



*Alison Stuart
Head of Legal and
Democratic Services*

MEETING : OVERVIEW AND SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 5 NOVEMBER 2019
TIME : 7.00 PM

MEMBERS OF THE COMMITTEE

Councillor J Wyllie (Chairman)

Councillors S Bell, M Brady, K Crofton, I Devonshire, H Drake, J Frecknall, M Goldspink (Vice-Chairman), D Hollebon, J Ranger, D Snowdon, M Stevenson, N Symonds and A Ward-Booth

Substitutes

Conservative Group: Councillors D Andrews, S Bull and C Rowley

Green Councillor B Crystall

Labour Group Councillor C Redfern

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

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

1. Apologies

To receive apologies for absence.

2. Minutes (Pages 7 - 16)

To approve as a correct record the Minutes of the meeting held on 11 June 2019. Members will recall that the meeting scheduled to take place on 17 September 2019 was cancelled.

3. Chairman's Announcements

4. Declarations of Interest

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

5. Council Tax Long Term Empty properties (Pages 17 - 28)

6. Waste Management (Pages 29 - 40)

7. Update - Task and Finish Group (Parking) (Pages 41 - 52)

8. Scrutiny of Social Housing Event - Agreement of Terms of Reference and Membership (Pages 53 - 56)

9. Overview and Scrutiny Committee: Draft Work Programme (Pages 57 - 66)

10. Urgent Items

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

MINUTES OF A MEETING OF THE
OVERVIEW AND SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY 11
JUNE 2019, AT 7.00 PM

PRESENT: Councillor J Wyllie (Chairman)
Councillors S Bell, M Brady, K Crofton,
I Devonshire, H Drake, J Frecknall,
M Goldspink, D Hollebon, J Ranger,
D Snowdon, M Stevenson, N Symonds and
A Ward-Booth

ALSO PRESENT:

Councillors A Alder, A Hall and P Ruffles

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Ben Wood	- Head of Communications, Strategy and Policy

46 MINUTES

It was moved by Councillor H Drake and seconded by Councillor I Devonshire that the Minutes of the meeting held on 5 February 2019 be confirmed as a correct record and signed by the Chairman.

RESOLVED – that the Minutes of the meeting held on 5 February 2019 be confirmed as a correct record and signed by the Chairman.

47 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed new and returning Members to the meeting. He provided a brief summary of the role of scrutiny in terms of challenging policy decisions and the performance of services.

48 TERMS OF REFERENCE

Members noted the updated Terms of Reference for Overview and Scrutiny Committee.

49 AGREEMENT OF THE MEMBERSHIP AND TERMS OF REFERENCE OF ANY TASK AND FINISH GROUP

The Chairman referred Members to the Terms of Reference and Scoping Document in relation to the establishment of a Task and Finish Group to evaluate the outcomes of the Council's approach to parking in East Herts, with reference to the Council's Climate Change principles.

The Democratic Services Officer explained that Members' comments were being sought on the document and of the need to nominate Members to serve on the Task and Finish Group. Members' views were also being sought as to whether the scoping document and approach to parking in East Herts delivered any benefits in terms of sustainable transport and climate change.

The Head of Communications Policy and Strategy provided

background information into the development of the scoping document.

Councillor H Drake suggested that document should be expanded to include a review of residents' parking zones, especially where policy was not being applied. Councillor M Brady suggested that the remit be widened to include parking on grass verges outside of homes.

Councillor D Hollebon suggested that the impact of air quality and air pollution on residents be an issue for further review. Members' suggestions were supported.

In response to a query from Councillor Ward-Booth, the Head of Communications, Policy and Strategy provided background information around the development of a parking policy.

The Chairman sought Members' views regarding the timing of Task and Finish Groups and sought nominations from those Members who wished to participate on the work of the Task and Finish Group. Members supported the suggestion that they be held on an evening and that the T&F Group comprise five Members.

Councillors S Bell, I Devonshire, H Drake, M Stevenson and J Wyllie indicated their wish to be included on the Task and Finish Group.

It was moved by Councillor J Wyllie and seconded by Councillor I Devonshire that the scoping document, as amended, be approved and that the membership of the Task and Finish Group include those Members who wished to participate, as detailed. After being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – that (A) the scoping document, as amended, be approved as the basis of the Task and Finish Group’s Terms of Reference;

(B) the membership of the Task and Finish Group be determined by the Chairman, to include Councillors S Bell, I Devonshire, H Drake, M Stevenson and J Wyllie and any other Members of the Council where they have a particular interest or expertise to bring to the work of the Group; and

(C) Meetings of the Task and Finish Groups be held during the evening.

50 WORK PROGRAMME FOR THE CIVIC YEAR 2019/20

On behalf of the Scrutiny Officer, Members were provided with a draft Overview and Scrutiny Work Programme and Members’ views sought in relation to questions which could be asked in relation to the services updates on Waste and the Website which would be considered at the next meeting, on 17 September 2019.

Councillor M Goldspink queried the need to obtain detailed information regarding underperformance of the Waste Service, in advance of the meeting of the next meeting. The Chairman reminded Members that they could approach Executive Members and seek information, at any time.

In relation to Waste, Members sought further information on:

- the large fluctuations (1st graph) on a month to

month basis, on missed collections and sought clarification on this issue;

- Regarding recycling and composting (2nd graph) and the target of 50%; the variations and reasons for the targets not being achieved;
- The need to include North Herts' figures in the breakdown;
- Of the fact that the Council had a unified waste and disposal policy and for feedback in relation to whether this was a long term ambition or not viable unless forced to do so by the Government.

Members requested that the Portfolio Holder whose remit covered Waste Services be invited to the meeting.

In relation to the Website, the Head of Communications and Policy commented that each of the Council's web pages had a feedback mechanism (Gov.Metric) which enabled an individual to feed back information on the web page information being reviewed. He undertook to provide Members with a recent report about website usage.

Members expressed their concerns about:

- the impact (slowness) of using different browsers;
- IT as a service and the Laptops (inability to log on). A Member felt that the service was underperforming and of the difficulties that "silver surfers" experienced in trying to navigate the Council's website;
- Of the need to promote better use of front pages to allow quicker access to information.

In relation to items on the draft Work Programme, Members supported the following changes to the draft:

- Website Customer Satisfaction be moved to the meeting on 4 February 2020;
- The IT Service be included on the work programme for the meeting on 17 September 2019;
- Pre-Planning Advice be removed from 5 November and included on the agenda for the meeting on 4 February 2020;
- The Parking (final report and recommendations of the Task and Finish Group) be reported to Members on 10 December 2019; and
- Hertford Town Centre (blight issue) be removed from the agenda on 4 February and included on the agenda for the meeting on 5 November 2019

Councillor K Crofton referred to the IT Service and questioned whether the shared service was reducing costs given that the Council contributed £2.5M a year to the service. He suggested that the Portfolio Holder for the Shared Service and the ICT Partnership Manager be invited to the meeting on 17 September 2019. This was supported.

Members requested that at some point during the civic year, Executive Members be requested to present their aims and objectives to Members. This was supported.

It was moved by Councillor J Wyllie and seconded by Councillor K Crofton that the draft Work Programme, as amended be approved. After being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – that (A) the draft Work Programme as amended, be approved;

(B) the Head of Communications, Strategy and Policy provide members with the most recent Gov. Metric report.

