENV 16 of the Local Plan.

8.11. Planning Control – Important open land, open spaces and gaps.

This Character Appraisal has identified the open Green and the dell as being particularly important open spaces whose openness and the defining treed and hedged boundaries must be protected.

8.12. Planning Control – Particularly important trees and hedgerows.

The TPO group and the most significant trees and clumps or trees are shown diagrammatically on the Character Analysis map. It has not been possible to plot trees on inaccessible land. Subject to certain exceptions all trees in a conservation area are afforded protection and a person wanting to carry out works has to notify the Council. Trees that have not been identified may still be considered suitable for protection by Tree Preservation Orders. Owners are advised to make regular inspections to check the health of trees in the interests of amenity and health and safety. Lines of hedges along house front boundaries are particularly important to the

rural character of the conservation area. All stakeholders have a role to play in protecting these hedges.

8.13. *Planning Control - Important views.* A selection of notable views is diagrammatically shown on the Character Analysis Map on p. 28. Policy BH6 is particularly relevant.

8.14. *Enhancement Proposals.*

Section 7 of the Character Appraisal, 'Summary of Issues', identifies a number of elements that detract or have the potential to detract which are summarised in the Table below together with a proposed course of action; other actions are also identified.

Within the staff and financial resources available, Council Officers will be pro-active and provide assistance. It must be recognized that such improvements will generally be achieved only by the owner's co-operation.

8.15. *Schedule of Enhancement Proposals*

Detracting element	Location	Proposed Action.
Invasive Blackthorn (Prunus Spinosa) suckers, nettles, blackberry and densely tangled thicket areas.	Encroachment onto the Green from the northern western boundary.	Remove all dead/dying self-sown elms, other trees and fallen timber. Retain good healthy trees and lift crowns as necessary.
Closed off central field gateway behind invasive thickets	North boundary of the Green	Seek its opening up to reinstate field views northwards.
Unmanaged walnut tree.	South side of Green	Raise crown and cut out dead wood.
Missing Wellhead presently stored at Orchard Cottage.	Marked 'W' on OS maps on north side of Green	Confirm original well location and restore the Wellhead. Potential partnership project with the Parish Council.
Orchard Cottage	West end of the Green	Apparently contemporaneous with The Cottage and Keeper's Cottage. Investigate of HE why it was not also listed.
Potential for poor quality alterations and materials implemented under permitted development rights.	Scattering.	Seek to implement an Article 4 direction. Protect and preserve surviving features and seek to restore previously lost features through future planning applications.
PVCu and other inappropriate replacement window and doors and thick double glazing.	Scattered.	Seek to implement an Article 4 direction. Retain historic originals and Improve quality through future planning applications.
Excessive extensions to	Scattered.	Seek to implement an Article 4

historic and listed buildings.		direction limiting sizes. Contain extensions of listed buildings through the consent regime.
Neutral buildings diluting or harming the character and appearance of the CA.	East End Green Farm.	Where possible and as the opportunity arises seek better architectural quality that reinforces local styles and materials for future developments through the planning system.
Field maple trees planted in the 1980s and now part of a TPO grouping.	Around the dell in front of The Poplars	Investigate the potential removal of the field maples and their replace with the previous hawthorn trees.
Other Actions.		
For discussion with Parish Council and community.		
Scrubland at the east of the Green making for a poor setting and views of the CA	Between the RUPP and Keeper's Field	Improve the setting of the CA. Clear out the shallow winter pond and edges of fallen trees to open up this area.

Bibliography

The Buildings of England, Hertfordshire. Nikolaus Pevsner, second edition revised by Bridget Cherry. Penguin Books 1977.

The Place-Names of Hertfordshire, Gower, Mawer and Stenton, English Place-Name Society Vol. XV Cambridge UP 1938 and 1970.

East End Green, Information, notes and observations on the history and development of the area provided by Mr Peter Newson 2017.

Association of Commons Registration Authorities website (www.acraew.org.uk)
Commons Commissioner decision notice of 28 April 1972.

Appendix 1

Historic England, in its Advice Note 1 'Conservation Area Designation, Appraisal and Management' (2016) provides a useful checklist to identify elements in a conservation area which may contribute to the special interest (Cf 4.4 above). The checklist is reproduced below:-

- Is it the work of a particular architect or designer of regional or local note?
- Does it have landmark quality?
- Does it reflect a substantial number of other elements in the conservation area in age, style, materials, form or other characteristics?

- Does it relate to adjacent designated heritage assets in age, materials or in any other historically significant way?
- Does it contribute positively to the setting of adjacent designated heritage assets?
- Does it contribute to the quality of recognisable spaces including exteriors or open spaces with a complex of public buildings?
- Is it associated with a designed landscape e.g. a significant wall, terracing or a garden building?
- Does it individually, or as part of a group, illustrate the development of the settlement in which it stands?
- Does it have significant historic association with features such as the historic road layout, burgage plots, a town park or a landscape feature?
- Does it have historic associations with local people or past events?
- Does it reflect the traditional functional character or former uses in the area?
- Does its use contribute to the character or appearance of the area?

A positive response to one or more of the above may indicate that a particular element within a conservation area makes a positive contribution provided that its historic form and values have not been eroded.

ESSENTIAL REFERENCE PAPER D

Consideration of boundary revisions to East End Green Character Appraisal and Management Proposals.

J.Bosworth July 2018

OPINION

1. Instruction. Following Members consideration of the above document I am instructed by Kevin Steptoe, Head of Planning and Building Control, to provide a further opinion relating to the areas proposed for deletion from the East End Green Conservation Area.

2. Legal Background, National Advice and EHDC practice.

- Councils have a statutory duty to review their conservation area boundaries and ensure such areas have sufficient special architectural or historic interest to justify such designation.
- In Historic England Advice note No1 2016 - *Conservation Area Designation, Appraisal and Management* advice is provided that *Conservation area designation is not generally an appropriate means of protecting the wider landscape ...but it can protect open areas particularly where the character and appearance concerns historic fabric, to which the principal protection offered by conservation area designation relates* (para.12). An updated advice note document of 2018 for consultation has the same reference at para.73.
- EHDC Members have approved many other appraisals adopting and interpreting similar principles to those set out above.

3. At their Executive meeting on 17th July 2018 Members deferred consideration as they wished further consideration to be given to the matter.

4. Areas proposed for deletion, the subject of this opinion. The East End Green appraisal proposes the removal of two large contiguous areas. Firstly, (a) an oval field and scrubland to the east of The Poplars, which I have interpreted as being the principal area subject of objections and secondly (b) a field to the east of East End Green Farm and associated buildings.

5. Area (a). The objection to the removal of this land is that it is historically important and in part is an integral part of the Parish land and is a visually important setting to the Green. It consists of an oval field surrounded by scrubland on its eastern flank. The scrubland is common land and advisedly owned by the Parish Council. It is unkempt and overgrown and the appraisal advises it should be improved. The field is open grassland enclosed by hedgerows. Within the field are various agricultural paraphernalia associated with horse paddock/grazing. There are no buildings although historically several once existed as can be interpreted from selected historical maps in

the appraisal document. Peripheral public access is available via a restricted byway. A mature hedge boundary separates the oval field from the main area of the hamlet. See Pictures 1 and 2.



Picture 1. Looking eastward across open oval field.



Picture 2. Dense scrubland to east of oval field.

6. Area (b). The field to the north of the road gently slopes down in a north westerly direction. It lies to the east of modern agricultural buildings within the curtilage of East End Green Farm. There are several mature trees, some of which have been retained in the conservation area. There are no buildings on the site. Peripheral public access is available via a public footpath on the northern boundary. See Picture 3.



Picture 3. Open field to north of road looking across towards countryside to north east. The building in the picture is a modern agricultural type located at the northern edge of East End Green Farm.