51 URGENT ITEMS

Although not an urgent item of business, the Chairman allowed Councillor Ward-Booth the opportunity to express his concern that meetings of the Committee were currently confined to the single venue of the Council Offices at Hertford. He suggested that alternative venues such as The Rhodes, Bishop's Stortford Town Council and Schools, within the District should be used as alternative venues for Overview and Scrutiny Meetings. The Chairman and a number of other Members supported this view as they felt it enabled residents to better communicate and interact with the Council and become more familiar with the decision making process.

Councillor D Hollebon reminded Members that East Herts once had a Council Chamber in Bishop's Stortford but that this former venue was now a car park. She hoped that when the new Civic Centre was built, that meetings could be held there but in the interim, supported the use of venues at locations such as Buntingford, Sawbridgeworth, Ware and other sites. She felt that there was a need to be more inclusive and approachable to residents and that by moving away from Hertford (on an irregular basis) would help achieve this. Councillor M Goldspink supported other Members' views on this issue adding that many people in Bishop's Stortford felt neglected. Councillor J Ranger supported a need to change the location. Councillors K Crofton and M Stevenson did not support a suggestion to change the location of meetings, adding that Hertford was the HQ and complied with essential needs such as

microphones and accessibility.

It was moved by Councillor A Ward-Booth and seconded by Councillor H Drake that Member's views concerning the need to change the venue of Overview and Scrutiny Committee be given further consideration. After being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – that Member's views regarding the need to change the venue of Overview and Scrutiny Committee be given further consideration.

The Chairman raised the issue of Public Speaking and asked Members whether they wanted the public to speak at meetings of Overview and Scrutiny Committee. It was noted that Meetings of Development Management committee had this arrangement in place. A number of Members supported such a proposal adding that this added transparency and openness of decision making. It was noted that further advice would need to be provided by the Head of Legal and Democratic Services.

It was moved by Councillor J Wyllie and seconded by Councillor D Snowdon that the proposal to seek to introduce public speaking at meetings of Overview and Scrutiny Committee, be supported. After being put to the meeting and a vote taken, the motion was declared CARRIED.

RESOLVED – that further information be sought from the Head of Legal and Democratic Services on a proposal to introduce public speaking at future meetings of Overview and Scrutiny Committee.

The meeting closed at 7.45 pm

Chairman
Date

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EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 5 NOVEMBER 2019

REPORT BY EXECUTIVE MEMBER FOR FINANCIAL SUSTAINABILITY

COUNCIL TAX LONG TERM EMPTY HOMES PREMIUMS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- 1.1 To propose changes to the Council Tax long term empty homes premiums from April 2020 option B below.

<u>RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE</u>	
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(A)	Members scrutinise the options for Council Tax Long Term Empty homes premiums as detailed within this report and submit comments to the Executive.
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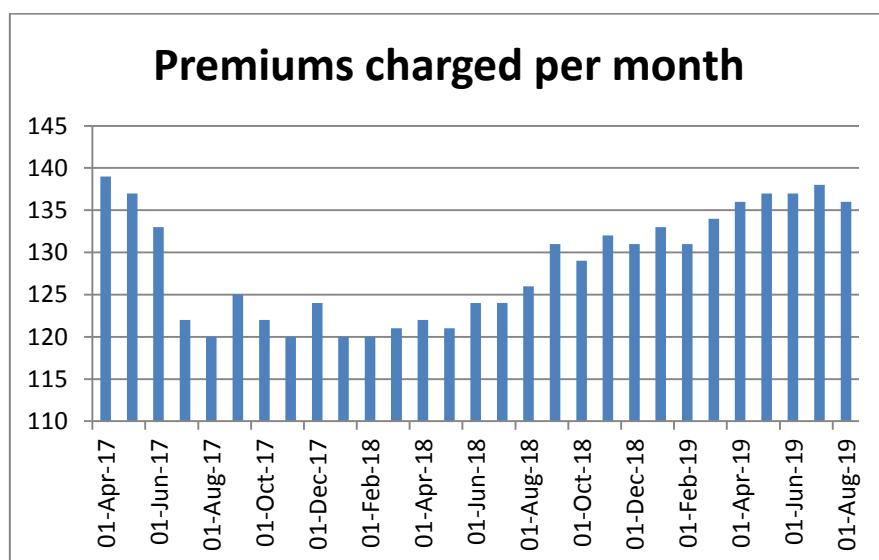
(B)	recommend the Executive that Option B be proposed to Council
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1. BACKGROUND

- 1.1 Since April 2013 Local Authorities in England have been given delegated powers under Section 11B of the Local Government Finance Act (LGFA) 1992 (revised by the LGFA 2012) to increase Council Tax by adding up to **50%** to the Council Tax charge on some long-term empty properties. This is known as the 'Long Term Empty Premium'.
- 1.2 This authority chose not to introduce the charge until April 2017. The impact of the charge has been monitored since its introduction to determine its impact on; the number of empty properties, avoidance of the charge and debt recovery.

1.3 Properties are classified as Long Term Empty when they have been empty for and substantially unfurnished for 6 or more months, and not excluded by exemptions. The LGFA is applied to those properties that had been empty for 2 or more years.

1.4 A review of the 139 properties that were empty for 2 or more years when the charge was introduced demonstrates that 42% (58) have subsequently been occupied, and that there is no evidence of avoidance. Those properties, still unoccupied are with a small exception, paying the additional premium. The graph below demonstrates the number of properties being charged the premium each month. It illustrates a marked reduction in long term empty properties immediately after the introduction, but an increasing number thereafter.



1.5 It should be noted that many empty properties are exempt from the charge. These include those left empty by a deceased person pending probate (266 @1.8.19) and those left empty due to entering a care home (76 @ 1.8.19).

1.6 Excluding the exempt properties (above), at 1 August 2019 there were 588 empty properties in East Herts, 138 of which had been empty for 2 or more years. The age profile of 2 plus years, long term empty properties at 1.8.19 is shown below.

Empty period	Number
Over 2 but less than 5 years	69
5 years but less than 10 years	50
10 or more years	19

2. Report

2.1 The Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018 revised the LGFA 1992 effective from the 1 April 2019, with a step changed approach to the maximum premium that could be applied. This enabled the amount of long term empty premium that an authority could choose to charge to be increased as follows;

- For the financial year beginning on the 1 April 2019 the maximum premium was increased from 50% to 100%.
- For the financial year beginning on the 1 April 2020 the maximum premium for property empty for less than 5 years remained at 100%, but for property empty for 5 or more years the maximum increased to 200%
- For the financial year beginning on the 1 April 2021 the maximum premium for property empty for less than 5 years remained at 100%, but for property empty for 5 but less than 10 years the maximum increased to 200%, and those 10 years and over increased to 300%.

2.2 The table below summarises these changes.

		Maximum premium
2013-2019	Empty for 2 or more years	50%
2019-2020	Empty for 2 or more years	100%
2020-2021	Empty for 2 years or more but less than 5 years	100%
	Empty for 5 or more years	200%
2021 onwards	Empty for 2 or more years , but less than 5 years	100%
	Empty for 5 or more years but less than 10 years	200%
	Empty for 10 or more years	300%

2.3 If these new multipliers were implemented the impact on the existing LTE empty properties, and the premium income is illustrated below.

Current 50% extra	A	B	C	D	E	F	G	H	Totals
Number affected	17	13	29	25	17	27	7	3	138
additional individual charge	£ 595.30	£ 694.52	£ 793.73	£ 892.95	£ 1,091.38	£ 1,289.82	£ 1,488.25	£ 1,785.90	
Total premium income	£ 10,120.10	£ 9,028.72	£ 23,018.27	£ 22,323.75	£ 18,553.52	£ 34,825.05	£ 10,417.75	£ 5,357.70	£ 133,644.85

From April 2020	A	B	C	D	E	F	G	H	Totals
100% for up to 5 years									
Number affected	3	3	19	16	10	15	2	1	69
additional individual charge	£ 1,190.60	£ 1,389.03	£ 1,587.47	£ 1,785.90	£ 2,182.77	£ 2,579.63	£ 2,976.50	£ 3,571.80	
200% for more than 5 years									
Number affected	14	10	10	9	7	12	5	2	69
additional individual charge	£ 2,381.20	£ 2,778.07	£ 3,174.93	£ 3,571.80	£ 4,365.53	£ 5,159.27	£ 5,953.00	£ 7,143.60	
Total premium income	£ 36,908.60	£ 31,947.77	£ 61,911.20	£ 60,720.60	£ 52,386.40	£ 100,605.70	£ 35,718.00	£ 17,859.00	£ 398,057.27

From April 2021	A	B	C	D	E	F	G	H	Totals
100% for up to 5 years									
Number affected	3	3	19	16	10	15	2	1	69
additional individual charge	£ 1,190.60	£ 1,389.03	£ 1,587.47	£ 1,785.90	£ 2,182.77	£ 2,579.63	£ 2,976.50	£ 3,571.80	
200% for more than 5 years but less than 10 years									
Number affected	13	7	7	4	4	8	5	2	50
additional individual charge	£ 2,381.20	£ 2,778.07	£ 3,174.93	£ 3,571.80	£ 4,365.53	£ 5,159.27	£ 5,953.00	£ 7,143.60	
300% for more than 10 years									
Number affected	1	3	3	5	3	4	0	0	19
additional individual charge	£ 3,571.80	£ 4,167.10	£ 4,762.40	£ 5,357.70	£ 6,548.30	£ 7,738.90	£ 8,929.50	£ 10,715.40	
Total premium income	£ 38,099.20	£ 36,114.87	£ 66,673.60	£ 69,650.10	£ 58,934.70	£ 110,924.23	£ 35,718.00	£ 17,859.00	£ 433,973.70

2.4 The value of any additional revenue generated from an increase in premiums would be shared in accordance with the precepts.

	Precept %	Current	2020	2021
HCC	76.15%	£ 101,770.55	£ 303,120.61	£ 330,470.97
Police	10.53%	£ 14,072.80	£ 41,915.43	£ 45,697.43
EHC	9.47%	£ 12,656.17	£ 37,696.02	£ 41,097.31
Parish /Town	3.85%	£ 5,145.33	£ 15,325.20	£ 16,707.99
Total		£ 133,644.85	£ 398,057.27	£ 433,973.70

2.5 The intention of the provision to charge premiums is to encourage empty property owners to bring them back into use. Therefore if this is successful and the additional premiums act as an incentive the additional revenue may not materialise.

- 2.6 If the additional premiums are not paid, one of the permitted recovery options is to attach a charge to the property which would be paid when the property was sold (plus the statutory **interest** of 8% that is added).

In order to apply for a charging order the debt must be a minimum of £1,000. Once a charging order is granted then an application can be made to the court for an order to force the sale of the property. However, there is no minimum level stated for this. The court would then have to consider:-

- The size of the Judgment debt as against the value of the property;
- The conduct of the debtor i.e. whether he has made any effort to make payment;
- If there is any other steps which the Judgment creditor could take to enforce the debt.

The court has varied powers to deal with an application for an order for sale which can include the following:

- It has the power to make an instalment order in relation to the judgment debt.
- It can give the debtor time to raise the money that is owed to the creditor.
- The Court can also attach conditions to the order for sale as it deems appropriate in the circumstances.

- 2.7 The Department for Communities and Local Government issued a guidance document on “Council Tax – Empty homes premium (Guidance for properties for sale and letting)” in May 2013. It states that the guidance should not be treated as an interpretation of the legislation or statutory guidance and recognises that billing authorities are free to make their own decisions when administering the premium. It does however

remind authorities that there are two exemptions from the premium, specifically,

- a dwelling which would otherwise be the sole or main residence of a member of the armed services, who is absent from the property as a result of such service.
- a dwelling, which forms part of a single property that is being treated by a resident of that property as part of the main dwelling.

- 2.8 It goes on to remind authorities that government’s intention was not to penalise owners of property that is genuinely on the housing market for sale or rent. It suggests that consideration of the average completion/occupation time in the area be considered.
- 2.9 As the premiums do not start until a property has been empty for 2 years, this consideration would not apply within the current housing market in this area.
- 2.10 Increases in the number of empty properties that an authority has in its area, has a negative impact on the value of new homes bonus (NHB) it can claim. The calculation for NHB compares the number of physical properties less empty properties between years and after subtracting a 4% expected growth value, determines the base of the grant. For 2018 each property was worth 80% of the national band D average of £1336.80. This is received for each of 4 years, so the value to the Council is actually £5347.20 per property.
- 2.11 What others are currently doing:

	Current Premium charged	2020/21 100% & 200%	2021/22 100% & 200% & 300%
Dacorum	100%	Yes	Yes
Hertsmere	100%	Yes	Yes
St Albans	100%	Yes	Yes

Three Rivers	100%	Yes	Yes
Watford	100%	Yes	Yes
Welwyn Hatfield	100%	Yes	Yes
East Herts	50%		
North Herts	50%	Considering	Considering
Stevenage	50%	Considering	Considering
Broxbourne	No Premium	Considering	Considering

2.12 Options.

2.12.1 The LGFA delegated powers to billing authorities to change the long term empty premium rates if they chose to. They are not mandatory. Each authority can determine if it wishes to apply the maximum premiums or not.

2.12.2 A billing authority cannot however change the time frames. For example, introduce a 200% premium for properties empty for 3 or more year, rather than the 5 years specified in the delegated powers.

2.12.3 The table below lists the options available. There is no obligation to change from the current option A.

2.12.4 An Authority may for example, determine to introduce the provision available from April 2020 (option C) but not proceed to the option D available from April 2021 which includes the 300% premium for properties empty for more than 10 years. Consideration of progressing to option D could be introduced at a later date.

2.12.5 A billing authority which makes a determination must publish a notice of it in at least one newspaper circulating in its area and do so before the end of the period of 21 days beginning with the date of the determination. Failure to comply with this subsection does not affect the validity of a determination.

2.12.6 East Herts has only recently (April 2017) introduced the 50% premium, and whilst it has been seen to be effective in encouraging 42% (58) of the then long term empties back into occupation, consideration needs to be taken of the financial impact on homeowners, and impact on collection rates of increasing the premium significantly to 200% and then 300% over a short time scale. It is therefore recommended that option B (100%) is implemented from April 2020, with a review of its impact during 2021 to consider if further increases are appropriate in our local context.