7. Opinion. It is my view that:

- East End Green is a small linear clearly defined community with buildings scattered around a Green and situated in a wider countryside setting of agricultural land.
- The areas proposed for exclusion are not of 'special' architectural or historic interest and as such fail to justify continued inclusion in the conservation area. The removal of historic fabric on one of the sites many years ago has significantly reduced any historic interest.
- Both sites, which are contiguous other than being bisected by a narrow road, form part of the open countryside which lies beyond the edge of the hamlet. As such I consider their removal from the conservation area is consistent with current Historic England advice being that *Conservation area designation is not generally an appropriate means of protecting the wider landscape...*
- Their removal from the conservation area is consistent with many similar boundary exclusions involving the wider landscape proposed by other EHDC Appraisals which Members have adopted elsewhere.
- The revised boundaries as proposed by the appraisal represent clear demarcations and obvious changes of character between edges of the settlement and open countryside beyond (a short length immediately to the east of The Poplars follows an arbitrary alignment but in so doing captures some trees worthy of retention). Other very minor details have been raised with the author of the appraisal.

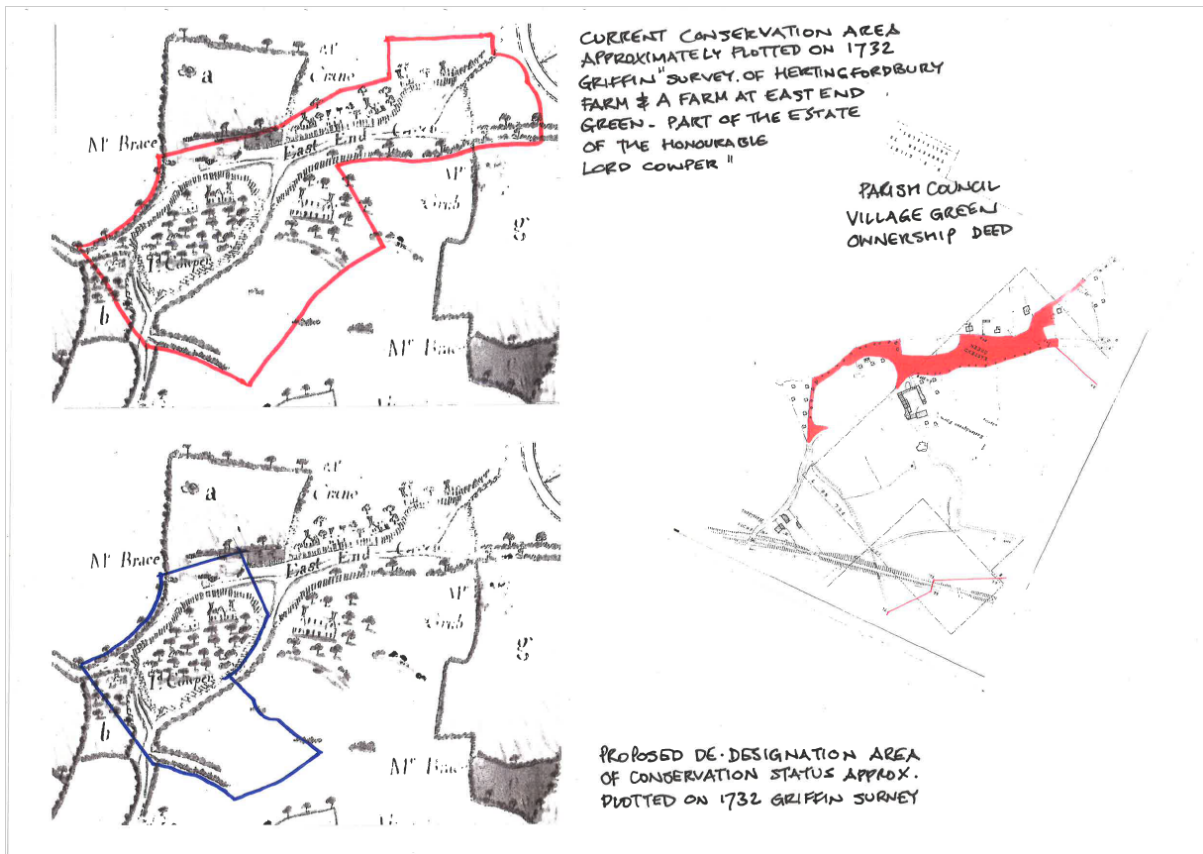
Other associated matters.

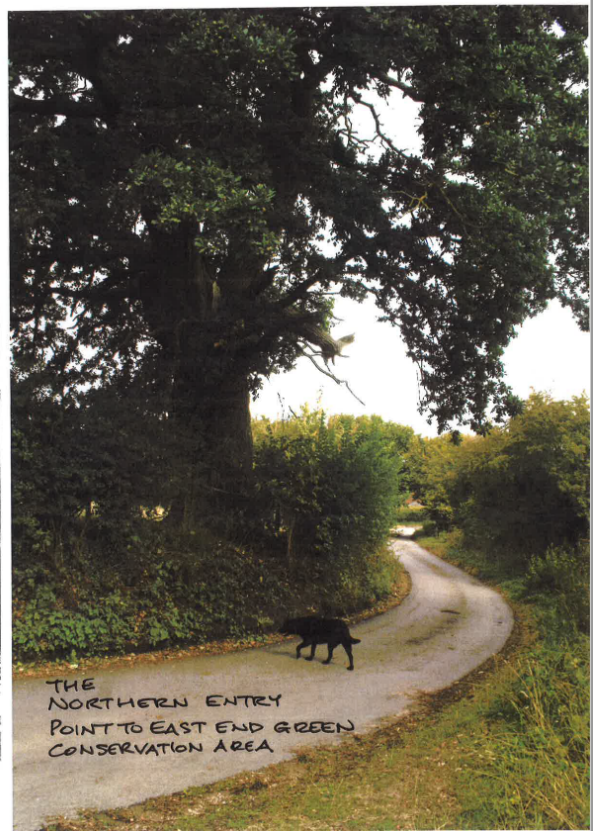
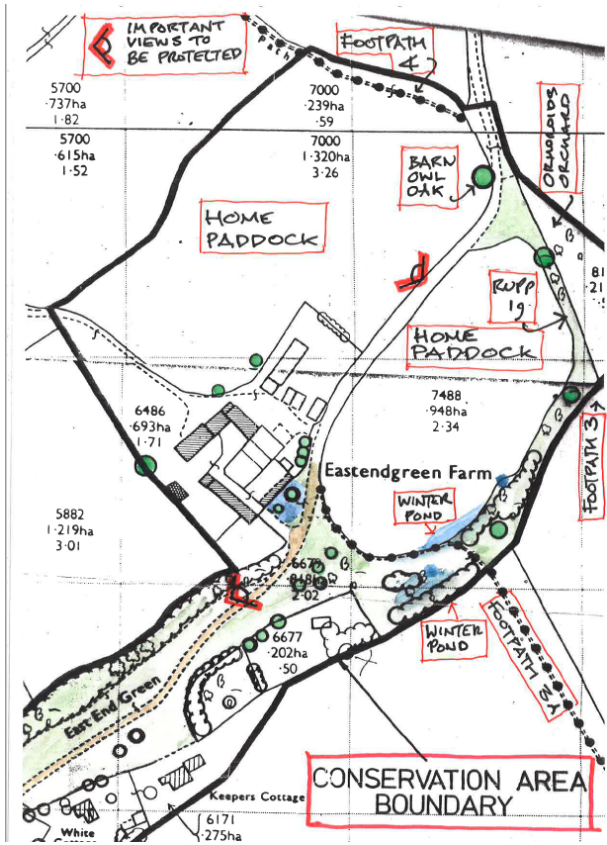
- The removal of conservation area status will have little material impact. Up to date policies in the District Plan will control development proposals, unlikely as these may be in such an isolated location, further protected by Green Belt designation. As there are no buildings, enhanced conservation controls relating to demolition and permitted development will not apply. The countryside hedgerows will remain protected by the Hedgerow Regulations.
- The only meaningful control that will be removed relates to the protection of trees where such works have to be notified to the Council. However such notification has limited value and long term protection is only afforded by making Tree Preservation Orders (TPO). There are several potential candidates for TPO's within the conservation area as a whole (where one Area TPO ref. 4/81 already exists) as well as other areas which may be excluded from it.
- The appraisal's proposal to improve the scrubland is a worthwhile objective. A partnership arrangement achieving appropriate improvements would be a most positive outcome. The fact such improvements would relate to land proposed for exclusion from the conservation area is not a contradiction. Similar examples of enhancement beyond but adjacent to conservation areas have been identified elsewhere by other adopted appraisal documents.