2.12.7 Options available

Option	Options available from	Maximum premium
A	Apr-13 Empty for 2 or more years	50%
B	Apr-19 Empty for 2 or more years	100%
C	Apr-20 Empty for 2 or more years but less than 5 years	100%
	Empty 5 or more years	200%
D	Apr-21 Empty for 2 or more years but less than 5 years	100%
	Empty for 5 or more years but less than 10 years	200%
	Empty for 10 or more years	300%

BACKGROUND PAPERS

1. Empty Homes premium guidance paper

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/797672/Empty_home_premium_guidance.pdf

2. Ministry of Housing, Communities and Local Governments' Fact Sheet on Empty Homes premium

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/694646/Higher_amount_for_long-term_empty_dwellings_factsheet.pdf

3. Legislation

<http://www.legislation.gov.uk/ukpga/2012/17/section/12/enacted>

<http://www.legislation.gov.uk/ukpga/2018/25/section/2>

http://www.legislation.gov.uk/ukpga/2018/25/pdfs/ukpga_20180025_en.pdf

Contact Member: Councillor Geoff Williamson – Executive Member for Financial Sustainability
Geoffrey.williamson@eastherts.gov.uk

Contact Officer: Su Tarran – Head of Revenues & Benefits shared service
Su.tarran@hertspartnership-ala.gov.uk

Report Author: Su Tarran – Head of Shared Revenues and Benefits Service
Su.tarran@hertspartnership-ala.gov.uk

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate)</i> :	Priority 2 - Enhance the quality of people's lives
Consultation:	Not required
Legal:	None
Financial:	All financial implications are included in the body of the report.
Human Resource:	None
Risk Management:	None
Health and wellbeing – issues and impacts:	None
Equality, diversity and human rights considerations, and whether Equality Impact Assessment required:	None,
Environmental Sustainability	None

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EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 5 NOVEMBER 2019

REPORT BY HEAD OF OPERATIONS

WASTE KEY PERFORMANCE INDICATORS – MISSED BINS

WARD(S) AFFECTED: N/A

Purpose/Summary of Report

- To provide an overview of the waste management service in East Herts over the past year.
- To provide comparative data of our nearest neighbours for missed bin collections and recycling rates

<u>RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY:</u>	
(A)	To note the update report, and
(B)	Members views on possible changes to the Waste Key Performance Indicator for missed bin collections as described in para 2.16 be sought.

1.0 Background

1.1 In May 2018 East Herts Council implemented a Joint Waste contract with North Herts. The contract was awarded to Urbaser and managed by a newly formed joint client team across the two authorities (North Herts and East Herts).

- 1.2 A partnership board was also developed to oversee the monitoring and performance of the contract above and beyond the role of the contract monitoring team. The partnership board consists of key officers and members from both Councils including the Chief Executive, the Executive/Cabinet member for Waste and Recycling, Director/Head of Service responsible for Waste, finance and legal officers and the Joint Waste Service Manager.
- 1.3 The day to day performance of the contract is closely monitored by the shared waste, recycling and street cleansing service (the client team). This includes daily checks and inspections, weekly and monthly meetings with key members of staff at varying levels from both Urbaser and client team.
- 1.4 A number of key performance indicators (KPIs) underpin the monitoring and contract compliance of the service delivered by Urbaser. Since the implementation of the new joint waste contract in May 2018, one of the key performance indicators for the service, missed bin collections per 100,000 (30 or less per month) has not been achieved since the start of the contract. The report seeks to provide an overview of the performance of the contract to date and address the concerns/questions raised by the Overview and Scrutiny Committee. The questions posed are:
 1. What are the issues that have led to ongoing underperformance with respect to the missed bins performance indicator.
 2. What has been attempted to resolve this and what understanding is there as to why such mitigation has failed to resolve the problem/s
 3. What future actions are planned to reduce the number of missed bins
 4. What penalties have been incurred as a result of the repeated missed target.

1.5 The reports also seeks to explore how we might increase our recycling rates as an authority and compare our current rates with neighbouring Authorities.

2.0 Report

2.1 Urbaser commenced operations in both East & North Herts on the 6th May 2018. This included the transfer of staff from the previous contractor of which 95% of staff transferred (from the East Herts division). In addition new vehicles and technology were introduced over a bank holiday weekend, creating an additional challenge by playing “catch up”. In our experience as officers, new contracts generally require an embedding phase of approx. 6 months to 1 year before we see service standards improve and settle to expected levels.

2.2 Additional staff were employed through local agencies to cover the shortfall of staff and Urbaser ensured that agency staff were working closely with more experienced staff on the rounds to maximise training and in turn minimise disruption to the service residents received.

2.3 In the first week of the contract there was some disruption to the service due to vehicles being incompatible with the landfill site, however this was rectified immediately and service resumed.

2.4 There are a number of key performance indicators which determine how successful the contract is operating. These include (this is not an exhaustive list):

- Missed Bin collections (further information provided in report)
- Fly tips removal
- Street cleansing grades
- Rectifications completed within timescales
- Contamination in dry recycling

2.5 Broadly speaking the East Herts Urbaser contract is operating

to satisfactory standards. Though missed bins collections have not met the target set, Urbaser are able to rectify issues within a timely manner in accordance with the contract. There is a good working relationship with Urbaser and our enforcement team regarding fly tipping which has led to increased prosecutions as the crew are clearing fly tips post evidence gathering from the Council. Our streets are being cleaned at a good standard, in the last year 95% of our streets were an A and B grade under the code of practice on litter and refuse guidance. Our contaminations levels in dry recycling have always been below 5%, averaging 2.23% per month since the start of the Urbaser contract. This is of course largely due to the great work undertaken by residents to clean the materials and ensure the right materials are placed in the recycling bins and partly due to the strict instructions the collection crews are given to not collect bins that have visible contamination at the point of pick up.

2.5 In terms of customer complaints, there was a reduction in the number of stage 1 complaints since start of the new contract (Table 1 - year 18/19). However, it is worth noting that the first 6 months of 19/20 indicate that the percentage of waste service related stage 1 complaints for the year is likely to be higher than previous years of approx. a quarter of all stage 1 complaints across the Council.

2.6 This increase is due to the delay in bins deliveries due to lack of stock and storage space (managed by the client team). This has now been resolved. As this is managed locally there are no contract performance issues in relation to Urbaser. The client team have been operating under capacity since the start of the contract (less 4 FTEs), this has led to some delays in responding to customer enquiries in a timely manner and therefore some complaints had been escalated to a stage 1 complaint. Staff recruitment has taken place and the number of stage 1 complaints should settle to levels expected. In addition, there were some staff changes within the Council's customer service team. Whilst training took place some

complaints were categorised as stage 1, with training now in place we expect to see fewer stage one complaints for waste services as more should be dealt with at first point of contact.

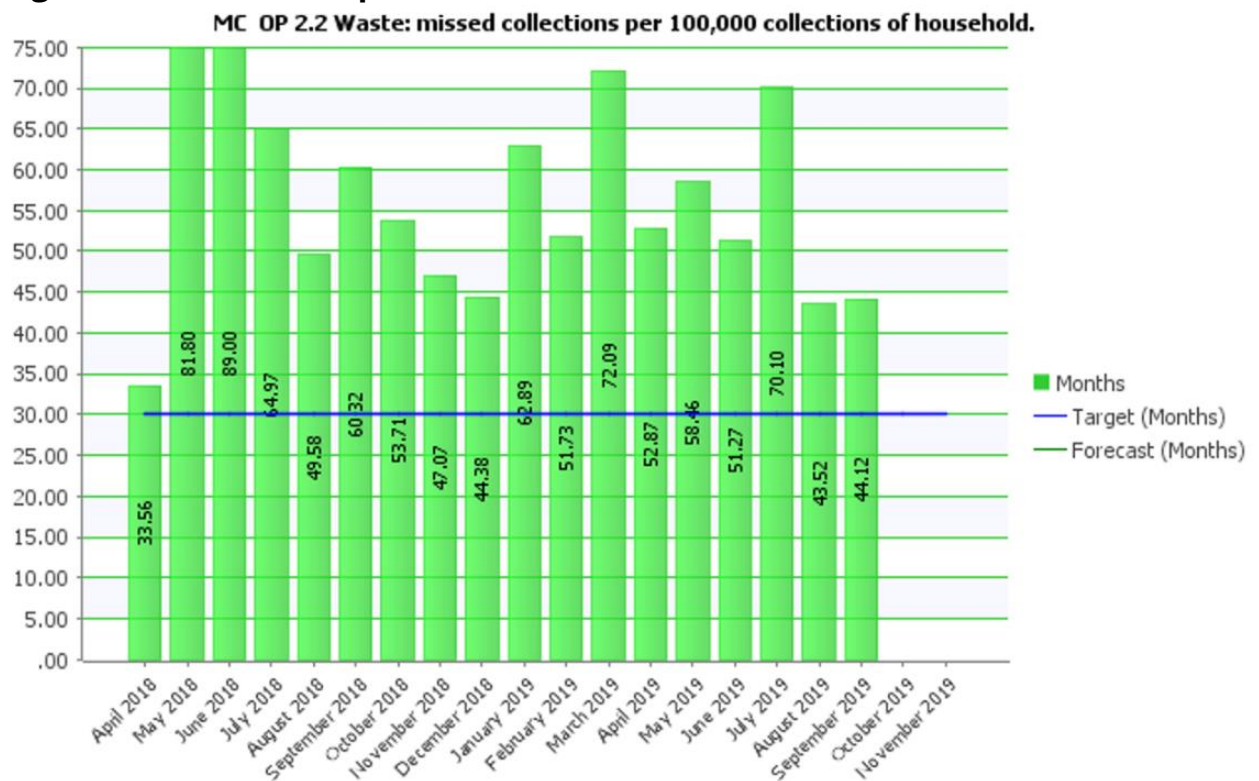
Table 1 - Stage 1 complaints relating to Bins/Waste

	16/17		17/18		18/19		19/20 (so far)	
	Number	%	Number	%	Number	%	Number	%
S1 Complaints related to bins/waste	23	24%	27	26%	18	24%	17	40%
Total S1 Complaints (all services)	97	100%	105	100%	76	100%	42	100%

Missed Bin collections

2.7 The number of missed bin collections per 100,000 as per KPI reported monthly has been inconsistent over the last 18 months and under achieving the target set (less than 30 per 100,000 – Figure 1). It is important to interpret the definition of the KPI correctly in terms of impact to service delivery.

Figure 1 - Missed bins per 100,000



- 2.8 To obtain the KPI figure the actual number of missed bins are reported and inputted into a calculation to provide the “per 100,000” figure. This is not the actual number of missed bins nor the percentage of missed bins.
- 2.9 The monthly KPI on missed bins has varied from around 45 bins per 100,000 up to almost 90 per 100,000 with the 2018/19 annual average of 58.8 this equates to 0.06% of collections missed. This actually means that 99.95% of collections are “right first time”.
- 2.10 In terms of a comparison with other Authorities, we were able to gain figures from 5 other Hertfordshire Districts. The data has been anonymised as not all Authorities publish this data. Table 2 below illustrates their missed bin data:

Table 2 - Comparison to neighbouring authorities

		East Herts equivalent
Council A	221 actual missed bins (monthly average based on 32 months)	189 actual missed bins (monthly average July 18 to Sept 19)
Council B	99.95% of bins collected	99.95% of bins collected based on 18/19
Council C	99.41% of bins collected	As above
Council D	30 per 100,000	55 per 100,000 (July 18-Sept 19)
Council E	741 actual missed bins (monthly average 18/19)	189 actual missed bins (monthly average July 18 to Sept 19)

- 2.10 Despite the positive comparison with other Authorities, the KPI in itself has not been met since the start of the contract. Issues relating to this include:
 - Extreme weather
 - Change of IT system
 - Changes in staff

2.11 The number of missed bins were at their highest in the months of March and July. In these months we experienced extreme weather on both ends of the spectrum. In March, we experienced snow and high winds which impacted collections and on the hottest day in July temperatures reached 38.7C which set an all-time UK record. Notwithstanding the efforts made by the contractor to regularly provide crews frozen water, the number of sickness from crews rose due to dehydration as temperatures in the vehicles were much higher than this with the operating machinery to tip the bins exacerbating the temperatures. In January, there is an industry wide expectation for missed bin collections to be higher as crews play catch up from the holiday period in December.

Change of IT system

2.12 In terms of change of IT system. The software used in the previous contract to log missed bin collection data allowed client team officers and the contractor to discuss disputed data and update these based on the results of discussions at contract meetings. In the new system the data collected and validated at first point of contact (customer service) cannot be altered on the system after disputes have been discussed between technical staff on both the client and contractor staff. The team will be exploring whether the software could be upgraded to allow amendments to take place, though we expect disputed figures to be minimal in a contract of this size and the KPI set out in this way the figure looks exceedingly high.

Changes in staff

2.13 The target of less than 30 missed bins per 100,000 was carried over from the previous contract as part of a continuous improvement target (after several years of operation) which was led by long standing members of staff with years of experience of the East Herts waste, recycling collection and street cleansing service. As the contract moved over to Urbaser some long standing members of staff left the company, which impacted on service delivery in terms of the

missed bins KPI. With new staff in place it has meant they have had a steep learning curve to fully perfect and understand the new routes and East Herts Operations. Officers are confident that there will be a declining trend in the number of missed bin collections for East Herts based on the commitment the new management team have demonstrated to deliver a high quality service.

- 2.14 As mentioned previously 95% of the staff from the old contractor transferred over to Urbaser at the beginning of the contract. This meant 5% of the workforce were agency workers who were unfamiliar with the rounds, technology and vehicles. Though endeavours were made by Urbaser to work rotas to mix experienced staff with less experienced staff, this undoubtedly had some impact on service delivery and bin collections. As of September 2019, the percentage of permanent is at 98.75%. It is evident that this is having a positive impact of service delivery in terms of missed bins with the general trend of numbers of bins reducing (with the exception of the cases of extreme weather).
- 2.15 Overall, as a client we are satisfied with the level of service we receive from Urbaser for the East Herts contract. Though the historic KPI has not been met since the start of the new contract, crews have returned to collect bins (met rectification levels) where appropriate to do so and therefore defaults/ payments to the Council have not been triggered in relation to missed collections. In line with the emerging new corporate plan, there is an opportunity to develop more meaningful KPIs to report on.
- 2.16 The Officer recommendation for a new KPI would be to measure the percentage of bins collected with a target set based on the average percentage of collection from the start of the contract to date. It is also recommended to review this target on an annual basis.