ESSENTIAL REFERENCE PAPER E



East End Green 30 year Conservation Area Reappraisal 2018





FORMER PRINCIPLE ACCESS TRACK TO E.E.GREEN.
LOWER ROAD WAS ONCE THE FARM ACCESS ONLY



LOOKING NORTH TO LINE # OAK TREE

CLIMBING & LOOKING SOUTH - & TO LEFT 'ORMOIDS ORCHARD' TO RIGHT THE OVAL Paddock AT A HIGHER LEVEL





GATEWAY TO FOOTPATH 3
ORIGINALLY TRACK ROUND LI COW PER FIELDS
& PATH TO MIXTINGFORD BURY



ELECTRIC PUMP FOR WELL WATER ↓ ↑ FORMER GATEWAY



THE 'RUPP' LOOKING SOUTH
EAST





GOOD LONG VIEWS ACROSS THE OVAL Paddock & BEYOND FROM THE TRACK. THE WIDTH OF THE VILLAGE GREEN INCLUDES WINTER PONDS BOTH SIDES OF THE TRACK, NOW BADLY OVERGROWN, BUT RETAINS A STRONG VISUAL LINK WITH THE HOME Paddock &, USUALLY, GRAZING EQUINES.



VIEW SOUTH FROM FOOTPATH 3A ACROSS RIVER LEA VALLEY. SAME VIEW - BUT OBSCURED BY FALLEN TREES SINCE 1980'S



VIEW FROM EAST END GREEN 72 AOD RIDGE ACROSS THE RIVER LEA VALLEY - PRIOR TO GRAVEL EXTRACTION & LANDRAISING AT WATER HALL QUARRY



CLEARANCE OF THIS AREA COULD REINSTATE THE ABOVE VIEW ACROSS THE RIVER LEA VALLEY
←



1983



FARM VIEWS OBSCURED BY NEGLECTED HEDGEROW



FARM MANAGERS COTTAGE ACROSS OVAL FIELD



NOT CONSERVATION AREA ?

CONSERVATION AREA



ORIGINAL TRACK DOWN 3.3M TO FARM GATEWAY TO HOME Paddock FROM FARMYARD



OVAL FARM HOME Paddock AT APPROX 72.00P & FALLING NORTHWARDS TOWARDS ROAD





'THE DELL' - FORMER CLAY PIT FOR BRICKS?



APPROX 3.0M SLOPE FROM THE FARM UP TO THE MAIN GREEN. AT ± 72.00



TYPICALLY SUNKEN FARM ACCESS TRACK IS NOW THE ONLY METALLED ROAD INTO EAST END GREENS FROM THE EAST/NORTH ENTRY POINT

THE LONG ± 72.00 RIDGE LINE FROM THE WEST CONTINUES ACROSS 'THE POPLARS' FRONTAGE TO THE 'RUFF' & THE OVAL HOME Paddock, ENDING AT THE VILLAGE GREEN LIMIT, WHILST THE FARMYARD ACCESS FALLS $\pm 3.0M$ TO ± 67.00 ACROSS THE WIDTH OF THE GREEN



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EAST HERTS COUNCIL

EXECUTIVE – 23 OCTOBER 2018

REPORT BY THE EXECUTIVE MEMBER FOR FINANCE AND SUPPORT SERVICES

QUARTERLY CORPORATE HEALTHCHECK – QUARTER 1 JUNE 2018

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To provide a report on finance and performance monitoring for East Herts Council for 2018/19 as at 30th June 2018.
- The net revenue budget for 2018/19 is £9.779m as set out in table 1, this is funded by Council Tax. The forecast expenditure at 30th June 2018 predicts a year end underspend of £16k.
- The revised capital budget for 2018/19 is £4.485m.
- There are 33 Performance Indicators reported corporately in total at Q3. Within the 24 indicators that have a target set against them, six have failed to meet their targets by varying degrees.
- Of the 9 Performance Indicators that are trend only data;-
 - a) Three have improved compared to the previous reporting period
 - b) One was in a worse position than the previous reporting period
 - c) Five are new indicators with no previously reported data

<u>RECOMMENDATIONS FOR EXECUTIVE:</u> That	
(A)	the projected revenue budget forecast underspend of £16k in 2018/19 be noted (paragraph 2.1);
(B)	the capital budget for 2018/19 of £4.485m be noted (paragraph 6.1); and
(C)	the reported performance and actions for the period April 2018 to June 2018 be noted (paragraph 7).

1.0 BACKGROUND

- 1.1 This is the finance and performance monitoring report for East Herts Council.
- 1.2 On 1st March 2018 Council approved a balanced budget for the 2018/19 financial year. This report sets out the financial position for the year to date and provides forecasts for the outturn position.
- 1.3 The Council's revenue budget is made up of 5 areas; these are shown in table 1 below. The report that follows provides details of the forecast outturn position against these areas.

Table 1: 2018/19 revenue budget

	Original Budget 2018/19	Forecast outturn	Variance
	£'000	£'000	£'000
Total Net Cost of Services	13,896	13,880	(16)
Corporate Budgets Total	1,616	1,616	-
Net Use of Reserves	(408)	(408)	-
Funding	(5,325)	(5,325)	-
Net Revenue Spend	9779	9763	(16)
Funded by Council Tax	(9779)	(9779)	-
Underspend	-	(16)	(16)

1.4 Council approved the performance measures that would be monitored. This report sets out the year to date performance against those targets.

1.5 This report contains the following sections and Essential Reference Papers:

REPORT SECTIONS	
2	Net Cost of Services
3	Corporate budgets
4	Reserves
5	Funding
6	Capital budgets
7	Performance analysis
8	Risk
9	Implications/consultations

ESSENTIAL REFERENCE PAPERS	
A	Implications/Consultations
B	Revenue budget
C	Capital Monitor
D	Performance monitoring

2 NET COST OF SERVICES

- 2.1 The Councils net cost of services budget for 2018/19 is £13.896m. An under spend of £16k is forecast in 2018/19. Table 2 overleaf shows this current forecast outturn position broken down by service area.

Table 2: Revenue forecast outturn

		Original Budget 2018/19	Forecast outturn	Variance
		£'000	£'000	£'000
Net Cost of Services	Chief Executive & Directors	377	359	(18)
	Communications, Strategy & Policy	1,014	1,002	(12)
	HR & Organisational Development	491	485	(6)
	Strategic Finance & Property	1,796	1,790	(6)
	Housing & Health	2,222	2,174	(48)
	Democratic and Legal	1,236	1,238	2
	Planning & Building Control	594	718	124
	Operations	3,750	3,715	(35)
	Shared Revenues & Benefits Service	1,718	1,719	1
	Revenues & benefits retained costs	(379)	(425)	(46)
	Housing Benefit Subsidy	(550)	(550)	-
	Shared Business & Technology Services	1,627	1,655	28
	Total Net Cost of Services	13,896	13,880	(16)

2.2 Housing and Health

2.2.1 At this stage in the year and with the implementation of the new budget monitoring system, the forecast outturn has been based on activities spending at budget levels with the exception being that salaries, net of agency cover, are forecast to deliver a small underspend.