Recycling Rates

2.17 The latest East Herts recycling levels are shown below on table 3 as a comparator with the other Hertfordshire authorities

Table 3 - Recycling rate across Hertfordshire

Recycling Rates										
Year	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Wel
2010/11	39.30%	47.70%	48.30%	42.50%	50%	50.20%	39.10%	50.90%	40.20%	36.50%
2011/12	39.60%	46.70%	48.40%	46.70%	49.50%	48.30%	40%	60.50%	41.20%	49.90%
2012/13	34.30%	46.80%	46.60%	40.50%	47.30%	41.60%	36.80%	62%	39.70%	43.80%
2013/14	35.00%	46.20%	48.50%	43.20%	57.30%	47.70%	37.40%	62.40%	40.60%	46.60%
2014/15	35.00%	46.30%	49.50%	43.30%	58.50%	50.40%	38.20%	63.20%	41.70%	48%
2015/16	40.30%	49.10%	48.60%	42.10%	57.60%	52.20%	39.40%	59.40%	40.10%	48.50%
2016/17	41.10%	51.10%	51.20%	43.40%	58.90%	57.50%	39.80%	61.90%	42.90%	53.00%
2017/18	41.80%	52.50%	49.40%	43.60%	57.50%	59.50%	38.30%	62.40%	44.30%	43.40%
2018/19	42.26%	52.65%	50.00%	44.59%	56.93%	62.05%	39.55%	63.26%	45.37%	45.26%

2.18 East Herts Council has an aspiration to reach a recycling level of 60% by 2023 and delivered a “Recycling September” programme to engage with members and officers in a programme of informative opportunities. Presentations from stakeholders and field trips to recycling sites have been completed including a member’s workshop session and discussions with officers on ideas of how to improve recycling rates, a brief list of ideas is provided below:

- Improve marketing and communications, use videos
- Run education programmes on recycling
- Keep messages simple
- Publicise “end destinations” of where our material goes
- Introduce trade waste recycling
- Introduce weekly food collection
- Reduce black bin size to focus minds on recycling
- Larger recycling bins
- Pick up side waste for recycling to determine whether there is demand for larger recycling bins

2.19 In line with the development of the new corporate plan and the Council’s commitment around environmental sustainability, actions will be included in the plan to improve recycling rates subject to an options appraisal and business plan.

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

N/A

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Report Author: as above

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>The report has been developed in consultation with Urbaser (Waste Contractor).</i></p>
<p>Legal:</p>	<p><i>The Council has a statutory duty to collect household waste under section 45 of the Environmental Protection Act 1990 and a further statutory duty to collection recyclable waste under section 45A of this Act.</i></p>
<p>Financial:</p>	<p><i>There is a payment mechanism in place to manage the performance of the contract.</i></p>
<p>Human Resource:</p>	<p>N/A</p>
<p>Risk Management:</p>	<p><i>The waste service is high profile. Missed bin collections and recycling rates will influence the public perception of the council as a whole.</i></p> <p><i>Monitoring of the refuse contractor takes place and performance monitoring is detailed in the report.</i></p>
<p>Health and wellbeing – issues and impacts:</p>	<p>N/A</p>

<p>Equality, diversity and human rights considerations, and whether Equality Impact Assessment required:</p>	<p>N/A</p>
<p>Environmental Sustainability</p>	<p><i>Improved recycling and reduction in waste to landfill will provide environmental benefits.</i></p>

EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 5 NOVEMBER 2019

REPORT BY COUNCILLOR HOLLY DRAKE, CHAIR OF THE PARKING TASK AND FINISH GROUP

INTERIM REPORT ON THE WORK OF THE PARKING TASK AND FINISH GROUP

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To provide an interim report on the work of a Member Task and Finish Group looking into aspects of parking policy in East Herts.

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE:

That:

(A)	The Committee review the work undertaken thus far by the Task & Finish Group and the remaining stages of the Group's work which will culminate in a final report to the Overview and Scrutiny Committee on 10 December 2019.
(B)	Members' views be sought on the progress so far.

1.0 Background

1.1 On 11 June 2019 the Council's Overview and Scrutiny Committee elected to examine aspects of East Herts Council's parking policies as part of its 2019/20 work programme.

1.2 A Member Task and Finish Group has been established to undertake this review. The Group is composed of:

- Councillor Holly Drake (Chair)
- Councillor John Wylie

- Councillor Sophie Bell
- Councillor Mari Stevenson
- Councillor Ian Devonshire

Ben Wood is the Council's lead officer for this policy review and Andrew Pulham, former Parking Manager at East Herts Council has been employed on a part time, fixed term basis to support the work of the Group.

1.3 The terms of reference as agreed by the Overview and Scrutiny Committee were to review the following policy areas:

- Town centre parking policy, focussing on Bishop's Stortford and Hertford
- Resident permit zone (RPZ) policy
- Parking standards within planning policy
- Climate change/sustainability aspects of parking policies

1.4 At its meeting on 23 July the Group agreed that due to time constraints the strand relating to East Herts planning policy would be deleted from the Group's agenda. As of 5 November the Group has addressed the first two items on the above list.

2.0 Report

Meeting One – Parking in Bishop's Stortford

2.1 The 23 July meeting focussed on parking in Bishop's Stortford. Members of the Bishop's Stortford Business Improvement District (BID) gave evidence on behalf of the town's business community.

2.2 Issues discussed included the Old River Lane and Goods Yard developments, problems associated with 'airport parking', commuter parking (specifically displacement caused by car park charges at the railway station), electric vehicle charging provision, new residential developments and the traffic management and sustainability aspects of the County

Council's Local Transport Plan (LTP4).

- 2.3 The Council's ability to use car park provision, designation and pricing to influence parking behaviours was noted. In connection with this the 2019 'AECOM' Bishop's Stortford Parking Strategy and Action Plan, jointly commissioned by EHDC and HCC was felt to offer a comprehensive analysis of the current situation in the town.
- 2.4 A shortage of off-street parking capacity was identified as a particular challenge for the town's workers and for the visitors on whom the town relies for much of its economic wellbeing. Options for reshaping current car park provision to help ameliorate this situation were discussed.
- 2.5 The Group concluded that different approaches are needed for different user cohorts. In respect of town centre employees the BID felt that a form of discounted, permit-based parking would be a good way to alleviate some of the financial pressures on local businesses.
- 2.6 The possibility of implementing a 'Free after Three' type offer in suitable car parks was discussed and it was noted that an initiative of this type is advocated in the BID's business plan. The Group offered *in principle* support for such a scheme, although it confirmed that modelling of the financial and other ramifications would first be required. It was agreed also that if implemented the initiative should operate initially as a trial to enable its impact to be assessed. The Group agreed that the BID should be asked to help underwrite the costs of such an initiative.
- 2.7 A full report on the findings and recommendations agreed by the Group in respect of parking in Bishop's Stortford will be presented to Overview and Scrutiny Committee on 10 December; however the Group's main recommendations are as follows:

- i) Explore measures to encourage rail commuters to park in station car parks rather than Council-owned facilities on the basis that this will increase the availability of town centre parking spaces for town workers and shoppers.
- ii) Review the designation of Council car parks, placing most long stay provision at the edge of the town centre with charges set at a level that supports town centre workers in particular.
- iii) In parallel with (ii), improve the accessibility and availability of short stay parking in the town centre with the aim of promoting its economic wellbeing.
- iv) Consider the introduction of a permit scheme for employees of town centre businesses to incentivise them to park away from the town centre (through shared use of RPZs where possible).
- v) Better publicise the existing on-street business permit scheme in the 'Chantry' RPZ area and offer more flexible payment terms.
- vi) Review Blue Badge provision in car parks with a view to moving towards the 6% figure recommended by the DfT.
- vii) Consider whether Blue Badge motorists should be required to pay to park in EHDC car parks, on the basis that the Blue Badge scheme is concerned with accessibility, rather than the holder's ability to pay.

Meeting Two – Parking in Hertford

2.8 At its meeting on 22 August 2019 the Group discussed town centre parking in Hertford. Representatives from Hertford Town Council and the town's business community attended to give evidence. The meeting focussed on measures the Council could enact to support town centre businesses and their workers and to promote the daytime economy of the town.

2.9 There was a degree of overlap with the findings and recommendations from the 23 July session. For example, the

representatives from the Town Council and the business community agreed that a 'Free after Three' scheme might benefit the town, although it was suggested that an approach whereby a longer period of free parking is offered in the Council's car parks should also be considered. As with Bishop's Stortford it was suggested that outer car parks tend to be slightly less full and that a discounted permit scheme for businesses could be a way of incentivising their use as well as alleviating financial pressures on businesses.

- 2.10 Particular attention was focused on the perceived lack of parking thought necessary to support a thriving town centre. The temporary loss of Bircherley Green car park as well as the building of new housing developments in and around the town centre was held to have impacted upon the available space for shoppers. It was also suggested that current taxi rank provision on Fore Street and Railway Street should be amended to create additional short stay parking spaces.
- 2.11 The Council's proposal to make its staff car park at Wallfields available to town centre workers at weekends was welcomed by the traders' representative and supported by the T&F Group.
- 2.12 There was a brief discussion regarding proposals to charge East Herts Council staff for use of EHDC car parks. This was previously recommended as an action to explore as part of a Sustainable Transport Task and Finish Group in 2017. The Group felt that this should be revisited in due course.
- 2.13 A full report on the findings and recommendations agreed by the Group in respect of parking in Hertford will be presented on 10 December; however the Group's main recommendations can be summarised as follows:
 - i) Improve the quality and quantity of directional signage to the town's car parks.
 - ii) Offer use of the Wallfields staff car park to town centre businesses on Saturdays and Sundays, free of charge.

- iii) Implement a permit parking scheme whereby town workers can park at a lower charge in lesser used, fringe car parks.
- iv) Review Blue Badge provision in car parks with a view to moving towards the 6% level recommended by the DfT.
- v) Consider whether Blue Badge motorists should be required to pay to park in EHDC car parks, on the basis that the Blue Badge scheme is concerned with accessibility, rather than the holder's ability to pay.

In respect of (i) the Group noted the possibility that, subject to the agreement of the grantor, the terms of an existing S106 contribution could be varied to fund this additional signage and requested that this opportunity be explored. In respect of (ii) the Group noted that if implemented in its simplest form this initiative could be implemented and operate at minimal cost to the Council.

Meeting Three – Resident Permit Zone Policy (1)

2.14 The Task and Finish Group next met on 24 September when the Council's policy on Resident Permit Zones (RPZs) was examined. East Herts Cllrs Kaye and Cutting attended as witnesses to discuss the parking situation in residential roads in Ware and Bishop's Stortford respectively and Sally Andrews, the Council's Interim Parking Manager also gave evidence.

2.15 Prior to this session the Council had undertaken a short online survey of residents living within and outside RPZ areas. One thousand responses had been received.

2.16 An analysis of the survey's findings will be offered in the report to Overview and Scrutiny on 10 December; however the key findings of this survey, as discussed on 24 September are:

- A clear majority of respondents currently residing within an RPZ value the benefits it brings (Bishop's Stortford, Hertford and Ware).

- A significant majority of Hertford and Bishop's Stortford respondents not currently residing within an RPZ would like one (the situation is more evenly balanced in Ware).

2.17 In light of the survey findings and the representations from Cllrs Kaye and Cutting, the T&F Group identified RPZ Policy as an area where further examination was needed and scheduled a further session on this topic for 15 October.

Meeting Four – Resident Permit Zone Policy (2)

2.18 At the session of the T&F Group on 15 October, Members examined the Council's current RPZ Policy and Operational Guidance in greater detail.

2.19 A full report on the findings and recommendations agreed by the Group in respect of RPZ Policy and Operational Guidance will be presented on 10 December; however the Group's main recommendations can be summarised as follows:

- i) Review the current RPZ Policy and Operational Guidance, in part to create more favourable eligibility criteria and terms on which new schemes might be awarded and operate.
- ii) Require that as a pre-condition to the awarding of a scheme, its design maximises parking availability to non-resident motorists (e.g. town centre workers) on a managed basis where this can be achieved at little or no detriment to residents.
- iii) Require that the implications of a proposed RPZ for the wider parking and traffic management situation in the town be fully understood and appropriate mitigations agreed before that scheme is granted.
- iv) Require that scheme set-up costs are recouped over a defined number of years through the permit charge.
- v) As a quid pro quo for agreeing to (ii) above, the permit price for residents to be offset by the revenue generated from the sale of permits to non-residents.

Recommendations not directly related to the agreed review areas

2.20 The T&F Group made additional recommendations, not related to the agreed review areas, as follows:

- i) Ensure public transport services are commissioned and operational at the same time as major new residential developments are occupied, to encourage new residents to shift towards public transport use as a first choice.
- ii) Encourage the implementation of car clubs, ideally electric, alongside new residential developments plus the installation of additional electric vehicle charging points throughout the town.
- iii) The T&F Group Chair to write to Network Rail challenging their current parking charges and requesting that they reduce the daily charge to something closer to the prevailing all day charge in the town centre
- iv) Residents to be encouraged to notify MAG of 'airport parking' problems and the Council to be encouraged to publicise the number and website as widely as possible (the airport have a facility to report this but it not everyone is aware of it).

Future Meetings

2.21 A meeting on 13 November will examine the climate change/sustainability implications of the Council's parking policies and representatives from Hertfordshire County Council together with East Herts' Environmental Sustainability Coordinator will give evidence at this meeting.

2.22 At the invitation of the Group representatives from areas outside of the larger towns will also attend on 13 November to discuss the parking situation in these towns.

2.23 The Group will meet for a final time on 19 November to draw together the strands of its inquiries and agree a prioritised set of findings and proposals for presentation to the Overview and Scrutiny Committee on 10 December.