2.3 Planning

2.3.1 A forecast overspend of £124k is reported against the Planning and building control service. A saving target of £70k was identified for the service through the MTFP. Of this, £10k additional income is achievable. A further element of £30k, relating to salaries in the planning policy service area is not now going to be achieved due to the requirement for continuing planning policy and development implementation work as a result of the significant development released as a result of the emerging District Plan. The remaining £30k saving related to salaries for administrative staff in the development management service area. This element of saving has been achieved, however continuing recruitment difficulties relating to experienced and senior planning staff means there remains a requirement to engage interim and consultant staff. This is placing an ongoing pressure on salary budgets in the service which is likely to offset savings which have been achieved.

2.4 Operations

2.4.1 A forecast underspend of £35k is shown against the Operations service. This is due to salary underspends.

2.5 Revenues & Benefits Retained Costs

2.5.1 Grant income received from DWP is resulting in an overachievement in income for the Revenues & Benefits retained service budget.

2.6 Shared Business & Technology Services

2.6.1 A forecast overspend of £28k is reported against the Shared Business & Technology Services. This is mostly due to not being able to achieve previously agreed Digital East Herts savings target.

3 CORPORATE BUDGETS

3.1 Corporate budgets are costs and income received by the Council that are not service specific, these include income from the Council’s investments, pension deficit contributions and New Homes Bonus grants to Town and Parish Councils.

3.2 Table 3 below shows the forecast outturn position against the corporate budgets.

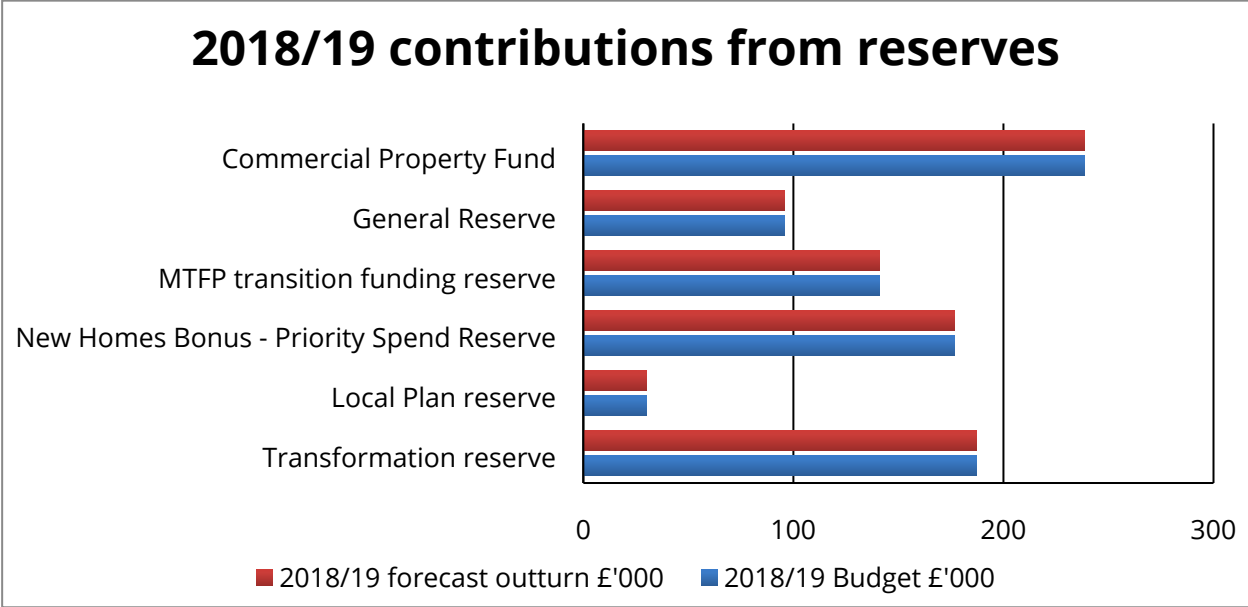
Table 3: Corporate budgets 2018/19 forecast outturn

	Original Budget 2018/19	Forecast outturn	Variance
	£'000	£'000	£'000
NHB Grants to Town & Parish Council	661	661	-
NHB Priority Spend	661	661	-
Interest Payments	662	662	-
Interest & Investment Income	(1,090)	(1,090)	-
RCCO	26	26	-
Pension Fund Deficit contribution	696	696	-
Corporate Budget Total	1,616	1,616	

4 RESERVES

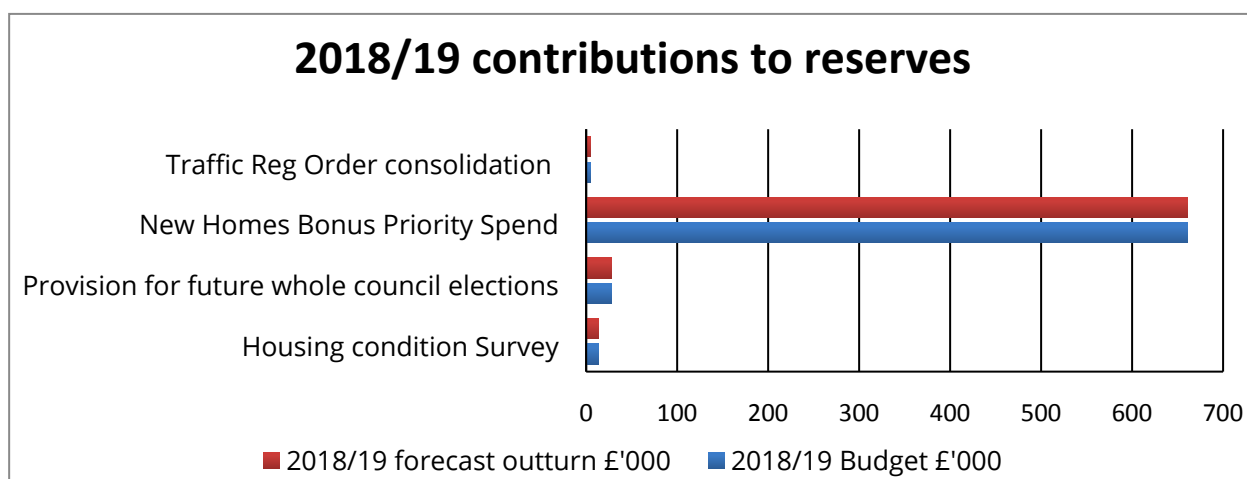
4.1 The Council holds earmarked reserves to fund unpredictable financial pressures and to smooth the effect of known spending over time. Graph 1 and 2 below reflect the forecast outturn position as at 30th June 2018.

Graph 1: 2018/19 forecast contributions from reserves



4.2 As at 30th June 2018 it is forecast that there will be a total contribution from reserves of £869k in 2018/19 this is in line with the approved 2018/19 budget. There are no significant variances at this time.

Graph 2: 2018/19 forecast contributions to reserves



4.3 The forecast outturn total contribution to reserves as at 30th June 2018 is in line with the budget set at Full Council in March 2018. The major contribution to reserves is from New Homes Bonus grant which will be used to fund future projects.

5 FUNDING

5.1 These income budgets are general and non-service specific income sources. The table below shows the value and source of these funding streams as at 30th June 2018.

Table 4: 2018/19 funding

	Original Budget 2018/19	Forecast Funding 2018/19	Variance
Council Tax	(9,779)	(9,779)	-
NDR & S31 Grant	(2,617)	(2,617)	-
(Surplus)/Deficit on collection fund	(63)	(63)	-
New Homes Bonus	(2,645)	(2,645)	-
Total Funding	(15,104)	(15,104)	-

6 CAPITAL PROGRAMME

- 6.1 The revised capital budget for 2018/19 is £4.485m. This includes the project carry forwards from 2017/18. ERP C provides a detailed analysis of the projects and their budgets.

7 PERFORMANCE ANALYSIS

Performance against targets

- 7.1 Please refer to performance indicator summary analysis in **Essential Reference Paper D** for full performance indicator analysis. Our latest results can be found at <https://eastherts.covalentcpm.com/login> and members have been issued with a password that sits in Members Information Bulletin (MIB) packs.
- 7.2 Q1 results show 33 performance indicators reported monthly or quarterly, that are divided into the three corporate priorities and supporting priorities (Corporate Health).
- 7.3 The performance of these indicators are discussed below:-
- 7.4 **Corporate Priority 1: People (4 Performance Indicators)**

There are 4 Performance indicators within this priority. 3 of these indicators have targets set against them with 2 meeting their targets but the other missing set target:-

- **QC HH 140 – Number of over 50s participating in 'Forever Active' programme.**

This indicator operates across calendar rather than financial years to reflect Sport England's timetable. There have been 316 new participants in January to June 2018, against a target of 500. As this is the final year of Sport England funding perhaps some

slowdown in uptake is to be expected although officers are now working closely with Active In, a sports development organisation brought in by Active East Herts, to ensure sustainability of many of the Forever Active programme and are confident of achieving the 854 new participants figure by year end.

7.5 The remaining trend only indicator (QC HH 151) is showing a positive movement on the previous quarter.

7.6 **Corporate priority 2: Place (11 Performance Indicators)**

There are 8 performance indicators within this priority that have a target set with the remaining 3 being trend only indicators. Within the target set indicators, three failed to meet target;-

- **QC OP 2.2 – Waste: missed collections per 100,000 collections of household**

As part of the new shared waste contract there have been IT system changes in the way the missed bin collection data is gathered by the shared Waste service and the new contractor i.e. missed bins reported against actual missed bins by the contractor. The East Herts aspect of the contract is operating well with only minor increases in missed bins collections. A true reflection of this figure will be obtained for Aug/Q2 figures as discussions have now taken place with the contractor to ensure a consistent approach to data collection.

- **QC OP 2.4 - Fly-tips: removal**

Fly tipping removal times was slightly up on Q1. This is due to a change in regime for data collection from the old contract to the new contract. Now that the 3 month settling in period is over and clarity has been provided over agreed methods of data collection, there is an expectation this figure to reduce in Q2.

- **QC HH 155 - Number of affordable homes delivered (gross)**

The number of affordable homes narrowly missed the target of 32 during Q1 by 1. This will be closely monitored but the number achieved (31) is more than this point last year (19) and the target for 18/19 has increased so overall it is a positive movement

7.7 Within these trend only indicators, one is in a worse position than the previous quarter (QC 149c) while the other two are showing a positive trend movement.

7.8 **Corporate priority 3: Business (1 Performance Indicator)**

There is one performance indicator within this priority, **MC HH 184- % of food premises in the area which are broadly compliant with food hygiene law**. The 85% or above target has been met for all three months of Q1

7.9 **Corporate priority: Corporate Health (17 Performance Indicators)**

There are 17 performance indicators within this priority, with 12 having a target set and the remaining five being trend only indicators. Within those with set targets, four indicators marginally missed their target by 1% or less. Details of two other indicators that missed target are shown below;

- **MC HR 12B - Number of long-term sickness absence days per FTE staff in post**

There is a monthly target of 0.17 days or less; this was achieved in April (0.10) and been missed for the months of May (0.25) and June (0.25). HR Officers are working closely with managers to appropriately support our staff who are long term absent, to return to work.

- **MC CSP 5.13C - Customer Satisfaction (GovMetric) - Website.**

The improved target set in October 2017 of 50% continues to be an aspirational target and many of the previous issues

surrounding website scores are still true, such as disagreements with a decision or policy rather than a score of the accessibility and quality of the service delivery over our website.

Where we can, we continue to improve and develop our website and our latest result of July show an improvement close to target, with improvements such as the addition on a bulky waste form which allows customers to book bulky waste appointments online.

- 7.10 The remaining five trend only indicators relate to contact into the Council across our four main channels, E-Mail, E-Forms, Face to Face and Phone. This is a new trend indicator for 2018/19 so there is no comparison data. After acquiring the data, email contact in particular was considered to be too high and unrepresentative of true contact with much of this email traffic being spam email (not captured by in-house spam filters), marketing and sales emails.

As a result, the indicator will be developed to choose a specific area of the business that will be closely monitored to capture customer contact only where possible and this proxy we believe will provide a more useful and meaningful split in customer contact

8 RISK

- 8.1 Regarding the strategic risk register, there has been no change to risk descriptions in quarter one and no additions or deletions proposed. One score has changed. Due to the recent developments the residual impact rating of the Old River Lane risk has increased from 2 to 3 and the residual likelihood reduced from 3 to 2.
- 8.2 Members are reminded that all risks and the control introduced can be viewed at www.covalentcpm.com/eastherts

9 IMPLICATIONS/CONSULTATIONS

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 Geoff Williamson – Executive Member for Finance and Support Services
geoffrey.williamson@eastherts.gov.uk

Contact officers: Isabel Brittain – Head of Strategic Finance and Property, Ext: 2050
isabel.brittain@eastherts.gov.uk
Ben Wood – Head of Communications, Strategy and Policy, Ext: 1699
benjamin.wood@eastherts.gov.uk

Report authors:

For financial budget monitoring:

Nasir Miah – Finance Business Advisor, Ext: 2054

nasir.miah@eastherts.gov.uk

For performance monitoring:

Noel Wallis – Insight & Improvement Analyst, Ext: 2146

noel.wallis@eastherts.gov.uk

For risk monitoring:

Graham Mully – Insurance and Risk Business Advisor, Ext: 2166

graham.mully@eastherts.gov.uk

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<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>Consultation:</p>	<p><i>Financial and non-financial discussions have taken place with the Leadership Team and Portfolio Holder for Finance and Support Services.</i></p>
<p>Legal:</p>	<p><i>There are no legal implications.</i></p>
<p>Financial:</p>	<p><i>Financial implications are included in the body of the report.</i></p>
<p>Human Resource:</p>	<p><i>There are no Human Resources implications.</i></p>
<p>Risk Management:</p>	<p><i>By not having effective performance management and reporting the Council is at risk of not being clear whether its priorities and objectives are being met and service delivery issues being resolved efficiently and effectively. Effective performance management supports transparency and improves local accountability.</i></p>
<p>Health and wellbeing – issues and impacts:</p>	<p><i>There no Health and Wellbeing issues raised as part of this report.</i></p>

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2018/19 Revenue Forecast - Quarter ending June 2018

		Original Budget 2018/19	Budget to date	Actual to date	Variance to date	Forecast outturn	Variance
		£'000	£'000	£'000	£'000	£'000	£'000
Net Cost of Services	Chief Executive & Directors	377	366	328	(38)	359	(18)
	Communications, Strategy & Policy	1,014	808	811	3	1,002	(12)
	HR & Organisational Development	491	377	383	6	485	(6)
	Strategic Finance & Property	1,796	997	1,523	526	1,790	(6)
	Housing & Health	2,222	1,971	1,008	(963)	2,174	(48)
	Democratic and Legal	1,236	904	847	(57)	1,238	2
	Planning & Building Control	594	891	761	(130)	718	124
	Operations	3,750	3,271	1,855	(1,416)	3,715	(35)
	Shared Revenues & Benefits Service	1,718	2,421	1,331	(1,090)	1,719	1
	Revenues & benefits retained costs	(379)	89	7	(82)	(425)	(46)
	Housing Benefit Subsidy	(550)	26,066	25,479	(587)	(550)	-
	Shared Business & Technology Services	1,627	955	1,223	268	1,655	28
	Total Net Cost of Services	13,896	39,116	35,556	(3,560)	13,880	(16)
Corporate Budgets	NHB Grants to Town & Parish Councils	661	-	-	-	661	-
	New Homes Bonus Priority Spend	661	-	-	-	661	-
	Contingency Budget	-	-	-	-	-	-
	Interest Payments	662	-	-	-	662	-
	Interest & Investment income	(1,090)	-	-	-	(1,090)	-
	RCCO	26	-	-	-	26	-
	Pension Fund Deficit contribution	696	-	-	-	696	-
	Corporate Budgets Total:	1,616	-	-	-	1,616	-
Use of Reserves	Contributions to Earmarked reserves	42	-	-	-	42	-
	Contributions from Earmarked reserves	(450)	-	-	-	(450)	-
	Net Use of Reserves:	(408)	-	-	-	(408)	-
Net Cost of Services Total:		15,104	39,116	35,556	(3,560)	15,088	(16)
Funding	RSG	-	-	-	-	-	-
	NDR	(2,617)	-	-	-	(2,617)	-
	Section 31	-	-	-	-	-	-
	(Surplus)/Deficit on Collection fund	(63)	-	-	-	(63)	-
	Other General Grants	-	-	-	-	-	-
	New Homes Bonus	(2,645)	-	-	-	(2,645)	-
Non Departmental Budgets Total:		(5,325)	-	-	-	(5,325)	-
Total:		9,779	39,116	35,556	(3,560)	9,763	(16)

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ESSENTIAL REFERENCE PAPER C

CAPITAL BUDGET 2018/19

2018/19 Approved Schemes plus slippage from 2017/18	2018/19 Revised Budget
Head of Strategic Finance & Property	£
Glazing & equalities access works to Swimming Pools	40,000
Leventhorpe Swimming Pool - Renew main supply fan to the main pool area	25,000
Joint Provision Pools (Ward Freman, Leventhorpe & Fanshawe) - Replacement Air Conditioning to Offices	15,000
Operational Asset Investment	250,000
Riverbank Retaining Wall - St Andrews Street Car Park, Hertford.	55,000
Bell Street Car Park (Zone C) Sawbridgeworth - resurfacing & drainage	30,000
Charringtons Investment	138,000
Accommodation Review	11,640
Total Strategic Finance & Property	564,640
Head of Shared Business & Technology Services	
Rolling programme to be utilised on ICT projects subject to ITSG review	600,000
New HR & Payroll System	35,300
New Finance System	133,540
Telephony Enhancements	28,300
Total Shared Business & Technology Services	797,140

Head of Operations	
Hartham & Beyond - Creation of walking routes emanating from Hertford Town centre providing health and well-being opportunities.	11,000
Herts and Essex School	1,000,000
Bell Street, Sawbridgeworth - Modernise the public convenience facilities, in preparation for transferring the operation to Sawbridgeworth Town Council under an agency agreement	67,400
Southern Country Park - expansion of play equipment for younger children to meet requests and in support of Green Flag award	30,000
Hillside Crescent, Stanstead Abbotts play area - refurbishment of equipment in response to previous play audit	20,000
Play Equipment - Rowleys Road, Hertford	11,000
Woodland restoration at Presdales Recreation Ground, Ware - Installation of a circular walk, car park improvements & woodland restoration.	31,530
Fire Suppression Unit at Buntingford Depot	350,000
Total Head of Operations	1,520,930
Head of Housing & Health	
River & Watercourse Structures - Improve, maintain & renew structures along rivers and watercourses to alleviate possible flooding throughout the district.	47,500
Land Management Asset Register & Associated Works	50,000
Disabled Facilities - Discretionary	60,000
Decent Home Grants	120,000
Future Housing Scheme	100,000

Ridgeway Scheme, Hertford (Network Homes)	250,000
Colebrook Court (Network Housing)	33,000
Voluntary Grants Funding	80,000
Energy Efficiency & Carbon Reduction Measures - Installation of solar panels at Wallfields, Hertford	45,000
Castle Weir Micro Hydro Scheme	200,980
Energy Grants	57,600
Total Housing & Health	1,044,080
Head of Planning	
Historic Building Grants	55,000
Market Improvement Scheme	42,410
Improvements to The Wash, Maidenhead Street & Bull Plain, Hertford	433,000
Total Planning	530,410
Head of Communications, Strategy & Policy	
Environmental Enhancement	28,000
Total Communications, Strategy & Policy	28,000
TOTAL	4,485,200

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Essential Reference Paper D - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
Directorate Improve the health & wellbeing of our communities						
Service: Health & Housing						
(E) QC HH 140 Number of over 50s participating in 'Forever Active' programme (Cumulative figure) (Calendar year results)		123	500	Cumulative Figure		Provisional results indicate 193 new people have signed up during this quarter with 123 in the second quarter, totalling 316 for the first two quarters. This has fallen short of the 500 target hoped by the end of the second quarter
QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.	trend only	18	none set	↓		At the end of July 2018 the council had 18 households in temporary accommodation . The council owned temporary accommodation hostel had 10 out of 12 flats occupied. Three households were in B&B as they were unsuitable for the hostel. Four households were in temporary supported accommodation and one was in longer term private leased self contained accommodation.

Essential Reference Paper D - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
QC HH 150 Number of prevented homeless applications		55	50	Cumulative Figure		In the first quarter of 2018/19 the council prevented a total of 55 households becoming homeless. This was by a variety of housing options: by the provision of housing advice to relieve homelessness or securing alternative accommodation through an offer of accommodation following an application to the council's housing register, or following a referral to supported accommodation or actively assisting applicants secure accommodation through the private sector with the council's rent deposit offer.
Service: Revs & Bens						
MC RB 181 Time taken to process Housing Benefit new claims and change events.		9.52	10 days	↑		Current Figures are well within targets
Directorate Enhance the quality of people's lives						
Service: Health & Housing						

Essential Reference Paper D - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note												
QC HH 149C % of Affordable homes delivered on section 106 developments in Towns against an annual 40% cumulative Planning Policy target	trend only	21%	N/A	↓	<p>QC HH 149C % of Affordable homes delivered on section 106 developments in Towns</p> <table border="1"> <caption>QC HH 149C % of Affordable homes delivered on section 106 developments in Towns</caption> <thead> <tr> <th>Quarter</th> <th>% of Affordable Homes Delivered</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>40%</td></tr> <tr><td>Q2 2017/18</td><td>32%</td></tr> <tr><td>Q3 2017/18</td><td>32%</td></tr> <tr><td>Q4 2017/18</td><td>32%</td></tr> <tr><td>Q1 2018/19</td><td>21%</td></tr> </tbody> </table>	Quarter	% of Affordable Homes Delivered	Q1 2017/18	40%	Q2 2017/18	32%	Q3 2017/18	32%	Q4 2017/18	32%	Q1 2018/19	21%	New affordable homes from one Section 106 schemes were handed over in quarter 1. The completed scheme had a total of 48 new homes of which 10 were affordable which is 21% of the total new homes and was therefore below the policy target of 40%. The scheme was agreed at below 40% as part of the planning permission process and a viability assessment was carried out and agreed.
Quarter	% of Affordable Homes Delivered																	
Q1 2017/18	40%																	
Q2 2017/18	32%																	
Q3 2017/18	32%																	
Q4 2017/18	32%																	
Q1 2018/19	21%																	
QC HH 149D % of Affordable homes delivered on section 106 developments in Villages	trend only	29%	none set	↑	<p>QC HH 149D % of Affordable homes delivered on section 106 developments in villages</p> <table border="1"> <caption>QC HH 149D % of Affordable homes delivered on section 106 developments in villages</caption> <thead> <tr> <th>Quarter</th> <th>% of Affordable Homes Delivered</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>29%</td></tr> </tbody> </table>	Quarter	% of Affordable Homes Delivered	Q1 2018/19	29%	Two new affordable homes from one Section 106 schemes were handed over in quarter 1 in a village. The completed scheme had a total of 7 new homes of which 2 were affordable which is 29% of the total new homes and was therefore above the policy target of 25%.								
Quarter	% of Affordable Homes Delivered																	
Q1 2018/19	29%																	

Essential Reference Paper D - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
QC HH 155 Number of affordable homes delivered (gross)		31	32	Cumulative Figure		<p>A total of 28 affordable rented homes and 3 shared ownership homes were completed in the first quarter of 2018/19. The primary source of new affordable homes for 2018/19 is through Section 106 agreements between the council, developers and housing associations.</p>
Service: Planning & Building Control						
MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks).		75.00%	60.00%			<p>There were 3 out of 4 applications dealt with within a timely manner.</p>

Essential Reference Paper D - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Others - under 8 weeks).		80.00%	80.00%	↑	<p>MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).</p>	Figures improved on previous months with 32 out of 33 applications dealt with
MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others - under 8 weeks).		96.00%	90.00%	↓	<p>MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).</p>	136 out of 142
MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.		100%	100%	N/A	<p>MC PB 205 % of site visits undertaken in relation to urgent cases within 2 workings days of 'start date'.</p>	Only 1 urgent case in this period.

Essential Reference Paper D - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
Service: Operations						
(E) MC OP 191 Residual household waste per household.	trend only	112kg	none set	Cumulative Figure		<p>Figures for the first 3 months of the year have improved year on year. Thus is due in part to an updated number of households being used in the calculation of the final figure. The number of households used prior to this had been sourced from a 2014 value and had been used consistently for a number of years. A process has now been set up where the waste figures will be based on the number of households according to the VOA at the end of each month, thus will be a much better assessment</p>
(E)MC OP 192 % of household waste sent for reuse, recycling and composting.		53.74%	50%	↑		<p>The initial estimate of 53.47% shows an increase in recycling from the previous year and an improvement on previous months performance.</p>

Essential Reference Paper D - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MC OP 2.2 - Waste: missed collections per 100,000 collections of household.		89	30	↑	<p>MC OP 2.2 Waste: missed collections per 100,000 collections of household.</p>	As part of the new shared waste contract there have been IT system changes in the way the missed bin collection data is gathered by the shared Waste service and the new contractor i.e. missed bins reported against actual missed bins by the contractor. The East Herts aspect of the contract is operating well with only minor increases in missed bins collections. A true reflection of this figure will be obtained for Aug/Q2 figures as discussions have now taken place with the contractor to ensure a consistent approach to data collection.
QC OP 2.4 Fly-tips: Time taken for removal (Latest figure Q4 17/18).		2.93 days	2.00 days	↑	<p>QC OP 2.4 Fly-tips: Time taken for removal.</p>	Fly tipping removal times was slightly up on Q1. This is due to a change in regime for data collection from the old contract to the new contract. Now that the 3 month settling in period is over and clarity has been provided over agreed methods of data collection, there is an expectation this figure to reduce in Q2.

Directorate Enable a flourishing local economy

Service: Health & Housing

Essential Reference Paper D - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																												
QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law (Latest figure Q4 17/18).		95.00%	85.00%	↓	<p>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</p> <table border="1"> <caption>QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law</caption> <thead> <tr> <th>Quarter</th> <th>Compliance %</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>93.7%</td></tr> <tr><td>Q2 2016/17</td><td>94.4%</td></tr> <tr><td>Q3 2016/17</td><td>94.4%</td></tr> <tr><td>Q4 2016/17</td><td>94.4%</td></tr> <tr><td>Q1 2017/18</td><td>95.0%</td></tr> <tr><td>Q2 2017/18</td><td>94.4%</td></tr> <tr><td>Q3 2017/18</td><td>95.0%</td></tr> <tr><td>Q4 2017/18</td><td>96.8%</td></tr> <tr><td>Q1 2018/19</td><td>95.0%</td></tr> <tr><td>Q2 2018/19</td><td>95.0%</td></tr> </tbody> </table>	Quarter	Compliance %	Q1 2016/17	93.7%	Q2 2016/17	94.4%	Q3 2016/17	94.4%	Q4 2016/17	94.4%	Q1 2017/18	95.0%	Q2 2017/18	94.4%	Q3 2017/18	95.0%	Q4 2017/18	96.8%	Q1 2018/19	95.0%	Q2 2018/19	95.0%	2018/2019 Qtr 1 - Target exceeded. 95% of registered food businesses in East Herts are broadly compliant with food law; this represents 977 businesses.						
Quarter	Compliance %																																	
Q1 2016/17	93.7%																																	
Q2 2016/17	94.4%																																	
Q3 2016/17	94.4%																																	
Q4 2016/17	94.4%																																	
Q1 2017/18	95.0%																																	
Q2 2017/18	94.4%																																	
Q3 2017/18	95.0%																																	
Q4 2017/18	96.8%																																	
Q1 2018/19	95.0%																																	
Q2 2018/19	95.0%																																	
Directorate Supporting All Priorities																																		
Service: Revs & Bens																																		
MC RB 10.2 Council tax collection, % of current year liability collected.		29.90%	30.00%	Cumulative Figure	<p>MC RB 10.2 Council tax collection, % of current year liability collected.</p> <table border="1"> <caption>MC RB 10.2 Council tax collection, % of current year liability collected</caption> <thead> <tr> <th>Month</th> <th>Collection %</th> </tr> </thead> <tbody> <tr><td>Apr 2018</td><td>11.3%</td></tr> <tr><td>May 2018</td><td>20.3%</td></tr> <tr><td>Jun 2018</td><td>27.7%</td></tr> <tr><td>Jul 2018</td><td>34.7%</td></tr> <tr><td>Aug 2018</td><td>41.5%</td></tr> <tr><td>Sep 2018</td><td>47.5%</td></tr> <tr><td>Oct 2018</td><td>52.7%</td></tr> <tr><td>Nov 2018</td><td>57.0%</td></tr> <tr><td>Dec 2018</td><td>60.5%</td></tr> <tr><td>Jan 2019</td><td>63.2%</td></tr> <tr><td>Feb 2019</td><td>65.1%</td></tr> <tr><td>Mar 2019</td><td>66.2%</td></tr> <tr><td>Apr 2019</td><td>29.9%</td></tr> </tbody> </table>	Month	Collection %	Apr 2018	11.3%	May 2018	20.3%	Jun 2018	27.7%	Jul 2018	34.7%	Aug 2018	41.5%	Sep 2018	47.5%	Oct 2018	52.7%	Nov 2018	57.0%	Dec 2018	60.5%	Jan 2019	63.2%	Feb 2019	65.1%	Mar 2019	66.2%	Apr 2019	29.9%	Council Tax collection sits marginally below 30% target when using 2 decimal places. This value is the same as this time last June so value provided are in keeping with annual trends
Month	Collection %																																	
Apr 2018	11.3%																																	
May 2018	20.3%																																	
Jun 2018	27.7%																																	
Jul 2018	34.7%																																	
Aug 2018	41.5%																																	
Sep 2018	47.5%																																	
Oct 2018	52.7%																																	
Nov 2018	57.0%																																	
Dec 2018	60.5%																																	
Jan 2019	63.2%																																	
Feb 2019	65.1%																																	
Mar 2019	66.2%																																	
Apr 2019	29.9%																																	

Essential Reference Paper D - Performance Analysis (E is externally sourced)

PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.		31.80%	30.00%	Cumulative Figure	<p>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</p>	Business rate collection is over set target and is in a better position than this time last year (30.9% June 2017)
Service: Human Resources						
MC HR 12A Number of short-term sickness absence days per FTE staff in post		0.25 days	0.38 days	↓	<p>MC HR 12A Number of short-term sickness absence days per FTE staff in post</p>	S/T absence for the year so far = 0.83 (end of year target = 4.5)
MC HR 12B Number of long-term sickness absence days per FTE staff in post		0.25 days	0.17 days	←	<p>MC HR 12B Number of long-term sickness absence days per FTE staff in post</p>	L/T absence for the year so far = 0.60 (end of year target = 2) HR Officers are working closely with managers to appropriately support our staff who are long term absent, to return to work

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PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
MC HR 12C Total number of sickness absence days per FTE staff in post		0.5 days	0.54 days	↓	<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>	Total sickness for the year so far = 1.44 (end of year target = 6.5)
Service: Democratic & Legal Services						
MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less		96.83%	90.00%	↓	<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>	During August a total of 66 FOI cases were closed. Of those 66 cases 3 breached the time limits
Service: Communications, Strategy & Policy						

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PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
(E)MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.		79%	80%	↓	<p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p>	Scores during June were lower than previous months. The target was marginally missed by 1% but scores will be monitored closely. 147 or 79% were good scores with a further 21 or 11% gave an average score. Only 10% gave poor scores.
(E)MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.	N/A	N/A	90%	●	<p>MC CSP 5.13B % Good Satisfaction (GovMetric) - Telephone.</p>	There were no scores provided in June

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PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note																																																												
(E)MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.		44%	35%	↑	<p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p> <table border="1"> <caption>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Apr 2016</td><td>27%</td></tr> <tr><td>May 2016</td><td>33%</td></tr> <tr><td>Jun 2016</td><td>33%</td></tr> <tr><td>Jul 2016</td><td>24%</td></tr> <tr><td>Aug 2016</td><td>33%</td></tr> <tr><td>Sep 2016</td><td>28%</td></tr> <tr><td>Oct 2016</td><td>29%</td></tr> <tr><td>Nov 2016</td><td>34%</td></tr> <tr><td>Dec 2016</td><td>31%</td></tr> <tr><td>Jan 2017</td><td>31%</td></tr> <tr><td>Feb 2017</td><td>49%</td></tr> <tr><td>Mar 2017</td><td>28%</td></tr> <tr><td>Apr 2017</td><td>38%</td></tr> <tr><td>May 2017</td><td>41%</td></tr> <tr><td>Jun 2017</td><td>58%</td></tr> <tr><td>Jul 2017</td><td>39%</td></tr> <tr><td>Aug 2017</td><td>45%</td></tr> <tr><td>Sep 2017</td><td>47%</td></tr> <tr><td>Oct 2017</td><td>43%</td></tr> <tr><td>Nov 2017</td><td>46%</td></tr> <tr><td>Dec 2017</td><td>43%</td></tr> <tr><td>Jan 2018</td><td>41%</td></tr> <tr><td>Feb 2018</td><td>39%</td></tr> <tr><td>Mar 2018</td><td>46%</td></tr> <tr><td>Apr 2018</td><td>41%</td></tr> <tr><td>May 2018</td><td>44%</td></tr> <tr><td>Jun 2018</td><td>41%</td></tr> <tr><td>Jul 2018</td><td>44%</td></tr> <tr><td>Aug 2018</td><td>44%</td></tr> </tbody> </table>	Month	Value (%)	Apr 2016	27%	May 2016	33%	Jun 2016	33%	Jul 2016	24%	Aug 2016	33%	Sep 2016	28%	Oct 2016	29%	Nov 2016	34%	Dec 2016	31%	Jan 2017	31%	Feb 2017	49%	Mar 2017	28%	Apr 2017	38%	May 2017	41%	Jun 2017	58%	Jul 2017	39%	Aug 2017	45%	Sep 2017	47%	Oct 2017	43%	Nov 2017	46%	Dec 2017	43%	Jan 2018	41%	Feb 2018	39%	Mar 2018	46%	Apr 2018	41%	May 2018	44%	Jun 2018	41%	Jul 2018	44%	Aug 2018	44%	<p>Scores for the website continue to miss improved target. Specific negative comments are always taken on board and there are various improvement ideas being investigated and implemented across the website. 37 or 44% gave good scores with 10 or 12% giving average scores. One specific comment that is a common theme has been the lack of ability to book a bulky waste appointment. The team have worked to build such a form which should greatly improve customer experiences</p>
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QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.		69.57%	70.00%	↓	<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less.</p> <table border="1"> <caption>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>69.00%</td></tr> <tr><td>Q2 2016/17</td><td>51.00%</td></tr> <tr><td>Q3 2016/17</td><td>51.00%</td></tr> <tr><td>Q4 2016/17</td><td>51.00%</td></tr> <tr><td>Q1 2017/18</td><td>77.00%</td></tr> <tr><td>Q2 2017/18</td><td>68.00%</td></tr> <tr><td>Q3 2017/18</td><td>68.00%</td></tr> <tr><td>Q4 2017/18</td><td>64.00%</td></tr> <tr><td>Q1 2018/19</td><td>74.00%</td></tr> <tr><td>Q2 2018/19</td><td>69.57%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	69.00%	Q2 2016/17	51.00%	Q3 2016/17	51.00%	Q4 2016/17	51.00%	Q1 2017/18	77.00%	Q2 2017/18	68.00%	Q3 2017/18	68.00%	Q4 2017/18	64.00%	Q1 2018/19	74.00%	Q2 2018/19	69.57%	<p>There were 23 complaints closed in Q1 of which, 16 were closed within 14 days. This meant the target was missed by less than 0.5%</p>																																						
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PI code and Name	Status	Latest Value	Current Target	Movement since last update	Performance Data Trend Chart	Notes & History Latest Note
QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage		21.42%	30.00%	↑	<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p>	Of 14 stage 1 complaints, 3 were upheld at stage 1. Of these 3, 2 were only partially upheld meaning we only accepted partial fault for elements of the complaint but could not take full responsibility
QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal		11.11%	25.00%	↓	<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p>	There were 9 complaints that were raised at stage 2. Of those 9, only one was partially upheld. There was an upsurge in complaints at stage 2 during this quarter but the outcomes of these complaints highlights that we believe we are doing things correctly.

Service: Digital East Herts






1a Volume & Proportion of Contacts by Email	New PI	75.6% - 276,344	Trend only	New PI	<p>The figures within the channels and their proportions reflect total contact across the Council by each channel and there are several caveats to consider. Whereas F2F and e-forms interactions are normally pre filtered in the information that is provided on the form or on the website, calls and emails don't necessarily have this level of filtering. On top of this, a majority of email traffic would contain sales emails, marketing and subscriptions.</p> <p>As a result, there is a notion that these proportions are not an accurate assessment of true</p>
1b Volume & Proportion of Contacts by F2F	New PI	1.38% - 5,030	Trend only	New PI	

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1c Volume & Proportion of Contacts by Phone	New PI	21.9% - 97,085	Trend only	New PI		customer contact. Going forward, a more tailored approach will be considered and developed, looking at one department within the Council (Customer Services) and looking at contact into this channel alone.
1d Volume & Proportion of Contacts by Web Forms	New PI	1.16% - 3,989	Trend only	New PI		

PI Status

Performance is 6% or more off target	
Performance is 3% or more off target	
Performance is on target or exceeding target	
No target to set performance against	Trend Only
Latest data unavailable - last data shown	

Movement since last period

Value is higher than previous period & this is positive movement	
Value is higher than previous period but this is negative movement	
Value is lower than previous period but this is positive movement	
Value is lower than previous period & this is negative movement	
Value is the same as previous period	
N/A -Cumulative so will always be above previous period	n/a