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

- Bishop's Stortford Parking Strategy (AECOM, May 2019)
- Hertford Parking Demand Study (Project Centre, March 2017)
- East Herts Council Resident Permit Parking Policy and Operational Guidance (two documents)

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IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives	Priority 3 – Enable a flourishing local economy
Consultation:	Various stakeholders consulted thus far, as outlined in the report
Legal:	None
Financial:	Many of the T&F Group's proposals are likely to require initial capital and/or revenue funding although some may then result in a new/increased revenue stream. Initiatives which require little or no initial funding or where possible non-core funding (e.g. S106 contributions) may be available are identified in the report.
Human Resource:	None
Risk Management:	None
Health and wellbeing – issues and impacts:	None
Equality Impact Assessment required:	None required at this stage

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EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE: 5 NOVEMBER 2019

REPORT BY CHAIRMAN OF OVERVIEW AND SCRUTINY COMMITTEE

TASK AND FINISH GROUP: SOCIAL HOUSING

WARD(S) AFFECTED: *all*

Purpose/Summary of Report

To provide the basis for a discussion by the committee on shaping the terms of reference and membership of a task and finish group to better understand the issues and challenges faced by residents and housing associations and the part councillors and/or the council might play in support of both.

RECOMMENDATION FOR OVERVIEW AND SCRUTINY COMMITTEE:	
That members:	
A	Agree the membership of the task and finish group (T&FG); and
B	Propose the broad terms of reference of the T&FG with a view to holding a one-day scrutiny event in February 2020.

1.0 Background

1.1 In 2018/19, the then PAG scrutiny committee proposed to explore the quality of service provision provided by housing associations in East Herts to its tenants. This was driven in part by tenants feedback to members' about a variety of issues that concerned them.

- 1.2 The PAG was unable to undertake this scrutiny due to the weight of work at the time. In June 2019, this committee included this issue in its long list of scrutiny topics and following a priority setting scoping exercise, agreed that it met the scrutiny criteria and therefore included it in its work programme.
- 1.3 The intention is that this topic will be explored by the committee through a 1 day event to be run in February 2020. The morning session will be focussed on taking evidence from tenants representatives and the afternoon session on taking evidence from housing associations.
- 1.4 The overall aim of the scrutiny will be to establish how councillors and the council can support tenants and housing associations in improving service standards.
- 1.5 The committee needs to agree membership of the task and finish group and the key lines of enquiry.

Background Papers: none

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Report Author: Lorraine Blackburn Scrutiny Officer
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives	Priority 1 – Improve the health and wellbeing of our communities Priority 2 – Enhance the quality of people's lives Priority 3 – Enable a flourishing local economy
Consultation:	Committee members and officers
Legal:	None
Financial:	<i>NONE</i>
Human Resource:	None
Risk Management:	<i>NONE</i>
Health and wellbeing – issues and impacts:	None
Equality, diversity and human rights considerations, and whether Equality Impact Assessment required:	NONE
Environmental Sustainability	NONE

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EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE: 5 NOVEMBER 2019

REPORT BY CHAIRMAN OF OVERVIEW AND SCRUTINY COMMITTEE

OVERVIEW AND SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

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

RECOMMENDATION FOR OVERVIEW AND SCRUTINY COMMITTEE:	
That	
A	The draft work programme going forward shown in Essential Reference Paper B, be agreed.
B	Members consider the detail they require for the key agenda items at the next meeting

1.0 Background

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

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

2.0 Report

- 2.1 The draft agenda for 2019/20 meetings of OS Committee is shown in **Essential Reference Paper 'B'**. The timing of some items shown may have to change depending on availability of essential data (eg. from central government) and officers. At the OS meeting in June, 2019 concerns were expressed by Members regarding the economic viability of Hertford Town Centre and particularly with regard to the redevelopment of Bircherley Green site. The Interim Scrutiny Officer will provide a summary of her assessment of the issue as a credible topic for Scrutiny. (scrutiny scoping).
- 2.2 The other key item on the December Agenda will be an update from the portfolio holder for environmental sustainability on progress made with the committee's recommendations on 18 December 2018.
- 2.3 Members are welcome to submit a scrutiny proposal at any time by completing a Scrutiny Proposal Form (Available from the Scrutiny Officer) which will provide officers with sufficient information to assess it is appropriate for Scrutiny and to ensure their specific questions are addressed. The Scrutiny Officer will then liaise with officers and the Scrutiny Chairman to consider the best way to address the subject and complete a scoping document.
- 2.4 Members are also asked whether there is any training relevant to scrutiny or to the function and remit of the OS Committee that they wish to suggest.

Background Papers: none

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS: PAGO Work Programme

Contribution to the Council's Corporate Priorities/ Objectives	Priority 1 – Improve the health and wellbeing of our communities Priority 2 – Enhance the quality of people's lives Priority 3 – Enable a flourishing local economy
Consultation:	Committee members and officers
Legal:	None
Financial:	<i>NONE</i>
Human Resource:	None
Risk Management:	<i>NONE</i>
Health and wellbeing – issues and impacts:	None
Equality, diversity and human rights considerations, and whether Equality Impact Assessment required:	NONE
Environmental Sustainability	NONE

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Overview & Scrutiny (OS) Committee Work Programme 2019/20 – DRAFT

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

The items below represent key topics of enquiry by the scrutiny committee

Meeting Date	Topic	Lead Member and Lead Officer	Notes
11th June 2019	Agree draft work plan		
	Agree T&FG ToR and Membership		
	Discuss questions for Service updates on waste and website on 17/9		
17th September 2019 cancelled	Waste KPIs	Jess Khanom, <u>Urbaser Rep and Exec Member</u>	
	Website customer Satisfaction	Ben Wood	
	Progress report on T&F		
	Discuss questions for Service updates on 05/11		
	Work Programme		

Meeting Date	Topic	Lead Member and Lead Officer	Notes
5 November 2019 (Deadline for reports 24 October)	Waste Management	Jess Khanom	
	Agree ToR and membership for Social Housing Scrutiny event in 2020)	Discussion by members led by Scrutiny officer	Jonathan Geall
	IT – Value for Money	ICT Manager, Helen Standon, Exec Member	Value for money of the Shared relation IT Service
	Work Programme		
10 December 2019 (Deadline for reports 1 December)	Progress Update on Implementation of Climate change recommendations	David Thorogood & Cllr Graham McAndrew Update on progress since Task and finish group report in Dec 2018.	
	Agree ToR for Cycle storage provision T&FGs	Discussion by members led by Scrutiny officer	
	Final report and Recommendations of T&FG (Parking)	Ben wood & Cllr Holly Drake,	
	Work Programme	Scrutiny Officer	

Meeting Date	Topic	Lead Member and Lead Officer	Notes
4 February 2020 (Deadline for reports 22 January 2019)	Update on Section 106 allocation etc		
	Updates from T&FGs		
	Pre-Planning Advice		
	Work Programme Update		
	Website customer Satisfaction	Ben Wood	Not sure this is a valid topic
31st March 2020	Final report from T&FG Housing		
	Final report from T&FG Cycle storage		
	Carry forward items to 2020/21		

Task and Finish Groups

Member Scrutiny Proposals - update

Other items for 2019/20: