

Council Performance & Budget Summary

August 2016

The monthly performance summary outlines trends in information the Council uses to monitor and manage service delivery. It shows performance against relevant targets.

Appendices

- A. Planning Update
 - A.i Section 106 Obligations Update
- B. Section 106 Quarterly Update
- C. Asset Maintenance Quarterly Report
- D. Community Right to Bid – Schedule of Decisions
- E. Working Party and Task & Finish Groups Update
- F. Advisory Groups Update
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- H. Voluntary and Community Sector Funding Update
- I. Communication Protocols Update
 - I.i Council Communication Protocol
 - I.ii Community News Editorial Policy and Protocols
- J. Environmental Enforcement Update
- K. Visitor Information Centre Review
- L. Housing Repairs Update
- M. Cemetery Fees Update
- N. Car Parking Update

Performance measure changes

This is the first opportunity for Cabinet to note several measure changes, which were reported online last month:

Measure	Comments
Housing repairs' satisfaction	No longer reporting this indicator. Further information on Housing repairs performance will be included in the next performance report.
Claimant count	Now using number of residents claiming unemployment benefit. This new method gives a clearer indication of changes. This will be RAG rated on a trend.

This month we are introducing an additional performance measure, '*average time vacant for current voids*'. This measure is similar to the existing '*average time to re-let dwellings*' but tracks the average time all properties are empty. The '*average time to re-let dwellings*' only captures the time taken to turn around voids let in the reporting month. It does not capture the position for properties that remain void at the month end. This new measure will be tracked alongside the existing measure to give greater insight into vacant properties.

July Performance Report

As there was no Cabinet meeting in August, the July performance report was published online -

http://www.stalbans.gov.uk/Images/PR_PerformanceBudgetSummary201607_tcm15-55283.pdf

Senior staff changes

Head of Commercial and Development and Head of Community Services

Following the decisions of Cabinet earlier in the year, the new Commercial and Development Department will formally start operating from 1 October. As reported to the Employment Procedures Committee (EPC), Richard Shwe, currently Head of Community Services, will transfer on a 1 year secondment to set up and lead the new Department. The Council's Leisure and Heritage teams, led by Tony Marmo, and the Procurement team will also transfer into the new Department from that date. Adverts for the five new posts in the Department are currently live in the press and shortlisting will take place towards the end of this month.

Following an internal recruitment exercise, Debbi White, Property and Asset Manager, has been appointed to fill the vacated Head of Community Services position for a period of 1 year.

Deputy Chief Executive (Finance)

The Chief Executive has agreed to a request from Colm O'Callaghan, Deputy Chief Executive (Finance) to move to a four day week, to support his childcare arrangements. This means Colm will not work on Fridays. Colm is putting in place cover arrangements within the Finance department. His responsibilities as Deputy Chief Executive on these days will be covered by Mike Lovelady.

Webcasting

Following the Chief Executive's oral report at the last Cabinet meeting in July, the work to replace the webcasting system and install a dedicated line has been completed. A joint report between the Council and the webcast provider Public-I into the recent problems is available here

http://www.stalbans.gov.uk/Images/WebcastingIssuesReport_tcm15-55362.pdf.

Commentary

The table below provides commentary for indicators where there has been significant change in performance. It gives more detailed explanation and any action the Council is taking to improve performance.

	Measure	Comments
A	Percentage of rent loss due to voids	<p>The projected rent loss due to voids (empty properties) has fallen to 1.4% of the annual rent due. We are no longer letting one of our sheltered housing schemes. The overall amount of rent due has reduced and void properties in this scheme no longer cause rent loss as we are not raising rent on it. We are now only raising rent on two sheltered schemes.</p> <p>The rent loss due to voids on properties we are actively managing and letting has fallen from 0.45% to 0.43% which remains within good practice guidelines.</p>

	Measure	Comments
R	Rent arrears of current tenants as a percentage of rent due	<p>Rent arrears have increased to £776,477 in August 2016 (from £762,463 in July). The vacant post in housing management reported last month will be filled in early September. We are reviewing the rent arrears procedure and are clearing the diaries of the income team for two weeks in October to concentrate solely on rent arrears.</p> <p>In August we obtained five eviction dates. One resulted in all arrears being paid, two warrants were stayed by the court and two tenants were evicted.</p>
A	Number of households in temporary accommodation and average time in temporary accommodation	<p>In August 2016 we received 197 general housing advice enquiries and received 33 homelessness applications.</p> <p>The Council continues to use its own general needs stock to accommodate homeless households due to the demands on the service.</p> <p>Some of the pressures experienced by households in temporary accommodation were eased by the delivery in August of 15 new rented homes in Harpenden.</p>
A	Percentage of repairs completed on time	<p>The percentage of repairs completed on time has improved in August, but remains below target. Contractor staffing issues continue, meaning administrators are unable to register completion dates for all jobs by the end of the month. This means up to one week's worth of repairs may not be validated in time to feed in to this report.</p> <p>In addition, there has been a high volume of 24 hour response repairs which meant the contractor has struggled to complete some jobs on time.</p> <p>The Council continues to withhold a percentage of payment to the contractor for this shortfall in performance in accordance with the contract. For more information on housing repairs performance see Appendix L.</p>
R	Days to process Housing Benefit new claims	<p>New claim performance continues to be affected by a full-time vacancy in the Benefits team. A temporary benefit officer started in late August to fill this vacancy. In the meantime, the work of the vacant post was shared across the team.</p>
R	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	<p>In August, eighteen decisions were received. Of these, four were allowed and fourteen dismissed. This equated to 78% of Council decisions supported for the month, and 55% supported over the last 12 months.</p> <p>For dismissed appeals, inspectors gave significant weight to Green Belt considerations and the recently adopted St Albans Conservation Area Statement.</p> <p>Three extensions to dwellings and one detached dwelling were allowed. For new housing proposals allowed, inspectors make reference to the lack of 5 year land supply being a material consideration in their decisions. Furthermore, whilst one appeal for 28 dwellings was dismissed, the Council's reason for refusal regarding provision of affordable housing was not upheld. The viability assessment submitted by the appellant was accepted by the inspector in part due to lack of up to date local plan policy for affordable housing.</p>

	Measure	Comments
		<p>The appeal was ultimately dismissed as being inappropriate development in the green belt.</p> <p>As previously reported, there is a more positive approach towards development outside conservation areas and Green Belt locations.</p> <p>Decisions are shared with the team regularly to increase their awareness of how inspectors are making their decisions.</p>
G	Number of planning applications at end of month that have not been determined in time	The number of planning applications that have not been determined in time have fallen considerably during the last 12 months from 249 to 77. This is a very good performance and is significantly better than the Council Performance Target of 150. A departmental target to reduce the number to 100 by the end of September 2016 was achieved ahead of time at the week ending 12 August 2016.
R	Parking Penalty Charge Notices issued	Compared to August 2015, a fuller complement of staff meant Civil Enforcement Officers (CEOs) were deployed for nearly 300 additional hours. This allowed the contractor to increase coverage and a high number of vehicles breaking restrictions were found. Good weather throughout the month again contributed to non-compliant parking around parks and surrounding roads.
R	Fly-tipping incidents	<p>Fly tipping has reduced slightly for August, but remains high overall. The majority of fly tips were small (up to a car boot load) and domestic, though several contained construction or demolition waste.</p> <p>As reported previously, two prosecution first hearings are scheduled for 21 September. One hearing is scheduled for 5 October with another awaiting a court date. A further case is currently being prepared for consideration by the legal team.</p> <p>The Council continues to work with the Police on prosecutions and with other Hertfordshire authorities to address this continuing problem. See also Appendix J on environmental enforcement.</p>
R	Number of missed waste collections per 100,000	The number of missed waste collections increased in August as all houses and the majority of flats have now transferred to the new collection service. There are now more rounds in operation due to the introduction of weekly food waste collections. While the crews and residents are getting used to the new arrangements, it is expected that the number of missed collections will be higher than previous months. The figure is expected to reduce once the collection pattern becomes more established. The contractor is also addressing a shortage of staff.
R	Visits to Visitor Information Centre and www.enjoystalbans.com	<p>The number of visits to the Visitor Information Centre (VIC) and www.enjoystalbans.com is 6% higher than last month and 10% lower than August 2015.</p> <p>Visits to the VIC dropped from 7,448 to 2,051 (72%) year on year. As previously reported, the change in location and reduction in services offered have impacted on visitor numbers as expected. Staff are capturing comments from the</p>

	Measure	Comments
		<p>public about the new VIC. More information is available in Appendix K.</p> <p>Visits to www.enjoystalbans.com increased year on year for a second month, rising from 35,683 to 36,724 (3%).</p>
R	Museum visits	<p>Museum visits have fallen from 14,343 in August 2015 to 11,672 in August 2016. The hypocaust visitor figure included in this measure is an estimate for August as the counter is out of order. A repair has been scheduled.</p> <p>Visits are significantly affected by the warm weather, with the nearby parking spaces being used mainly by visitors to Verulamium Park and the splash park.</p>
R	All crime (in month) and Anti-social behaviour incidents (in month)	<p>The District continues to see an above average rise in crime. There have been increases in thefts and criminal damage; although home burglaries continue to fall year on year. In the past month the largest percentage increases - though from a low base - have been in environmental anti-social behaviour (ASB), criminal damage (non-dwellings and vehicles) and violent crime.</p> <p>Overall ASB has fallen compared to last month and August 2015 in spite of increased environment offences. We will monitor this in coming months to track if the downward trend continues.</p> <p>It is not clear what is driving the overall increase. The Community Safety Partnership is engaging with businesses and other local bodies to tackle thefts from shops and to target vehicle theft.</p>

Key

The performance information is colour coded associated to the target or trend.

For indicators with a target – Green is where a target is achieved, Amber is up to 10% worse than target and Red is worse than 10% from target. For indicators with trend analysis – Green highlights an improved performance and Red a worse performance.

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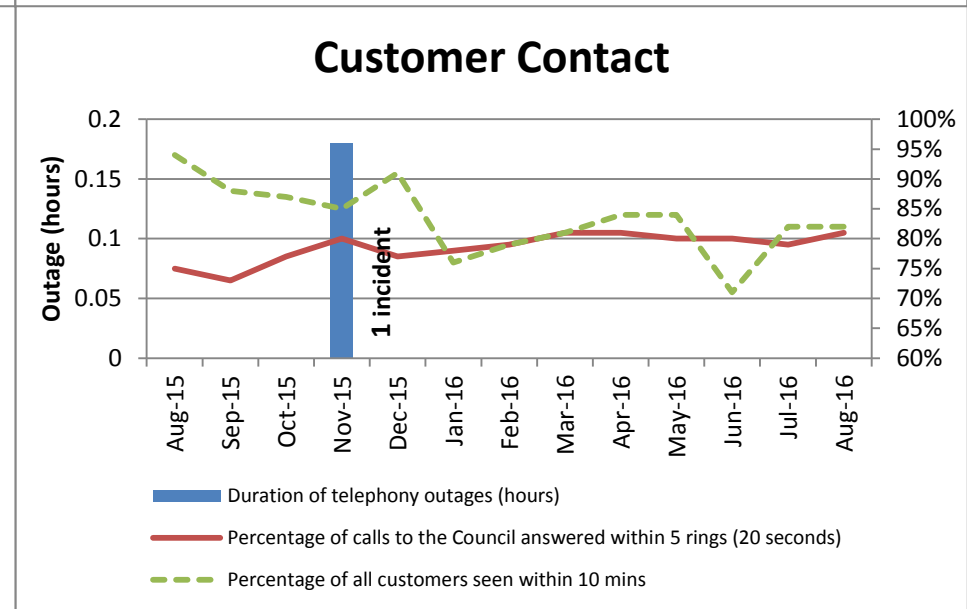
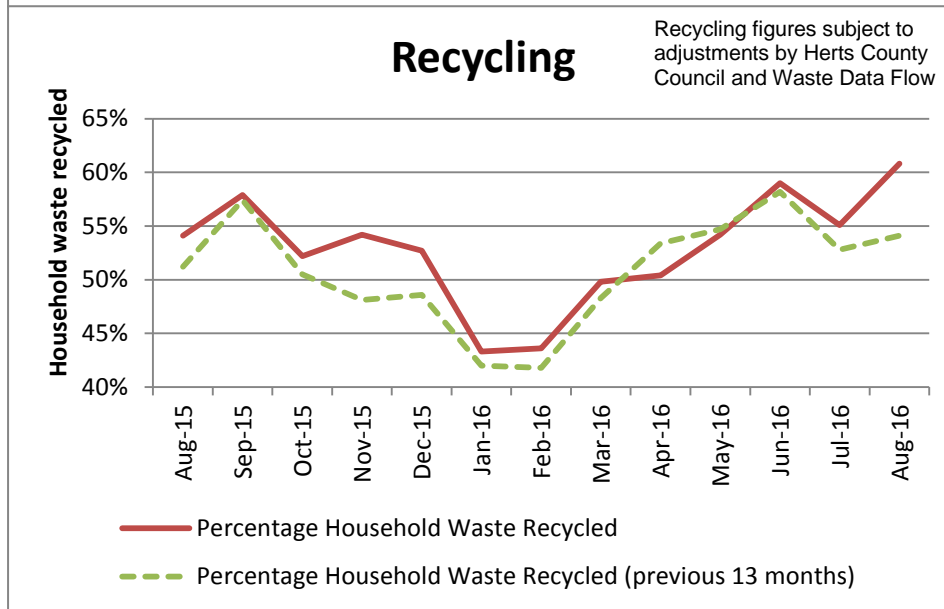
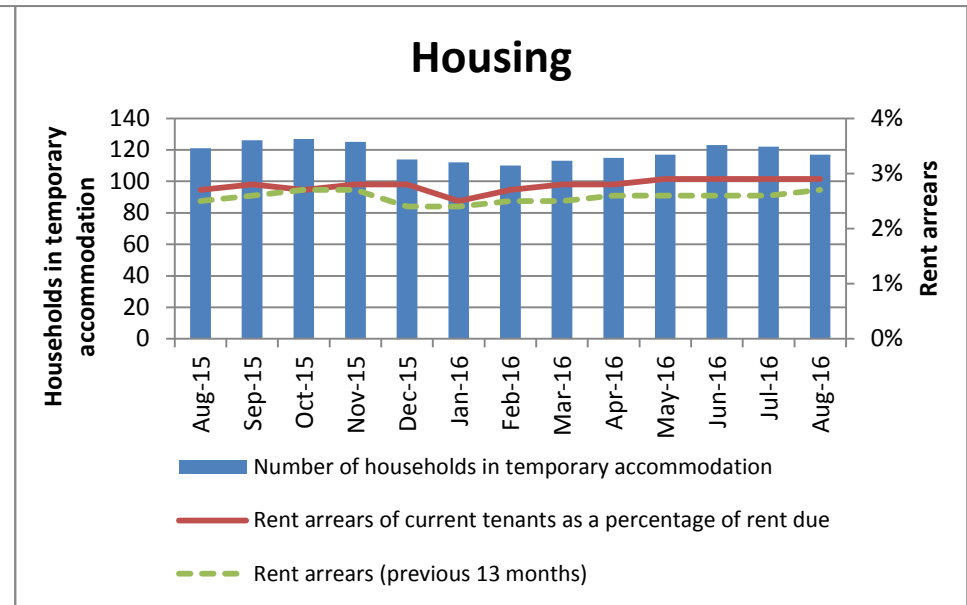
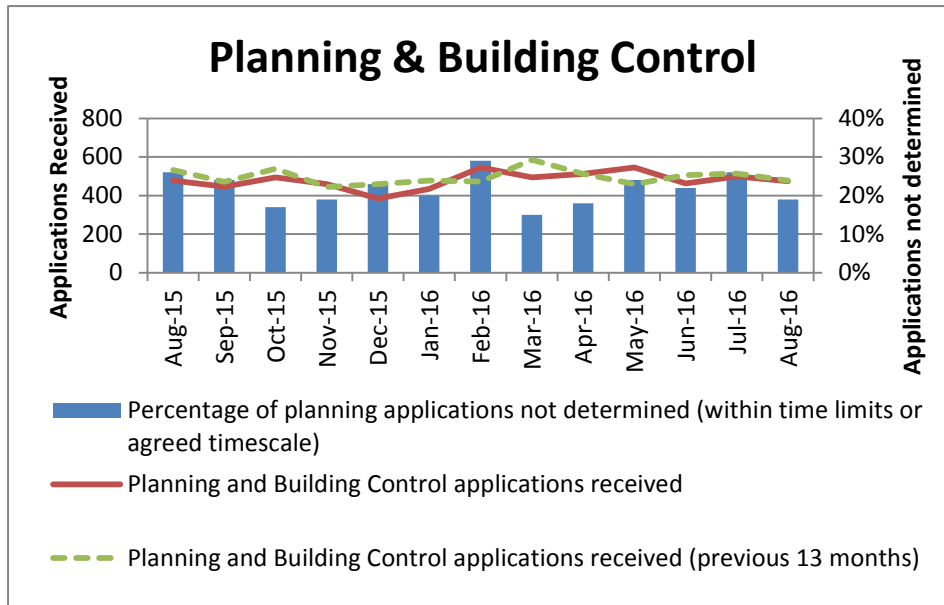


		Bigger or Smaller is Better	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	TARGET	
Finance	Forecast budget variance at the year end (General fund for year in question)	Smaller	-0.2%	0.0%	0.7%	1.0%	1.3%	0.5%	0.1%	-1.0%	0.0%	0.0%	-2.0%	-1.6%	-1.4%	0.0%	
Housing	Average time to re-let dwellings (excluding temporary accommodation) (days)	Smaller	22	22	23	24	23	24	24	24	26	33	24	25	24	26	
	Average time vacant for current voids (excluding temporary accommodation) (days)	Smaller	New indicator	New indicator	New indicator	New indicator	New indicator	New indicator	New indicator	New indicator	New indicator	New indicator	New indicator	New indicator	New indicator	12	
	Percentage of rent loss due to voids	Smaller	1.4%	1.3%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%	1.5%	1.5%	1.5%	1.5%	1.4%	Trend
	Rent arrears of current tenants as a percentage of rent due	Smaller	2.7%	2.8%	2.7%	2.8%	2.8%	2.5%	2.7%	2.8%	2.8%	2.8%	2.9%	2.9%	2.9%	2.9%	2.6%
	Number of households in temporary accommodation	Smaller	121	126	127	125	114	112	110	113	115	117	123	122	117		Trend
	Average time in temporary accommodation (weeks)	Smaller	23	24	24	26	27	27	28	25	28	28	27	26	24		Trend
	Percentage of repairs completed on time	Bigger	94%	99%	99%	99%	81%	92%	91%	69%	90%	84%	89%	80%	95%		98%
	Total number of households in receipt of Housing Benefit and/or Council Tax support	Smaller	7,198	7,156	7,157	7,139	7,104	7,035	7,044	7,038	7,211	7,039	7,047	7,054	7,048		
	Days to process Housing Benefit new claims	Smaller	33.7	42.5	20.9	22.0	34.5	30.2	27.9	32.8	26.5	29.3	26.0	26.5	27.0		23
	Days to process Housing Benefit change in circumstances	Smaller	5.8	7.8	8.0	10.0	7.6	6.1	2.4	5.5	5.4	7.1	6.6	7.3	6.0		7
Planning & Building Control	Planning and Building Control applications received (including pre-app, trees and condition discharge)		478	446	494	459	385	435	546	494	513	545	462	499	474		
	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	Bigger	61%	62%	63%	61%	63%	62%	62%	61%	58%	57%	56%	54%	55%		66%
	Percentage of planning applications not determined (within time limits or agreed timescale)	Smaller	26%	24%	17%	19%	23%	20%	29%	15%	18%	24%	22%	26%	19%		25%
	Number of planning applications at end of month that have not been determined in time	Smaller	249	261	236	214	233	200	184	146	162	170	134	103	77		150
Regulatory	Parking Penalty Charge Notices issued	Smaller	1,630	1,585	1,787	1,601	1,511	1,581	1,396	1,282	1,630	1,763	1,726	1,827	1,826		Trend
	Percentage of Parking Penalty Charge Notices paid	Bigger	82%	89%	86%	86%	88%	86%	99%	87%	84%	85%	88%	86%	87%		70%
Community Services	Fly-tipping incidents	Smaller	100	102	99	90	87	110	116	130	130	**	**	167	145		Year-on-year Trend
	Number of missed waste collections per 100,000	Smaller	10	16	19	12	9	11	16	11	12	**	**	81	110		40
	Visits to Visitor Information Centre and www.enjoystalbens.com	Bigger	43,131	41,467	50,463	78,135	54,613	32,961	27,932	31,181	27,014	31,617	32,736	36,656	38,775		Year-on-year Trend
	Museum visits	Bigger	14,343	14,164	17,826	14,996	12,403	14,090	16,573	24,416	15,101	13,314	13,974	13,344	11,672		Year-on-year Trend
Customer Services	Percentage of calls to the Council answered within 5 rings (20 seconds)	Bigger	75%	73%	77%	80%	77%	78%	79%	81%	81%	80%	80%	79%	81%		80%
	Percentage of all customers seen within 10 mins	Bigger	94%	88%	87%	85%	91%	76%	79%	81%	84%	84%	71%	82%	82%		80%
External	Claimant count	Smaller	665	660	665	640	575	635	680	675	680	705	705	690	715		
	New jobs	Bigger	2,522	3,080	4,402	4,569	4,349	5,548	5,452	6,864	5,746	7,128	6,660	5,588	6,480		
	All crime (in month)	Smaller	506	531	564	530	536	587	556	637	627	611	641	645	649*		Trend
	Anti-social behaviour incidents (in month)	Smaller	314	263	232	200	177	211	192	221	261	295	315	361	288*		Trend

* Draft figure subject to final adjustments

** Verified figure unavailable

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Appendix A: Planning Update



Staffing

	Post	Last month	Update
1	Technical Support Technician (maternity cover)	Post advertised. Closing date 27 June – 6 applications received	Post filled – starting 5 September
2	Deputy Team Leader	Post advertised. Closing date 18 July	Post filled – start 5 September
3	Tree Protection Order Assistant	Post advertised. Closing date 20 June. Four applications received.	Post filled – start 12 September
4	Senior Planning Officer	Post advertised. Closing date 18 July	Post filled – starts 19 September
5	Senior Planning Officer (P/T)	Post advertised. Closing date 18 July	Post filled – start date TBC
6	Senior Planning Officer	Post advertised. Closing date 18 July	Post filled – start date TBC
7	Planning Investigations Officer	Post advertised. Closing date 18 July	Post filled – start date TBC
8	Planning Investigations Officer	Post advertised. Closing date 18 July	Post filled – start date TBC
9	Planning Officer	Post advertised. Closing date 18 July	Post filled – start date TBC
10	Planning Officer	Post advertised. Closing date 18 July	Post filled – start date TBC
11	Senior Planning Officer (P/T)	Post advertised. Closing date 18 July	Post filled – start date January 2017
12	TS Apprenticeship	Recruitment through Oaklands College	Closing date for applications 5.9.16 Nine applications received – interviews 12.9.16.
13	TS Apprenticeship	Recruitment through Oaklands College	Closing date for applications 5.9.16 Nine applications received – interviews 12.9.16.
14	TS Apprenticeship	Recruitment through Oaklands College	Closing date for applications 5.9.16 Nine applications received – interviews 12.9.16.
15	Planning Officer	Following internal promotion, post to be advertised	Secondment opportunity – P&BC team emailed with a closing date of 12.9.16
16	Graduate Planning Officer	Following internal promotion, post to be advertised	Secondment opportunity – P&BC team emailed with a closing date of 12.9.16
17	Deputy Planning Team Leader	Offered but not accepted due to personal circumstances.	Next steps to be agreed (temporary officer in post)
18	Building Control Officer	Resignation received – left on 10 June	Post on hold while cost scrutiny undertaken

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Appendix A: Planning Update



19	Deputy Planning Investigations Team Leader		Post on hold – currently funding additional Investigations Officer
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¹ Colour coding for Staffing table: Green - post filled. Orange - post advertised

East of England Local Government Association Report on planning resourcing

As previously reported, the Chief Executive is sponsor for a study looking at planning shortages across the East of England. A link to the summary report is here;

<http://www.eelga.gov.uk/news/publications.aspx>

Planning Application Performance

Average decision time for all planning applications	12 weeks
Average decision time for major planning applications	41.5 weeks
Average decision time for minor planning applications	15 weeks
Average decision time for householder planning applications	9 weeks
'Out of time' applications	75

The number of planning applications not determined in time has significantly reduced from 261 in September 2015 to 77 at the end of August 2016. Good progress is being made towards target to have no more than 50 applications not determined in time by March 2017.

Local Enforcement Plan

This is being drafted and will set out how the service prioritises enforcement matters and informs customers of service standards for inspecting alleged breaches.

Strategic Local Plan Examination Update

Following Cabinet's decision in July, the Council submitted the Strategic Local Plan to the Planning Inspectorate on 2 August.

The inspector (David Hogger) will be holding an Initial Hearing Session on 26 October at the Council's offices. This is broadly in line with the expected November start of the examination hearing. Further information on the Initial Hearing Session and Examination can be found here:

http://www.stalbans.gov.uk/Images/SP_SLP_EXAM002St%20AlbansCityandDCSLPNoteToCouncilaboutconcerns_tcm15-55246.pdf

Welwyn Hatfield Pre Submission Local Plan consultation

The consultation on Welwyn Hatfield Borough Council's proposed submission version of the Local Plan began on the 30 August. It will last until 24 October. Planning Policy

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Appendix A: Planning Update



Committee will be discussing this Council's draft response at their meeting on 11 October 2016.

Luton Local Plan Hearing Sessions September 2016

Following the submission of the Luton Local Plan by Luton Borough Council, a series of hearing sessions are to be conducted as part of the examination process. The hearing sessions will take place in three stages with Stage 2 to commence on 20 September.

Significant Appeal and Planning Applications

	Decision / Comments
Land at Oaklands College, St Albans Campus 5/2013/2589	The Inspectors report is due on the 4 November.
Beaumont School and land north of Winches Farm, Hatfield Road (5/2015/1713)	Planning permission granted 12 August.
49 Sherwood Avenue 5/2015/2857	Following a recent appeal decision overturning the Council's decision to refuse planning permission on this application, a full award of costs has been made against the Council.
Radio Nursery, Oaklands Lane 5/2015/3428	The planning application is being reported the planning committee (south) for reconsideration, following receipt of planning appeal decision.
Maryland Convent and Residential Home 5/2015/3344	8 August 2016. The application was refused by the Plans Referrals Committee on the grounds of insufficient car parking.

Section 106 Agreements

Appendix A.i shows the status of current S106 obligations.

Dept for Transport (DfT) Roads Investment Strategy - A1 East of England

The study seeks to understand the strategic case for making improvements to the A1 and will inform priorities for spending in Highways England Road Investment Strategy RIS2. The study will be undertaken between 2015 – 2017 and the geographical scope of the A1 study ranges from the M25 to Peterborough.

An interim report for the A1 East of England has been produced and is now publicly available on the below link.

<https://www.gov.uk/government/collections/road-investment-strategy-post-2020#research-phase-a1-east-of-england>

Luton Airport

A number of residents are raising concerns about noise nuisance from aeroplanes serving Luton Airport. Some of the views expressed suggest that the level of noise nuisance has increased since the introduction of RNAV (GPS based aircraft navigation technology). These concerns have been expressed particularly within the Batchwood, Marshalswick North, Marshalswick South and Sandridge Wards - areas at the southern edge of the RNAV route.

Councillor Bert Pawle is the Council's representative on the London Luton Airport Consultative Committee (LLACC) and Noise and Track Sub Committee (NTSC). On 4 August 2016, he held a briefing meeting for concerned District and County Councillors.

As a result of the briefing, letters were written to Luton Airport and to LLACC asking a number of questions. Luton Airport has not yet responded. LLACC have not met since receiving the letter.

Planning Applications Received by Luton Borough Council

Luton Borough Council (LBC) has recently received two, linked outline planning applications for major developments.

The first (LBC ref. 16/01400) relates to a site in Luton town centre known as "Power Court". The proposal includes a new football stadium, 550 residential units, a hotel and various other retail, entertainment, community and commercial elements.

The second (LBC ref. 16/01401) relates to a site on the edge of Luton to the north of the M1 junctions 10 – 10A link road known as "Newlands Park". The proposal includes comparison goods retail floorspace, office floorspace, hotel and various other leisure, retail and food and beverage floorspace.

Enviro-Tech Enterprise Zone, East of Hemel Hempstead

The Memorandum of Understanding between the parties will be considered for approval at the Partnership Board on the 23 September.

Council Performance & Budget Summary
Appendix A.i Section 106 Obligations Update



Date of instruction	Planning reference	Site address	Planning decision target date	Lawyer dealing	Previous position	Previous expected completion date	Current position	Expected completion date
Completed								
1	28.4.16	5/2016/0318	211-213 Camp Road	Planning determination target date expired.	NHDC	Draft for comment sent to developers on 15.6.16. Awaiting response from them.	Completed 13.7.16	
2	9.6.16	5/2015/1078	Jane Campbell House	Written Reps Appeal - PINS deadline for s106 26.7.16	NHDC	Comments on draft sent to developer's solicitors on 30.6.16, waiting for HCC response.	25.7.16	Completed 25.7.16
3	25.1.16	5/2015/3344	Maryland Convent	12.7.16	NHDC	Document substantially agreed on 24.5.16. To be circulated for agreement.	10.6.16	Completed 27.7.16
4	30.3.16	5/2013/2589	57a Cowper Road	Planning determ	NHDC	Sealed - awaiting for authority to complete (payment of fees outstanding by developers to NHDC)	27.4.16	Completed 1.8.16
5	14.8.15	5/2015/0722	Copsewood	12.7.16	HCC	HCC amended draft now agreed by Debenham Ottaways and sent to HCC for final approval, after which engrossments will be produced.	21.6.16	Completed 10.8.16
6	17.5.16	5/2016/0378 & 0379	9 & 10 Nicholls Close	1.7.16	SADC	S106 engrossments signed by parties. Engrossments still with mortgagees for sealing.	15.8.16	Completed 12.8.16
7	22.6.16	5/2016/1539 & 1516	39&41 Cavendish Road	22.8.16	SADC	Engrossments with mortgagees for sealing	31.8.16	Completed 16.8.16
8	2.8.16	5/2016/1747	26&28 College Road	16.9.16	SADC	Initial email sent to solicitor 5.8.16.	13.9.16	Completed 15.8.16
9	27.6.16	5/2016/1341	55 Victoria Street	15.8.16	NHDC	Fees undertaking and title requested from developer's solicitor 5.7.16.	29.7.16	Completed 18.8.16
Planning Determination Target Expired								
10	8.1.16	5/2015/2971	Langley Grove Garages	10.2.16	NHDC	Email sent to HCC 18.7.16. Awaiting comments from HCC on whether they want to be included in the agreement.	31.8.16	Final draft s106 agreement and side agreement now with HCC for approval 24.8.16 16.9.16

Council Performance & Budget Summary
Appendix A.i Section 106 Obligations Update



	Date of instruction	Planning reference	Site address	Planning decision target date	Lawyer dealing	Previous position	Previous expected completion date	Current position	Expected completion date
11	13.1.16	5/2015/3231	9 & 11 West Way, Land at rear 3-13 West Way	19.1.16	NHDC	Draft S106 sent to Developer's solicitors and HCC on 6.6.16. Response received from HCC, but still awaiting response from developer's solicitors.	31.7.16	Comments on draft sent to HCC and developer's solicitor 19.8.16. Developer's solicitor waiting for comments from his client 26.8.16.	30.9.16
12	26.5.16	5/2016/1351	143 London Road	13.8.16	NHDC	Revisions to document sent to applicant's solicitor 4.8.16. Further revisions sent back on 10.8.16. Awaiting approval.	1.9.16	Awaiting return of signed engrossments.	12.9.16
13	15.6.16	5/2016/1519	Former Evershed F	1.8.16	NHDC	Revised document received from applicant's solicitor 28.7.16. Awaiting approval.	16.9.16	A further meeting with planner requested by applicant. Applicant is awaiting that meeting before approving agreement 25.8.16.	26.9.16
14	24.6.16	5/2016/0968	Beaufort House Grosvenor Road	22.7.16	NHDC	Email from developer's solicitor to say they are preparing the draft s106 Deed of Variation 22.7.16.	31.8.16	Contact made with developer's solicitor requesting update on deed of variation being drafted by developer's solicitor 17.8.16.	30.9.16
15	29.6.15	5/2015/0990	Harperbury	1.9.15	SADC	Unilateral undertaking for HCC contributions & bilateral agreement for SADC contributions submitted to SADC 4.8.16. SADC responded 12.8.16 and now awaiting developer's response on outstanding issues.	9.9.16	Developer's solicitor responded on 19.8.16. Unilateral undertaking sent to HCC for response by 31.8.16. SADC officers met 5.9.16. Amended versions and comments sent to developer's solicitor 6.9.16.	30.9.16
16	15.7.16	5/2016/0769	80 Luton Road	Out of time	NHDC	Request for solicitor's details sent to Agent.	23.9.16	Draft s106 sent to developer's solicitor 30.8.16.	23.9.16
17	25.7.16	5/2016/1344	Blundell Close Garages	8.8.16	NHDC	Engrossments issued to HCC 16.8.16.	31.8.16	Engrossments sealed by HCC and sent to SADC to seal 26.8.16. Deed cannot be completed until fees are paid. Payment requested 1.9.16.	16.9.16
18	25.7.16	5/2016/1345	Partridge Road	8.8.16	NHDC	Engrossments to be issued to HCC 18.8.16.	31.8.16	Engrossments sealed by HCC and sent to SADC to seal 26.8.16. Deed cannot be completed until fees are paid. Payment requested 1.9.16.	16.9.16

Council Performance & Budget Summary
Appendix A.i Section 106 Obligations Update



Date of instruction	Planning reference	Site address	Planning decision target date	Lawyer dealing	Previous position	Previous expected completion date	Current position	Expected completion date	
19	25.7.16	5/2016/1343	Ladies Groves	8.8.16	NHDC	Draft S106 sent to HCC on 5.8.16.	31.8.16	Waiting for HCC comments 23.8.16 then engrossments to be issued.	19.9.16
Within Planning Determination Target Date									
20	5.7.16	5/2016/1829	James Marshall House Leyton Road	9.9.16	NHDC	Instructions sent to NHDC for Deed of Variation on 5.7.16. Draft sent to developer's solicitor on 11.7.16.	9.9.16	Developer's solicitor chased for comments 18.8.16.	16.9.16
21	5.8.16	5/2016/2173	The Camp PH (Deed of Variation)	10.10.16	NHDC	Instructions sent to NHDC for Deed of Variation on 8.8.16. Request for cost undertaking and title documents sent to developer's solicitor 16.8.16.	26.9.16	Draft sent to developer's solicitor 23.8.16.	26.9.16
22	12.8.16	5/2016/0669	Harpden House	19.9.16	NHDC	Instructions provided to NHDC on 19.8.16		Title information received 25.8.16. Draft submitted by developer's solicitor being considered by NHDC. Issues re. affordable housing being discussed with the planning officer 6.9.16.	28.9.16
23	1.9.16	5/2016/2096 & 2090	27 & 29 Liverpool Road	25.10.16	SADC	Instructions provided on 24.8.16		Draft sent to applicant 2.9.16. Applicant responded 5.9.16 with amendments & fees paid. Draft being amended prior to engrossments being prepared 6.9.16.	17.10.16

Glossary

"Engrossed" - production of the final document for signing/sealing by the parties.

"Engrossment" – the final document for signing/sealing by the parties.

"Executed agreement" - a document which has been signed or sealed as appropriate by the parties in order to give it legal effect, but not necessarily completed/dated.

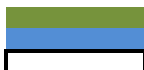
HCC – Hertfordshire County Council.

NHDC – North Herts District Council.

SADC - St Albans City & District Council.

PINs - Planning Inspectorate

Key



On target to complete S106 agreement by planning target date

S106 agreement, or matter, has been completed

S106 agreement currently being worked on - planning target expired

Council Performance & Budget Summary

Appendix B: Section 106 Quarterly Update



Section 106 (S106) financial contributions can be secured from developers in certain circumstances, through the planning process. These financial contributions are for new infrastructure, such as recreational facilities.

The Council's approach to recording S106 agreements is focused on a four stage process:

- Stage 1 is a list of planning applications yet to have planning permission granted.
- Stage 2 is a list of planning permissions that have been granted, but where work is yet to start.
- Stage 3 is a list of contributions received, but as yet uncommitted, committed or part spent (**see table 1**).
- Stage 4 is a list of fully spent and completed contributions.

Up-to-date financial information associated with each of the four stages, is available on the Council's website.

See: <http://www.stalbans.gov.uk/community-and-living/improvements/default.aspx>.

Projects using S106 funding have been completed in the wards of Ashley (Long Acres), Harpenden North (Westfield Play Area), Park Street and St. Stephens (Greenwood Park), since the last Cabinet update in June 2016. These projects have all been based on public consultation and input.

Table 1 – List of Contributions Uncommitted, Committed or Part Spent

Ward	No	Received (£)	Spent (£)	Committed (£)	Uncommitted (£)	Project	RAG
Ashley	3	44,927	44,917	0	0	Long Acres	2019
Clarence	3	22,351	0	10,750	11,601	Clarence Park Ramp	none
Colney Heath	2	41,711	0	0	41,711	Alban Way (under consultation)	2017
Cunningham	1	18,905	0	0	18,905	Project to be identified (see note)	2020
Harpenden East	1	29,021	0	0	29,021	Batford Springs	2024
Harpenden North 1	1	30,467	30,467	0	0	Westfield, play area	2021
Harpenden North 2	1	91,920	0	91,920	0	Harpenden Leisure Centre	2026
Harpenden West	3	74,497	0	74,497	0	Harpenden Leisure Centre	2018
London Colney	3	71,958	0	0	71,958	Project to be identified (see note)	2021
Marshalswick North	1	1,040	0	0	1,040	Project to be identified (see note)	None
Park Street	1	19,906	19,906	0	0	Greenwood Park, play area	None
Redbourn	2	40,796	20,171	0	20,625	Longcutt, play area	2025
St. Peters	7	165,876	0	44,128	121,748	Victoria Playing Fields, play area	2018
St. Stephens	2	68,837	68,837	0	0	Greenwood Park	2019
Verulam 1	4	49,515	0	49,515	0	Verulam Park, play area	2018
Verulam 2	1	586,628	0	586,628	0	New Museum and Gallery	2023
Wheathampstead	3	114,124	0	93,724	20,400	Butterfield Rd	2019

Council Performance & Budget Summary

Appendix B: Section 106 Quarterly Update



Notes:

RAG rating - the deadline for when S106 contributions must be spent varies depending on the agreement. Some agreements will state 5 years from the date of the agreement; some will say 10 years; and others will have no deadline agreed. Where multiple contributions are identified to fulfil a particular need in a Ward, the RAG rating reflects the date of the earliest deadline. This is for example why the Colney Heath line shows as red – one out of five contributions has a deadline of 2017.

For Wards not mentioned in the table, there are no current S106 balances.

For wards that state a project is to be identified Officers will work with both the district ward councillors and local parish council (or City Neighbourhoods Committee) to identify a project over the next few months.

Council Performance & Budget Summary

Appendix C: Asset Maintenance Quarterly Report



Corporate Property

Work done during last three months	Due Date	Date Completed
Relocate War Memorial from Town Hall to Civic Centre Council Offices	June/ July 2016	July 2016
The Nunnery stonework repairs Phase 2	July 2016	July 2016
Crabtree Fields footpath link to Lea Valley Walk	July/ August 2016	September 2016
Council Offices Civic Centre first and second floor redecoration	July/ August 2016	August 2016
Verulamium Park Play Area replacement swing set	August 2016	August 2016
Alban Arena renewal of Auditorium flooring	August 2016	August 2016
Alban Arena renewal of balcony fascia boards and walkway tiles	August 2016	August 2016
Verulamium Park – extraction of silt from large lake	August 2016	August 2016
Bricket Road Car Park – filling of pot holes	August 2016	August 2016
Long Acres Recreation Ground – installation of concrete table tennis table	September/October 2016	August 2016

Forthcoming Projects	Due Date
Council offices – replacement wooden effect flooring in basement corridors	September 2016
Refurbishment of toilets at Clarence Park (CNC*)	September 2016

Council Performance & Budget Summary

Appendix C: Asset Maintenance Quarterly Report



Forthcoming Projects	Due Date
Town Hall – removal of asbestos from first floor	September 2016
Council Offices Civic Centre roofing works	September/October 2016
7 French Row internal works (minor works already started, but Listed Building consent required to undertake removal of internal partition walls)	September/October 2016
Long Acres Recreation Ground – additional works to toddlers play area and provision of two benches (CNC*)	October 2016
Drovers Way and Bricket Road Public Toilets (adjoining the car park) refurbishment works (note target completion date deferred from August to October) (CNC*)	October 2016
Bridge work Luton Rd (delayed due to highway closure requirements)	Autumn 2016
Clarence Park replacement ramp and steps (CNC*)	Winter 2016/17

*CNC = City Neighbourhoods Committee

Council Performance & Budget Summary

Appendix C: Asset Maintenance Quarterly Report



Housing Capital Projects

Work planned in 2016-17	Contractor	Target to 31.03.17	Completed to 31.08.16
Gas boilers - new energy efficient boiler installation – District-wide	Watret	358	178
Kitchens – replacement kitchens, District-wide	Borras Construction Ltd	268	162
Bathrooms – replacement bathrooms, District-wide		298	117
Re-roofing – District-wide	M H Goldsmith and Sons Ltd	282	137
Electrical Rewires – District-wide	Penmilne Electrical Ltd (from 01.08.16)	70	10
Electrical Testing – District-wide	Penmilne Electrical Ltd (from 01.08.16)	722 (per year)	45
Belfry Repairs (works to non-traditional properties in Marshalswick and Park Street involving repairs to concrete structures)	Mullaley	3	3
Window and door replacements – District-wide	Anglian Windows	316	100
External re-decorations – District-wide.	Bell Decorating Group Ltd	345	211

Council Performance & Budget Summary

Appendix C: Asset Maintenance Quarterly Report



Status of Key Issues

Property/ Asset	Issue	Progress/ Comments
Wall adjoining St Peter's Churchyard	Structural failure of the wall at the corner of the Council owned Age Concern Building.	<p>In March 2015 the wall at the corner of the Age Concern building adjoining St Peter's Church was identified as in danger of collapse. To ensure public safety, we shored up the wall with scaffolding as a temporary measure until we received agreement to carry out repairs. It was necessary at this time to close the footpath and we obtained the required permits from Hertfordshire County Council (Highways).</p> <p>We demolished the wall in December 2015 and subsequently obtained consent to re-build the wall. We awarded the contract for the re-building works to PJ Carter.</p> <p>The works to the wall have now been completed and the hoarding has been removed. We are currently putting the final touches to the garden area within the court yard and to the landscaped area on St Peter Street. We expect to be off site by the end of September.</p>
Green Ring Cycle Route	Common Land consent was granted in July 2015. Hertfordshire County Council intended to complete the remaining sections of the Green Ring route around Sandpit Lane section early in the New Year. However the start has been delayed to allow time to address issues identified by a resident.	<p>The works to the path at St Saviours View have not yet been programmed in due to continued discussions with a resident. We are working to try to resolve the issues, including potentially retaining the existing footpath width. We anticipate moving this forward within the next two months.</p> <p>The Highway part of the works involving the Pelican crossing is expected to be undertaken in Autumn/ Winter 2016.</p>

Council Performance & Budget Summary

Appendix D: Community Right to Bid – Schedule of Decisions



Asset name	Owner	Nominated by and date	Recommended Decision & Date	Reasons	PH Approved/ Date of Final Decision
London Colney Leisure World	Herts County Council	London Colney Parish Council 22.02.16	List the Asset 12.08.16	<p>The primary use of the asset, now or in the recent past, furthers or has furthered the local community's social wellbeing or interest in that it was a sports and leisure facility open to the general public. The centre offered a range of leisure activities including tennis, basketball, fitness classes, a gym and a children's soft play facility (Adventure World). It has large open plan rooms, a former function room and used to have a café selling hot food, drinks and snacks.</p> <p>The facility was dated and has now been replaced by a purpose built sports centre in Cotlandswick, around ½ mile from this asset. The owner has stated intentions to redevelop the site for residential use, however there is currently no planning permission for a change of use or redevelopment (though it is understood that the owner is in pre-application discussions with the Planning Department). In the circumstances it is reasonable to assume that there is a possibility that the site could be used again for community purposes, whether temporarily or permanently.</p> <p>In making this decision, account has been taken of First Tier Tribunal Decisions, (Moat CR/2014/0014 and Evenden Estates (Rose Hill Tavern) CR/2014/0015 for example). To quote Judge Peter Lane in the Rose Hill Tavern case (CR/2014/0015) "It is also necessary to emphasise the fact that what is "realistic" may admit a number of possibilities, none of which needs to be the most likely outcome."</p>	12.08.16

Council Performance & Budget Summary

Appendix D: Community Right to Bid – Schedule of Decisions



Recent Valid Nominations awaiting a decision

Asset name	Owner	Nominated by and date of valid nomination
Rose and Crown, 10 St Michaels Street, St Albans	Punch Partnerships (PML) Limited	South Herts Branch of the Campaign for Real Ale (CAMRA) (valid date 19.08.16)

Reviews/ Appeals

Asset name	Owner	Date of Review/ Appeal	Decision & Date	Reasons/ Comments
The Red Cow PH	Paratrend Ltd	On-going – no hearing date necessary	TBC	<p>The owner initially requested a review hearing, but subsequently decided that the matter should be dealt with by written submissions. Written submissions were received from all parties by 25.02.16 and representations on the submissions were received by 17.03.16. The owner has subsequently submitted further representations, however we now believe we have all the relevant information/ evidence.</p> <p>The Head of Legal and Democratic Services (in consultation with the Leader of the Council) will consider the submissions and make his decision in due course.</p>
Bedmond Fields Bedmond Lane	Banner Homes Limited	Application for leave to the Court of Appeal to appeal to the Court of Appeal Lodged on 15.07.16	Decision awaited on whether leave to appeal will be granted to appeal to the Court of Appeal.	Following the Upper Tribunal's decision not to grant leave to appeal to the Court of Appeal, the asset remains listed. However the owner is now seeking leave from the Court of Appeal to appeal to the Court of Appeal.

Council Performance & Budget Summary

Appendix E: Working Party and Task and Finish Groups Update



Working Party and Task & Finish Groups 2016 – 2017

The list below gives information about Councillor groups set up to consider various topics. We intend to produce this list every quarter so Members and Officers know what Councillor groups are in existence, and who is involved. Changes since the last update are highlighted in bold or striked through.

Total number of groups listed within previous report (March 2016): 9
 New groups created: 4
 Total number of groups that have concluded: 4
 New overall total groups: 9

Scrutiny Groups

Group	Parent Committee	Date or expected date of next meeting	No. of meetings in last quarter	Average No. of officers attending each meeting in last quarter (nearest whole number)	Chair (2016/17)	Lead Officer(s)	Council representatives in 2016/17	Comments
Community Safety Scrutiny Working Group	Community, Environment and Leisure Scrutiny Committee	10.11.2016	1	3	TBA	Neil Kieran	Harris, A Rowlands, Swendell and White, Con TBA X3	Nominations requested following CELSC 14.07.16
Night Time Economy Task and	Community, Environment and Leisure	TBA	1	4	Cllr Pakenham	Maria Cutler	Cllrs Crawley, T Heritage, Pakenham, A	

Council Performance & Budget Summary

Appendix E: Working Party and Task and Finish Groups Update

Group	Parent Committee	Date or expected date of next meeting	No. of meetings in last quarter	Average No. of officers attending each meeting in last quarter (nearest whole number)	Chair (2016/17)	Lead Officer(s)	Council representatives in 2016/17	Comments
Finish Group	Scrutiny Committee						Rowlands and Con TBA	
Planning Enforcement Task and Finish Group	Planning, Resources and Housing Scrutiny Committee	27.09.16	New	-	TBA	TBA	Grant, Mead, Hill	Chair of PRHSC has asked for final report to 08.12.16 meeting
Advice and support to Small and Medium Enterprises (SME)	Community, Environment and Leisure Scrutiny Committee	TBC	New	-	TBA	Maria Cutler	TBA	New.
Cycling Task and Finish Group	Community, Environment and Leisure Scrutiny Committee	TBC	New	-	TBA	Laurence Pratt	TBA	New.
Budget Scrutiny Task and	Community, Environment and Leisure	23.08.16	1	-	White	Colm O'Callaghan	Clark, Grover, Hodgson, Maynard, Mills,	New..

Council Performance & Budget Summary

Appendix E: Working Party and Task and Finish Groups Update

Group	Parent Committee	Date or expected date of next meeting	No. of meetings in last quarter	Average No. of officers attending each meeting in last quarter (nearest whole number)	Chair (2016/17)	Lead Officer(s)	Council representatives in 2016/17	Comments
Finish Group	and Planning, Resources and Housing Scrutiny Committees						Rowlands and White	

Note – using a rough benchmark figure of £1,000 per meeting for a Task and Finish Group, the total cost of resources used on these meetings in the last quarter is £4,000 including one meeting of the now closed Good Practice in Consultation Group. it is intended to track this figure for both Scrutiny and Portfolio Holder working groups over time.

Council Performance & Budget Summary

Appendix E: Working Party and Task and Finish Groups Update



Portfolio Holder Working Party or Task & Finish Group							
Group	Date or expected date of next meeting	No. of meetings in last quarter	Average No. of officers attending each meeting in last quarter (nearest whole number)	Chair (2016/17)	Lead Officer(s)	Council representatives in 2016/17	Comments
Car Parking WP	04.10.16	0	0	Cllr Read	Maria Stagg	Cllrs Campbell, Donald, Gordon, Maynard, Read, and A Rowlands.	
Garages WP	TBA late 2016/early 2017 (met last on 14.12.15)	0	0	Cllr Ellis	David Reavill	Cllr Ellis, Janet Smith Swendell and Con TBA.	
Member Development Working Group	TBA (09.16)	0	0	Cllr Davies	Rhiannon Leary	Cllrs Davies, Hodgson, Read, Smith and White.	

Note – using a rough benchmark figure of £1,000 per meeting for a Task and Finish Group, the total cost of resources used on these meetings in the last quarter is nil. It is intended to track this figure for both Scrutiny and Portfolio Holder working groups over time.

Council Performance & Budget Summary

Appendix E: Working Party and Task and Finish Groups Update

Groups that have concluded:

St Albans Christmas Market & Markets Review T&F Group, Good Practice in Consultation Task and Finish Group, Review of how organisations within the Hub (at the District Council Offices) i.e. CVS and CAB are providing services for young people Task and Finish Group, and Audit Committee Working Group.

Other Working Party or task and finish group							
Group	Date or expected date of next meeting	No. of meetings in last quarter	Average No. of officers attending each meeting in last quarter (nearest whole number)	Chair (2016/17)	Lead Officer(s)	Council representatives in 2016/17	Comments
City Neighbourhoods Committee Budget T&F Group	TBA	0	0	TBA	Richard Shwe	TBA	

*Data from April, May and June 2016 has been used above as the "last quarter".

As at 8 September 2016

Council Performance & Budget Summary

Appendix F: Advisory Groups Update



Group	Chair	Nature of Council representation	Council representatives in 2016/17
Administered by St Albans City and District Council			
Park Forums <ul style="list-style-type: none"> • Clarence Park • Rothamsted Park • Batchwood • Verulamium Park • Jersey Farm Woodland 	Councillor White Councillor Maynard TBC	Clarence Ward Cllrs 3 seats drawn from Harpenden Ward Cllrs (+ Jon Green) Batchwood Ward Cllrs (+ Stuart Foster) Verulam Ward Cllrs 2 seats in 2016/17	Cllrs McHale and White Cllrs Farmer, Maynard and Stephens Cllrs Brewster, Mills, Pakenham and T Smith Cllrs Chivers, C Davies and Hill Cllrs Bolton and Churchard
External Groups			
Quality Network Partnership (also known as Network St Albans)	Stephen Joseph	Portfolio Holder and officers, others at invitation of Chair. SACDC Group Leaders to be invited going forward.	Cllr Read
Visitor Partnership	Vicky La Trobe	Relevant Portfolio Holder	Cllr Read
City Centre Partnership	Phil Corrigan	Relevant Portfolio Holder	Cllr Read

Council Performance & Budget Summary

Appendix F: Advisory Groups Update



Group	Chair	Nature of Council representation	Council representatives in 2016/17
Nomansland Common Joint Committee	John Newton Davies (Sandridge Parish Councillor)	3 seats in 2016/17 + Nick Sherriff	Cllrs Clark, Churchard and Wood
Bricket Wood Common Management Committee	John Bell (Parish Councillor)	3 seats in 2016/17	Cllrs Featherstone, Wright and Yates
Strategic Partnership	Julian Daly	Leader	Cllr Daly
Look! St Albans	Vanessa Gregory	John Hoad	Cllr Read
Cathedral / HLF project	Gerald Corbett	Portfolio Holder	Cllr Brewster
Hertfordshire Infrastructure & Planning Partnership	Richard Thake (HCC Councillor)	Portfolio Holder	Cllr Campbell
Green Triangle	Julian Daly	Relevant Portfolio Holders	Cllrs Daly, Read
Professional Services	Julian Daly	Relevant Portfolio Holders	Cllrs Daly, Read

As at 8 September 2016

This Appendix provides summaries of carbon dioxide emissions across the District; the report on the Council's greenhouse gas emissions; and work to reduce emissions.

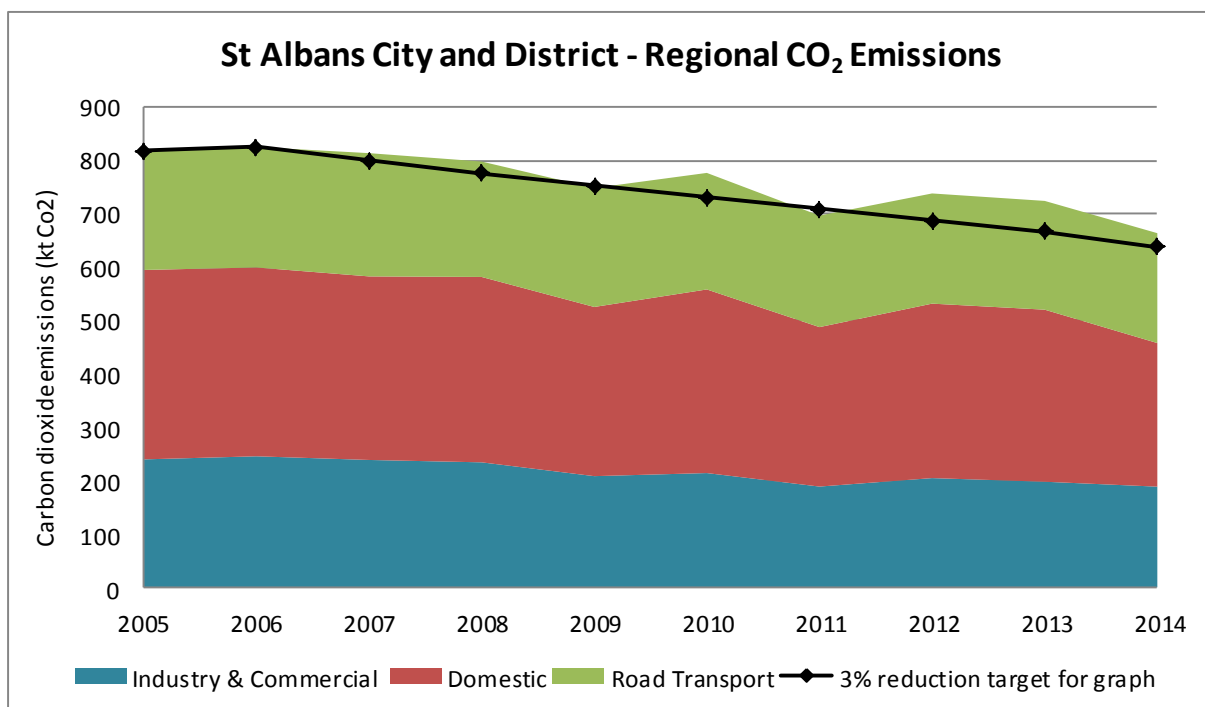
District-wide carbon dioxide (CO₂) emissions

The Department of Energy and Climate Change (DECC) has published the latest CO₂ emissions estimates for the District for 2005-2014. There is a two-year delay due to the complexity of reporting. A summary of the figures can be found [here](#)¹.

The Council does not have direct control of District-wide CO₂ emissions. However, we have an important role to play in encouraging and supporting residents and businesses to reduce emissions from energy and transport.

This year we published our [Climate Change Action Plan](#)². This sets out our approach to reducing greenhouse gas emissions across the District as well as from our own estate and operations. The report contains two Council targets which are relevant to reducing District-wide emissions. These are:

- Reduce CO₂ emissions across the District by 3% per annum from 2006 to achieve a 60% reduction by 2025.
- Reduce emissions from the domestic sector by 1.5% per annum from 2010.



Highlights

- District-wide CO₂ emissions have decreased by 19% between 2005 and 2014. This is slightly lower than the reductions across the East of England and Hertfordshire (22%) or Greater London (26%), over the same period.
- On a per capita basis, emissions are 26% lower in 2014 than 2005 (from 6.2 to 4.6 tCO₂ per person). This is a little higher than Greater London (4.2 tCO₂), but lower than

¹ <http://www.stalbans.gov.uk/Images/2016%20District%20Wide%20CO2%20Emissions%20Figures.pdf>

² http://www.stalbans.gov.uk/Images/2016%20April%20FINAL%20Climate%20Change%20Action%20Plan_tcm15-54200.pdf

Council Performance & Budget Summary

Appendix G: Sustainability Performance Report



the County average (4.9 tCO₂). Thank you to local residents and businesses for helping us to achieve these reductions.

- Our target to reduce District-wide emissions by 3% annually was met in 2011 but not in later years. 2012 and 2013 were colder than previous years and saw gas consumption increase by 11% and 5% on previous years.
- The latest figures show that total emissions fell by 8.4% between 2013 and 2014. This has significantly narrowed the gap between the District's emissions and the cumulative 3% annual target. This means that we are, in effect, now only one year behind the cumulative target. If similar levels of reduction are seen in 2015 as in 2014, we will meet the target next year.
- Domestic energy use makes up the largest proportion (40%) of the total emissions. Emissions from domestic energy use in 2014 were 24% lower than in 2005, which is lower than any of the previous years monitored. Nationally, less coal and gas were used for the provision of space heating as 2014 was a warmer than average year.
- We have achieved the 1.5% year-on-year reduction target in domestic energy emissions that we set in 2010.
- Last year we reported a 16% reduction in transport emissions in 2013 compared to 2005. This year the updated estimates show only a 7% reduction which is in line with the East of England average. Nationally these reductions are associated with improvements in fuel efficiency, even though the actual distance travelled and vehicles on the road have increased.

St Albans City and District Council – Greenhouse Gas Emissions Report 2015/16

The Council's Greenhouse Gas Emissions Report 2015/16 will be published this month³. The report sets out the approach taken to measure and calculate greenhouse gas emissions from the Council's own operations and services for the financial years 2008/09-2015/16. In line with Defra's guidance⁴, the report covers emissions from building energy use, fuel from business travel, and our largest contractors' energy and transport use.

The Council has set itself a target to reduce Council greenhouse gas emissions by 20% of 2008/09 levels by 2020/21. This is equivalent to an annual reduction of 1.8% since the baseline year.

Highlights

- The Council's total emissions have decreased by 14% between 2008/09 (the baseline) and 2015/16.
- In 2015/16, total emissions declined by 8% compared to the previous year, with reductions evident across each scope.

³ The Council's Greenhouse Gas Emissions Report can be downloaded from: www.stalbans.gov.uk/council-and-democracy/sustainability/energy.aspx.

⁴ Defra, October 2013: Environmental Reporting Guidelines: Including mandatory greenhouse gas emissions reporting guidance: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/206392/pb13944-env-reporting-guidance.pdf

Council Performance & Budget Summary

Appendix G: Sustainability Performance Report



- We are on track to achieving our 20% reduction target. We need a further reduction of 373 tCO₂e in future years to achieve this.
- Emissions from Council-owned buildings' energy use decreased by 29% from the baseline year (-842 tCO₂e). 80% of this reduction (633 tCO₂e) is attributable to the net loss of 16 properties from our portfolio. These include sheltered housing properties which have been redeveloped and public conveniences which are no longer in use. The remaining 161 tCO₂e reduction can be attributed to building energy efficiency improvements since 2008.

St Albans City and District Council Statement of Emissions 2015/16

	Greenhouse gas emissions (tonnes CO ₂ e)							
	2008/ 09	2009/ 10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16
Scope 1 – Council gas consumption and fleet vehicles	1,548	1,292	1,215	1,057	1,194	1,003	923	917
<i>% change previous year</i>	-	-17%	-6%	-13%	13%	-16%	-8%	-1%
Scope 2 – Council electricity consumption	1,251	1,379	1,295	1,299	1,268	1,258	1,343	1,046
<i>% change previous year</i>	-	+10%	-6%	0%	-2%	-1%	+7%	-22%
Scope 3 – Council business travel and contractor emissions*	4,092	4,250	3,947	3,311	3,829	3,820	4,168	3,954
<i>% change previous year</i>	-	+4%	-7%	-16%	+16%	0%	+9%	-5%
All contractor emissions	3,888	4,063	3,772	3,141	3,670	3,669	4,006	3,815
<i>% change previous year</i>	-	+5%	-7%	-17%	+17%	0%	+9%	-5%
Total gross emissions	6,891	6,922	6,457	5,667	6,291	6,082	6,434	5,917
<i>% change baseline year</i>	-	0%	-6%	-18%	-9%	-12%	-7%	-14%
<i>% change previous year</i>	-	0%	-7%	-12%	+11%	-3%	+6%	-8%
Total emissions per resident (kg CO ₂ e)	51.0	50.5	46.5	40.3	44.5	42.0	44.4	40.9
<i>% change previous year</i>	-	-1%	-8%	-13%	+11%	-6%	+6%	-8%

- Gas consumption was lower in 2015/16 than any previous year monitored due to higher ambient air temperatures. The exception to this is gas in the District Offices which has risen back to baseline levels after a series of annual reductions. We are investigating the cause of this increase with the supplier.
- Housing properties make up over ¾ of the Council's gas emissions. Emissions from gas consumption in this group of properties are now 42% lower than in 2008/09 as a result of property disposals and energy efficiency measures.
- Emissions from Council-owned buildings' electricity consumption have decreased by 22% since the previous year with reductions evident across all property groups. The installation of Automatic Meter Reading (AMR) across most electricity meters has led to more accurate billing than in the early years of monitoring.
- Contractor emissions make up 64% of the Council's total emissions. In 2015/16 these were 2% lower than the baseline, but 5% lower than the previous year.
- Leisure contractors - emissions have increased by 5.4% from the baseline year (132 tCO₂e). This is due to the extensive redevelopment of Westminster Lodge, Batchwood and Cotlandswick leisure centres. Although the new centres are larger than the

previous sites, their energy efficient constructions mean that emissions per visitor are now significantly lower. In 2015/16 emissions per visitor to Batchwood and Westminster Lodge were 1.6 and 1.4 kg CO₂ respectively, in contrast to 2.5kg and 2.4kg in 2010/11. At Cotlandswick, emissions per visitor have increased slightly, from 1.43kg in 2010/11 to 1.72 kg in 2015/16. We expect this to reduce as customer numbers increase in line with business plan projections.

- Alban Arena – emissions have progressively decreased by 305 tCO₂e (61%) since the baseline. This is as a result of the installation of new boilers, Building Management System control, valves to the ventilation system and LED stage lighting.
- Parking – emissions have been reduced by 19% since the baseline, mostly due to the installation of LED lighting.
- Recycling – transport emissions from our waste and recycling contractor are down to just above baseline levels following a steep rise last year. This was caused by the introduction of 3 extra dustcarts for collecting soft mix recycling in September 2014.
- The Council's Green Travel Plan has helped to reduce emissions from Council fleet and business travel by 54% from the baseline year to 49 tCO₂e. 14% of miles travelled are by public transport, however these journeys make up only 3% of emissions as the emissions associated with private car use are higher than those from public transport.

The Council's contribution towards reducing emissions

Our [Climate Change Action Plan](#)⁵ sets out our approach to reducing greenhouse gas emissions across the District as well as from our own estate and operations. This links to other plans and strategies such as the [Home Energy Conservation Action Plan](#)⁶ and the [Council's Green Travel Plan](#)⁷. Below are some examples of the work taking place.

Internal emissions reduction

- **LED Lighting** – earlier this year we piloted the installation of LED lights to the Community Services area of the District Offices. Plans are now underway to install LEDs to the rest of the offices by the end of the year. LED lighting is more energy efficient; has a longer life; distributes light more evenly; and saves money. The project is estimated to reduce emissions by 38 tCO₂e per year and will pay for itself within 3 years.
- **Solar photovoltaic (PV) systems** – the solar PV systems at the leisure centres (Westminster Lodge, Batchwood and Cotlandswick) and the District Offices have generated 253,453 kWh of electricity since they were installed⁸. All the energy has been used on-site saving the Council and the leisure contractor £25,345 in energy costs and reducing our total emissions by 106 tCO₂e. We have also received £16,695 in this time from the Governments Feed-in-Tariff.
- **Recycling contractor** - All vehicles on the new recycling service will be compliant with Euro 6 emissions standards and a variety of measures will be in place to improve

⁵http://www.stalbans.gov.uk/Images/2016%20April%20FINAL%20Climate%20Change%20Action%20Plan_tcm15-54200.pdf

⁶<http://www.stalbans.gov.uk/Images/Home%20Energy%20Conservation%20Plan%202015-2027.pdf.pdf>

⁷http://www.stalbans.gov.uk/Images/St%20Albans%20CDC%20Green%20Travel%20Plan%20April%202016_tcm15-54111.pdf

⁸ The solar PV systems were installed to the District Offices in 2008; Westminster Lodge 2012; Batchwood 2014 and Cotlandswick 2015.

fuel efficiency such as route optimization, engine management data monitoring and independently powered electric bin lift technology.

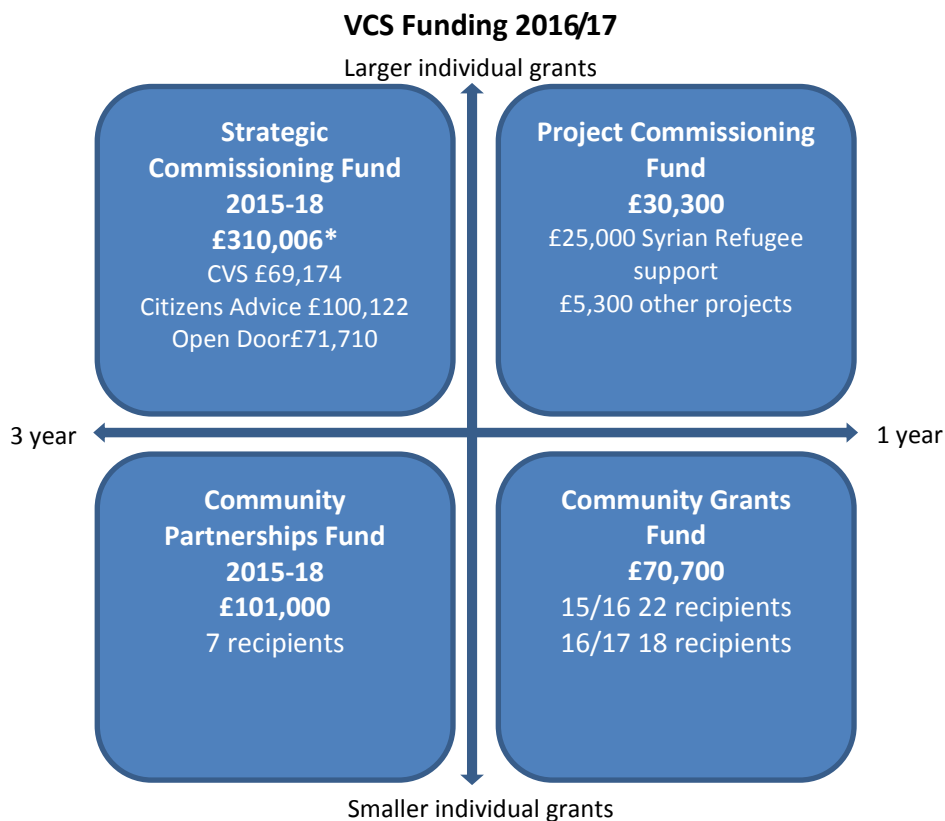
District-wide emissions reduction

- **Home Energy Conservation Plan.** We continue our work to reduce emissions from energy consumption across all households in the District. This includes measures to encourage residents to improve the energy efficiency of their homes. It also includes work to help vulnerable householders who are at risk of excess cold, and improvements to our own housing stock. Over the past year we have:
 - Insulated 149 lofts and 18 properties with cavity walls.
 - Installed solar PV panels to 18 Council-owned properties.
 - Installed 588 A-rated condensing boilers. We plan to install a further 358 boilers in 2016/17.
 - Installed low energy lighting to 220 bathrooms and plan to undertake a further 298 upgrades in 2016/17.
 - Replaced windows to 301 properties. 316 properties will be upgraded next year.
- **New Council Developments**
 - We will shortly complete the build of two new homes in London Colney, to Code for Sustainable Homes Level 4.
 - The refurbishment of the Town Hall will include a variety of energy efficiency measures including secondary glazing, under floor heating and LED lighting.
 - Cotlandswick Leisure centre features Combined Heat and Power (CHP), LED lighting, Solar PV and sensor controlled lighting.
 - We have set a requirement that the redevelopment of residential units on the Museum of St Albans site achieves 20% improvement on current building standards.
 - This year the Council together with VZDL Engineers and S&P Architects won the Gold Award for Community Projects at the Green Apple Awards. The award was for the Built Environment and Architectural Heritage for the Batchwood Leisure Centre redevelopment.
- **Reducing transport emissions.** Over the past year we have delivered a number of infrastructure improvements across the District. We have installed additional bus shelters and cycle racks, upgraded leisure paths, and piloted the licencing of electric taxi vehicles.
- **Sustainable St Albans Week.** The Council supported Sustainable St Albans Week in Nov 2015 where 120 organisations come together to run 73 events in the District. Themes included reducing your carbon footprint and understanding climate change. The Council continues to support the 2016 event and we have plans to run a variety of events including walks, talks and tours.
- **Clean Bus Technology Fund (DfT)** – The Council, County Council and bus operator UNO were awarded funding to modify 40 buses with an intelligent system to reduce nitrogen dioxide emissions. The measures will improve compliance with EU Air Quality Standards and improve air quality in St Albans and the surrounding area. This project was completed earlier in 2016.

Council Performance & Budget Summary

Appendix H: Voluntary and Community Sector (VCS) Funding Update

The diagram below summarises the VCS funding in 2016/17:



*includes £69,000 in kind to the CVS and Citizens Advice associated with office accommodation within the HUB at the Civic Centre.

In 2016/17, £512,006, including £69,000 in kind has been allocated to voluntary and community sector funding. Almost all has now been awarded to a range of organisations and projects. Officers are working on the allocation of the remaining funds and will present proposals to the Grants Panel in November 2016.

Strategic Commissioning Fund (SCF)

All three organisations supported by the Strategic Commissioning Fund have submitted their annual report for the first year of their three-year funding agreement. All have performed well against their Service Level Agreements (SLAs). Quarterly monitoring meetings have ensured that officers are well informed of successes and challenges during the year.

Citizens Advice St Albans District (CASTAD) has supported clients on 6,449 occasions throughout the year, an increase of 251 from 14/15. The top three issues presented were benefits and tax credit (28.2%), Debt (13.3%) and Housing (12.7%). Demand for the service continues to exceed capacity so Citizens Advice is attempting to source additional income.

The Centre for Voluntary Service (CVS) has been through a recent restructure including the recruitment of a new CEO. This has led to a more focussed approach to the SLA.

Council Performance & Budget Summary

Appendix H: Voluntary and Community Sector (VCS)

Funding Update



130 community groups have received funding support and advice. The Volunteer Centre processed 1,380 volunteer applications and 388 interviews were conducted by volunteers in the Hub. As a result of the Building Better Boards events 18 trustee positions have been filled locally.

The Open Door Service is currently meeting and exceeding all the performance indicators set out in the SLA. Furthermore, the organisation is working to provide a service that caters for all service users and the reasons that they are using Open Door. The service in year 1 has supported 180 individuals using the night shelter with the overall occupancy rate of 90.4%. In 2015-16, 59% (102) of individuals using the night shelter moved on in a planned or positive way compared with 44.6% in 2014-15.

Community Partnerships Fund (CPF)

The seven organisations supported by the Community Partnerships Fund have all delivered during the year, meeting with officers and providing six-monthly reports with case studies. Together with the SCF organisations, these services are having a positive impact on a large number of the more vulnerable people in the District. An increase of 1% on grants was provided, giving the following totals for each organisation:

Organisation and service	Funding per year
Bereavement Matters: Service for Children and Young People	£4,965.83
KIDS @ THE BASE	£4,965.83
The Living Room	£4,965.83
Youthtalk	£4,965.83
HomeStart	£23,230.00
Hightown: Mother & Baby Service	£29,290.00
St Albans and Hertsmere Women's Refuge	£28,616.68
Total	£101,000.00

The Council has supported Kids @ The Base to move into the new Cotlandswick Leisure Centre, where numbers attending have increased. HomeStart faced funding challenges following the withdrawal of Hertfordshire County Council funding, but have merged with five other organisations to form Home-Start Hertfordshire.

Community Grants Fund

In August, the annual allocation of Community Grants Fund was made, following applications for 30 projects from 27 organisations. Funding has been awarded to 18 organisations to deliver the following specific projects over the next year:

Council Performance & Budget Summary

Appendix H: Voluntary and Community Sector (VCS)

Funding Update



Name of group	Description of Project	Funding awarded
Camp Community Group	Carer's Coffee Cabin. Garden Building project for an engagement and support programme for unpaid family carers, principally those of working age.	£4,987.00
The Counselling Foundation	Two self-confidence and motivational courses will be held for people whose anxiety is a barrier to work, volunteering and taking part in the community, including democratic processes.	£1,897.60
Marshalswick Baptist Free Church (MBFC)	'Tea on Thursdays'. Following the success of 'Tea n Tech', this project will expand the offering to include more free-of-charge activities to reach new elderly, isolated or lonely people.	£5,000.00
Harperbury Bowls Club	Purpose-designed equipment for use on bowling green to aid players who are infirm or disabled and who would otherwise not be able to continue bowling.	£3,175.00
St Albans District CAB	Webchat & Email Advice Now (WEAN) - Improving the inclusion of vulnerable young people by providing advice via webchat and email.	£4,992.00
Christ Church, St Albans	The Big Lunch. A project to help families have fun and eat together over the summer holidays.	£2,463.25
St Albans M.E. Group	To start a self-help, support, social and activity group for people with M.E. (Myalgic Encephalomyelitis), Fibromyalgia and similar conditions.	£3,387.00
Batford Memorial Hall	Youth Matters. A Youth Club predominately for the youngsters of the Batford Community.	£4,860.00
Guideposts Trust (GT)	Social inclusion project for people with learning difficulties (LD) and/or mental health (MH) issues. To offer a series of workshops based on the X-factor television programme for LD/MH clients.	£1,153.00
StEPs - St Albans Educational Partnership for Schools	Book Banks is a new reading initiative working alongside food banks in the District to target vulnerable children and help to make them more school ready.	£4,033.94

Council Performance & Budget Summary

Appendix H: Voluntary and Community Sector (VCS)

Funding Update



Rennie Grove Hospice Care	Grove House Choir for Wellbeing. A socially inclusive weekly choir at Grove House day hospice for patients with life-limiting illnesses, their carers, families and members of the local community in St Albans.	£4,246.00
ADD-vance (The ADD-vance ADHD and Autism Trust)	Recruitment, induction and 1 week training followed by 6 months intensive supervision (from Director) of Specialist Coaches to work 1 to 1 with families in the home.	£4,000.00
Hertfordshire Practical Parenting Programme CIC	Supporting vulnerable, isolated families with young people who are often neither in employment or training. Helping them engage with the community via visits in and out of the home as suited to each family.	£4,850.00
Earthworks	Hear My Voice at Earthworks. An innovative project for non-verbal learning disabled gardeners to use IT equipment and software to aid their communication.	£4,674.00
StEPs - St Albans Educational Partnership for Schools	2x10 session courses (daytime and evening) for parents/carers of children with additional need. Targets those families with low incidence / high need e.g. Downs Syndrome.	£4,530.00
The Living Room	Supporting victims of domestic abuse, both current and historic, to gain abstinence from addiction leading to healing from trauma and freedom from abusive relationships. Provides targeted support to addiction clients who are victims of domestic abuse, adding value to the current provision and tailoring support to their particular needs.	£5,000.00
St Albans District Credit Union	Increasing access to disadvantaged groups. A project to enhance awareness of, and access to, low cost loans and to encourage community savings, using new online and mobile banking. Service for local people including the vulnerable and those excluded from accessing services of traditional banks.	£2,750.00
Headway Hertfordshire	To provide professional counselling for clients in St Albans and District who have, or care for someone who has, acquired brain injury as an adult.	£4,120.00
	Total	£70,118.79

Council Performance & Budget Summary

Appendix H: Voluntary and Community Sector (VCS)

Funding Update



The CVS coordinated the application process, including advice workshops, as part of their SLA for receipt of Strategic Commissioning Funding.

Project Commissioning Fund

At its November 2015 meeting, the Grants Panel allocated £25,000 of funding from both the 2015/16 and 2016/17 budgets to support the local Syrian refugee settlement programme. There remains £5,300 in the Project Commissioning Fund for 2016/17. Officers are identifying potential projects to which this funding can be allocated.

Council Performance & Budget Summary

Appendix I: Communication Protocols Update



The Council's communication protocols have recently been updated to document current practice.

The **Communication Protocol** gives an overview of the Council's approach to external corporate communication. Provided as a slide pack, it outlines the Council's corporate communication roles, the services offered, information on preferred style and deliverables in the coming year. It will be used for various internal processes, including new staff induction.

The **Community News Editorial Policy and Protocols** document provides a framework for the publication of Community News, the Council's principal printed publication for residents.

Other documents relevant to the Council's external communications include the Media Protocol agreed by full Council in 2012. This is available on the Council's website at www.stalbans.gov.uk/communications.

Appendix I.i

Council Communication Protocol



Role of the Communications Team

- Helping the public and media to access information and services
- Helping the organisation to deliver its services effectively
- Helping staff to communicate well

Communications Team Covers:

- External Corporate Communications
- Reputation Management
- Media Relations
- Marketing Communications
- Council Brand Management
- Electronic Communications (including website content and social media)
- Emergency Response
- Internal Communications (support of)

Helping the Public Access Services

- Inform and explain - Council policy, events, services, change
- Show public how to get involved and help decision making
- Provide the right information, through the right channels, and easy access to services
- Signpost to other help/service providers
- Aid public understanding of what the District Council does (and doesn't) do

Helping the Organisation Deliver

- Help Council get its messages across in a timely and professional way
- Help Council manage its reputation and brand
- Encourage self help and channel shift
- Help improve resident satisfaction (higher where a Council's role is understood)

Helping Staff to Communicate Well

- Help staff to promote their messages effectively
- Keep staff updated on Council news
- Provide appropriate training
- Provide clear corporate branding and styling guidelines

Output of Communications Team

- Press releases/enquiry response & media briefings
- Publishing of Community News residents' magazine
- Effective web content
- Horizon scanning - news management /anticipation of media questions
- Consulting advice and services for departments
- Social media – proactive and reactive
- Filming enquiries support

5 Key Brands

- St Albans City and District Council
- St Albans as a visitor destination
- St Albans Museum(s)
- Charter Market
- Christmas Market

Council Brand

- Consistent branding across Council
 - Community News/Housing Times
 - Events and museum publicity
 - Recruitment
- Link brand to Council service provision – important for public understanding/satisfaction
- Council brand takes precedence (no separate department brands)

Style

- Objective as possible – not party political, not over self-congratulatory
- Proactive
- Language: human, not bureaucratic, tells a story
- Open – don't hide things (mistakes happen – it's how we deal with them that matters)
- Help partners' profile (e.g., CAB, CVS) where opportunities arise

Key deliverables 2016/2017

- Support delivery of corporate priorities
- Refresh corporate style guidelines (Winter)
- Deliver Community News (4 editions)
- Upgrade Tridion web content management system and improve website homepage (Autumn/Winter)
- Support delivery of current Customer Access and Digital Transformation Strategy



Appendix I.ii : Community News Editorial Policy and Protocols

St Albans City & District Council's primary printed news publication, Community News, is distributed to 58,500 households around the District. It is also published on the Council's website.

Objectives:

- Well informed residents through the provision of good quality, accessible, information;
- A cost effective medium for the promotion of council services, consultations and messages (and where appropriate those of agreed partners), through one periodical, reducing the need for multiple publications;
- Encourage residents' participation in, and support for, the Council, its services and the democratic process;
- Encourage active participation in District life;
- Strengthen people's sense of community and civic pride;
- Demonstrate how the Council is responding to customer needs and listening and reacting to people's concerns;
- Support the Council's community leadership role by promoting the work of other public and voluntary services providers;
- Encourage feedback from residents;
- Help uphold and maintain the Council's good reputation;
- Reach as many households as possible by door to door distribution, and cater for the needs of everyone, including those who do not use the internet;
- For at least 70% of residents to recall having seen Community News, and of these, to achieve in-depth readership levels (read all/read most) of at least 50%.

Editorial Decisions:

Editorial decisions are made by the Editor in liaison with the Leader of the Council and the Chief Executive. In assessing priorities, the following are taken into account:

- Topicality/reader interest
- Benefit to the Council/reader
- Relevance to the reader

Editorial Style:

Content must be:

- Newsworthy
- Timely and topical
- Politically neutral
- Concise – articles of typically 100 words or fewer
- Factual, including acknowledging areas of weaker performance where necessary
- Written with the audience in mind
- Relating to the District or issues relevant to local residents
- Written in plain English, with short sentence structures
- Accompanied where possible, and where there is space, by high quality photographic images
- DDA compliant and meet requirements set out by the Plain English Campaign for use of their 'Approved By' kite mark
- Structured in the agreed 'Community News' template styling

Content should also signpost, if appropriate, where further information is available via email addresses and telephone numbers. Web addresses alone are currently avoided, where possible, to ensure inclusivity.

The Editor is required to ensure that the publication at all times is bound by the Code of Recommended Practice on Local Government Publicity (revised 2011).

All articles will be edited to ensure they meet the editorial standards outlined above and be of a consistent style and format.

On contentious issues, copy will be cleared by the Council's legal team.

Quotes, columns and comment, including those of the Council leader, portfolio holders, chairs of committees and councillors, are not included.

Photographic content that includes images of councillors may be allowed if strictly relevant to a story (for example if a new initiative or facility is being

launched, or in a 'Know Your Local Councillor' style article). However, as a rule of thumb, councillor photographs are avoided.

No content or image that is politically biased, racist or derogatory to any section of the community is included.

Information which may be perceived as being unduly supportive of a particular business concern, and thereby showing a preference, is not included. However, sponsorship by a particular company of a Council activity may be referred to if factually relevant to the content of a story.

No content from external bodies is included, except in circumstances explained below.

Advertising

Occasionally we will publish material from partner organisations (such as Hertfordshire County Council, NHS, Strategic Partners, contractors and similar bodies) if there is space, and the story is likely to be of particular interest or benefit to residents.

Space is limited and Council content takes precedence.

We do not wish to compete with our local independent newspapers and we do not include paid-for advertising.

We do, however, sometimes request that partners make a financial contribution for content. For example the Community Safety Partnership makes a financial contribution and has dedicated quarterly content. We occasionally seek a contribution from leisure or service contractors or Strategic Partnership partners wishing to promote services to residents.

Planning

A production plan is produced for each issue by the Communications Team.

Officers and Portfolio Holders are invited to suggest content. Copy is not guaranteed space and may be substantially cut to fit available space.

A content plan is agreed in consultation with the Leader of the Council and the Chief Executive.

Publication is usually quarterly in Spring, Summer, Autumn and Winter. Timing will usually be agreed to fit in with the Council's programme. For example, we currently include Council Tax information in the Spring issue and publication must fit with the distribution of Council Tax bills in March.

Distribution

Community News is distributed by door to door delivery. We aim to get to over 95% of the population in this way. We also make copies available at the usual Council distribution points.

Web Edition

We also publish Community News on the Council website (<http://www.stalbans.gov.uk/council-and-democracy/press-room/community-news/default.aspx>) and maintain a library of past editions.

Paper Quality

We use a good quality 120gsm, 100% recycled paper (Revive or equivalent). We do this both to support our sustainability credentials and to help reinforce our brand positioning as a quality public service organisation.

Recycling News

The budget for Community News was amalgamated from the budgets of a number of merged publications in April 2012. Recycling News was one such publication. Recycling News content is now carried in Community News as a regular feature.

Two-way Communication

Community News is also a vehicle for two-way communication and will publish contact details for various services and promote consultations, public meetings and other ways in which residents can feed back.

Copyright

Any text or images used must be checked to ensure copyright is either owned by, or assigned to the Council, or that the copyright holder is happy with the proposed use. Where service departments supply images for use in Community News, they have the responsibility for checking copyright and any consequent liability.

Particular restrictions apply to the use of images of children. In cases where an individual child can be identified, written consent from the child's parent, guardian or appropriate responsible adult will be obtained.

Text published in Community News is the copyright of St Albans City & District Council. Articles should not be published elsewhere without prior consent (contact the Communications Team). Bearing in mind the political impartiality of Community News, reproduction of materials in party political publications is not permitted.

Monitoring of effectiveness

We conduct regular research as part of the Council's Community Survey to monitor satisfaction levels with Community News and collect data to use in its development.

Budget

Community News is a major item of Communications expenditure and production costs are monitored closely. We conduct comparative research from time to time with similar Councils.

Other

We encourage officers to use Community News to publicise their events and initiatives wherever possible. Unnecessary standalone publications are discouraged.

Claire Wainwright
Executive and Communications Manager
September 2016

Council Performance & Budget Summary

Appendix J: Environmental Enforcement Update



Scheme of Enforcement for Environmental Offences - Options' Assessment

Purpose

To assess options for a scheme of enforcement for environmental offences. This is provided, in consultation with the Portfolio Holder, to inform a broader consideration of the various related issues.

Background

Details of relevant Committee, Council and Cabinet decisions, and Scrutiny Task and Finish Group recommendations are set out at the end in an Options' Assessment background note.

Analysis

The assessment is set out in four separate tables, one for each type of offence. Each table considers the following:

- Key issues/What we are doing already
- Data/Evidence available
- Possible options
- Benefits
- Risks
- Discussion and Recommendations to the Portfolio Holder for the Environment

A summary of Portfolio Holder for the Environment's proposed way forward is set out in the table below. :

	Fly Tipping	Litter	Dog Fouling	Chewing Gum and Graffiti
Recommendations	Continue with Options (i) and (ii) Adopt Option (iii) and evaluate its effectiveness after 12 months	Continue with Option (i)	Maintain current practices (option (i)) <u>and</u> continue to monitor complaints	Maintain current practices (option (i)) <u>and</u> continue to monitor complaints

1: Fly tipping		Options Appraisal			
Key Issues/What we are doing already	Evidence	Possible Options	Implications/ Benefits	Implications/ Risks	Discussion and Recommendations to the Portfolio Holder
<p>There are currently 14 known hotspots across the District that attract recurrent fly tipping. These are: Bedmond Lane; Blunts Lane; Furzebushes Lane; Ragged Hall Lane; Chiswell Green Lane; Hogg End Lane; Punchbowl Lane; Hyde Lane; Nashes Farm Lane; Appspound Lane; Wilkins Green Lane; Hemel Hempstead road; Barley Mow Lane; Drop Lane.</p> <p>Community Services</p> <ul style="list-style-type: none"> The Council has recently awarded the waste management/street cleansing contract to Veolia. The contractor deals fly tips up to 4 cubic metres as part of the annual contract cost. Previously any fly tip over 1 cubic metre had to be paid for separately by the Council. Larger fly tips or those potentially containing hazardous material incur additional costs. Community Services identify and remove fly-tips on public land; receive reports on fly tips via the Cleaner District Hotline and through an online reporting service. Community Services are members of the Hertfordshire Waste Partnership which manages the Herts Fly Tipping Group. These two groups are currently reviewing how fly tipping enforcement takes place across the County. <p>Regulatory Services</p> <ul style="list-style-type: none"> Cases of fly-tipping are referred from: the Waste Management team; Veolia; the public, and the Police. The Council's policy for investigating fly tips involves Council Officers and also the waste contractors searching for evidence in dumped waste. Where evidence is found this is passed to the Environmental Compliance Team in Regulatory Services for investigation. This team decides whether to pursue further enforcement action. Veolia is the primary respondent to fly 	<ul style="list-style-type: none"> Fly tipping is increasing. In 2015 -2016, 1,202 fly tipping incidents were reported. This compared to 863 the previous year Outside the terms of the waste contract, over £40k was spent to remove fly tips in 2014/15. 3 fly tipping cases have been submitted for hearing at the magistrate's court this autumn. A further 2 cases are currently being prepared for review by the Council's legal team. 	<p>(i) Maintain current practices Officers currently respond where fly tipping evidence is found by the contractor, Council officers or Police. Following this they may then;</p> <p><u>Prosecute</u> if sufficient evidence exists and there is a public interest in doing so. <u>Issue a simple caution</u> where there is sufficient evidence, but no public interest in prosecuting. <u>Issue a written warning</u> if there is sufficient evidence but no public interest, and there is a strong mitigatory reason not to prosecute.</p> <p>The contractor is the primary respondent to fly tipping incidents</p> <p>Resources</p> <ul style="list-style-type: none"> Officer time Legal costs for prosecutions <p>(ii) Enhanced enforcement plan A review has been carried out on the Council's approach to fly tipping enforcement. As a result the following work is proposed:</p> <ul style="list-style-type: none"> Additional funding has been obtained from the Community Safety Partnership for a 7 month dedicated resource to fast track fly tipping cases where strong lines of enquiry exist. This funding has been match-funded by the Council. As a result, 2 part time fly tipping enforcement officers are due to start work in the autumn. Investment in new surveillance cameras. Joint work with the Police to share good practice about prosecuting on the basis of circumstantial and third party evidence. The Council's Enforcement Policy has been revised and updated, to ensure the Council does not miss opportunities to prosecute offenders. Community Services, as part of the Hertfordshire Waste Partnership, is reviewing the Herts Fly Tipping Strategy (how fly tipping enforcement takes place across the County). 	<p>(i) Maintain current practices</p> <ul style="list-style-type: none"> Strong deterrent value. Community support. Existing procedure. Prosecutions must satisfy the evidential and public interest test, before they can be submitted to the magistrate's court. Prosecutions will generally attract media coverage which provides an opportunity for a strong deterrent message to potential fly tippers when they do come to court. The contractor (Veolia) has increased the amount of fly tipped waste they will collect as part of the contract costs. This reduces the cost to the Council. <p>(ii) Enhanced enforcement plan</p> <ul style="list-style-type: none"> Increased response time to fly tip reports by Council officers due to dedicated resource Synergy with the local work already undertaken by the Police Number of cases processed through the Magistrates Court increased due to dedicated resource Supports one of the Council's key objectives 'to keep the District clean, green and healthy'. 	<p>(i) Maintain current practices</p> <ul style="list-style-type: none"> Prosecutions are time consuming and resource intensive to bring to court. The public perception can be that the Council is not responding robustly due to the long period of time between cases coming to court. Prosecutions do not pick up small scale fly tips, where Magistrates Courts challenge on grounds of proportionality. Simple cautions and written warnings do not have the same effect as a fine, and are not likely to deter a repeat offender. Resource intensive. <p>(ii) Enhanced enforcement plan</p> <ul style="list-style-type: none"> Funding for dedicated resource is for a fixed 7 month term. 	<p>Discussion</p> <p>Based on the evidence available, there is a constant and increased problem with incidences of fly tipping in the District.</p> <p>Currently the Magistrate's Courts do not consider small scale fly tips to be appropriate for prosecution. This means that a number of small scale fly tips, with strong lines of enquiry, are not taken forward for prosecution.</p> <p>A combination of maintaining current practices as set out in option (i) and the enhanced enforcement plan in option (ii) will send out a strong deterrent message.</p> <p>Small scale fly tips could be dealt with under option (iii) as a 12 month pilot exercise to see if they provide an effective alternative enforcement tool.</p> <p>Recommendation</p> <p>Continue with Options (i) and (ii).</p> <p>Adopt Option (iii) and evaluate its effectiveness after 12 months.</p>

<p>tips and will remove the majority of the waste during the initial response following a resident's report.</p> <ul style="list-style-type: none"> • Small scale fly tips (i.e. less than the size of 1 black sack) are not generally considered suitable for prosecution by the magistrates' courts, following advice from DeFRA. • A number of cases have not progressed to court due to: witnesses not being willing to appear in court; difficulties in tracing perpetrators; vehicles being sold around the time of the offence; lack of clear evidence; the 'chain' of evidence been broken. • Since July 2013, 3 SADC prosecutions and 10 Police prosecutions have been successful, with individuals ordered to pay compensation. • In July 2014 the Council carried out joint fly tipping operations with the Police as part of 'Operation Brunch'. Council officers ran briefing sessions for approximately 80 Police officers on 4 mornings, then deployed to the Hertfordshire Showground where vehicles were diverted after being stopped by the Police. • In February 2016 we participated in a joint Council/Police operation called "Bi-conditional". Vehicles were stopped by the Police and Council Officers and checked for waste carrier licences. SMART Water was applied to the waste loads that they were carrying. • There are currently 8 surveillance cameras that are used for overt surveillance. • Articles highlighting the public's responsibility have been placed in Community News. • A review has been carried out on the Council's approach to fly tipping enforcement (please see Options column (ii) for the actions coming out of that review). • New legislation has recently been implemented, which permits councils to deal with small scale fly tips. The Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016, allows FPNs to be issued for fly tips less than the size of one black sack. 		<p>(iii) Change scheme of delegation to authorise existing officers to issue FPNs in respect of small scale fly tipping.</p> <p>Add to the scheme of delegation, authority for the Head of LDRS to authorise existing officers to issue FPNs for offences under relevant legislation. This legislation is The Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016. This allows councils to issue FPNs for small scale fly tips (e.g. one black sack or less). It also enables councils to decide what level of fine they want imposed (£100 up £400).</p> <p>Evaluate its effectiveness after a 12 month period</p> <p>Resources</p> <ul style="list-style-type: none"> • Can be resourced from existing staff resources. • Officer training. • Time to develop policy on correct circumstances to issue based upon good practice. • Need to decide upon level of fine. <p>(iv) A comprehensive scheme of environmental enforcement (in-house) Introduce a scheme of environmental enforcement by employing a team of in-house staff dealing solely with fly tipping offences when observed in hotspot areas, and mainly serving FPNs.</p> <p>Resources</p> <ul style="list-style-type: none"> • It is anticipated that this would require at least 3 new members of staff (at General Enforcement Officer level) and a vehicle. • On-costs of £150,000-£200,000. • Officer training/time in correct issue of FPNs. • Resource implications for legal team due to prosecuting for unpaid FPNs. • Possible increase in complaints around service of FPNs. <p>(v) A comprehensive scheme of enforcement (contractor) Introduce a scheme of environmental enforcement by engaging an external contractor for these offences when observed in hotspot areas.</p> <p>Resources</p> <ul style="list-style-type: none"> • Potential contract costs £125,000. • Officer time to monitor the contract. • Resource implications for legal team due to prosecuting for unpaid FPNs. • Possible increase in complaints around service of FPNs. 	<p>(iii) Change scheme of delegation to authorise existing officers to issue FPNs in respect of small scale fly tipping</p> <ul style="list-style-type: none"> • Still has deterrent value. • Good fit with current practices, as would pick up the small scale offences that prosecutions do not. • Would provide a more effective alternative to simple cautions and written warnings. • A robust policy setting out suitable circumstances around issue of FPNs would support proportionality when FPNs are used as an enforcement tool. • The Council would need to decide what level of fine the FPN would attract (£100 - £400) • Any income from FPNs could be used to offset costs (dependent upon strictness of enforcement regime). <p>(iv) A comprehensive scheme of environmental enforcement (in-house)</p> <ul style="list-style-type: none"> • Increased deterrent value in hotspot areas. • Dedicated resource. • Any income from FPNs could be used to offset costs (dependent upon strictness of enforcement regime). <p>(v) A comprehensive scheme of enforcement (contractor)</p> <ul style="list-style-type: none"> • Dedicated resource. • Increased deterrent value in hotspot areas. • Any income from FPNs could be used to offset costs (dependent upon strictness of enforcement regime). 	<p>(iii) Change scheme of delegation to authorise existing officers to issue FPNs in respect of small scale fly tipping</p> <ul style="list-style-type: none"> • Would still need to satisfy the evidential test prior to issue. • If FPN not paid, would still need to consider prosecution. • FPNs would be used as a reactive tool and limited numbers might be served. • May not attract the same media coverage as a prosecution. • If the FPN is not paid, prosecution will need to be considered. • Only suitable for small scale fly tips. <p>(iv) A comprehensive scheme of environmental enforcement (in-house)</p> <ul style="list-style-type: none"> • Expensive as resource intensive. • Schemes that are cost neutral serve targeted FPNs. • May not suit local conditions in the area. • Possible increase in corporate complaints. • May cause displacement to new areas. <p>(v) A comprehensive scheme of enforcement (contractor)</p> <ul style="list-style-type: none"> • Expensive. • Schemes that are cost neutral serve targeted FPNs. • May not suit local conditions in the area. • Risk of displacement to new hot spot areas. 	
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2: Littering		Options Appraisal			
Key Issues/What we are doing already	Evidence	Possible Options	Implications Benefits	Implications Risks	Discussion and Recommendations to the Portfolio Holder
<p>There are currently 11 known littering hotspots across the District that attract recurrent complaints about littering:</p> <ul style="list-style-type: none"> ➢ Camp Road, St Albans; ➢ Hatfield Road (Acrewood Way area and Acrewood Way road); ➢ Oysterfields, St Albans; ➢ Dellfields, St Albans; ➢ Redbourn Road, St Albans; ➢ Hemel Hempstead Road, St Albans; ➢ Griffiths Way, St Albans; ➢ Newgate Close, St Albans; ➢ Cell Barnes Lane, St Albans; ➢ Drakes Drive, St Albans; ➢ Doggetts Way/Wilshere Avenue, Mercers Row, St Albans. <p>Community Services</p> <ul style="list-style-type: none"> • Community Services manage the contractor (Veolia) as part of the street cleansing contract • The Council has not undertaken litter enforcement in the past. • In addition to the above locations, busy Market Place and St Peter's Street accumulate litter quickly. The current contract is designed to meet this particular need. • Cost of removing litter forms part of the contract. • Material collected from street cleansing is sent for recycling. • SADC is a 'hub' for 'Clean for the Queen' and facilitates groups to do litter picks and collect waste. • Community Services identify and remove litter via the Cleaner District Hotline and through an online reporting service. • Generally the Council's Waste Management team does some ad hoc interventions such as litter picking. It also commissions regular articles in the Council's quarterly magazine for residents, Community News. But it does not undertake major litter prevention campaigns. 	<ul style="list-style-type: none"> • No statistics are available for the amount of litter collected in each area. • The Council receives 750 – 1,000 requests from the public for street cleaning services each year. These are predominantly in response to the accumulation of litter and detritus. <p>The Broxbourne case study;</p> <ul style="list-style-type: none"> • <u>FPNs Served by Broxbourne:-</u> Of 3,112 FPNs issued in 2014/15, 2,794 (90%) were for cigarette ends, 131 for food and drink related litter, 3 for abandoned trolleys, and 12 for dog fouling. 172 others were not specified. Of these, 254 litters failed to give the correct address. • <u>Number of complaints received by Broxbourne:-</u> The Broxbourne committee report states that of the 3,112 FPNs issued, 1.6% culminated in a complaint being made. This equates to approx. 50 formal complaints in 2014/15. • <u>Estimated costs of Broxbourne enforcement model:-</u> the cost of contract is £125,000 p.a. Provision is made in the contract for enforcement income to be shared by Broxbourne Borough Council and the contractor. Due to the high volume of FPNs served, Broxbourne do not currently have to make payments to the contractor. However this does not cover the costs of officer time to manage and monitor the contract. It also does not include legal costs incurred by the Council when prosecutions are taken for non-payment of FPNs. • <u>Broxbourne: Community surveys / to evidence improvement (before & after):-</u> There is no direct evidence in the Broxbourne Cabinet report (2016) to correlate the implementation 	<p>(i) Maintain current practices Manage contractor - part of the street cleansing contract (Veolia).</p> <p>Contractor (Veolia) will remove litter from the public highway within 1 week of notification by members of the public. If the littering is in a high traffic area, such as the City centre, it is cleared on the same day.</p> <p>Contractor (John O'Conner) for parks and green spaces remove litter when notified.</p> <p>Reporting available on-line.</p> <p>Resources No resource implications as dealt with under existing contract arrangements.</p> <p>(ii) Change scheme of delegation to authorise existing officers/contractors to issue FPNs for littering in identified hot spot areas.</p> <p>Add to the scheme of delegation, the authority for the Head of Community Services to authorise existing officers/contractors to issue FPNs for offences. This would be under the Environmental Protection Act 1990 (Section 88). Such authorisation would enable the Council to issue FPNs where they have identified a littering hotspot.</p> <p>Resources</p> <ul style="list-style-type: none"> • Can be resourced from existing in-house staff resources. • Officer training. • If using contractor, there may be costs. • Need to develop policy on correct circumstances to issue FPNs, based upon good practice. • Need to decide upon level of fine. <p>(iii) A comprehensive scheme of environmental enforcement (in-house) Introduce a scheme of environmental enforcement by employing a team of in-house staff dealing solely with these offences observed in hotspot areas, and mainly serving FPNs.</p> <p>Resources As described in Option (iv) for fly tipping</p>	<p>(i) Maintain current practices No additional cost to Council.</p> <p>(ii) Change scheme of delegation to authorise existing officers/contractors to issue FPNs for littering in identified hot spot areas</p> <ul style="list-style-type: none"> • Still have deterrent value. • Good fit with current practices. • A robust policy setting out suitable circumstances for the issuing of FPNs would support proportionality on the use of this as an enforcement tool. • Any income from FPNs could be used to offset contract costs (dependent upon strictness of enforcement regime) <p>(iii) A comprehensive scheme of environmental enforcement (in-house)</p> <ul style="list-style-type: none"> • Increased deterrent value in hotspot areas • Dedicated resource. • Any income from FPNs could be used to offset contract costs (dependent upon strictness of 	<p>(i) Maintain current practices The level of requests to clear litter may stay the same or increase.</p> <p>(ii) Change scheme of delegation to authorise existing officers/contractors to issue FPNs in respect of littering for identified hot spot areas</p> <ul style="list-style-type: none"> • Would need to define what is meant by a "hotspot". • Would still need to satisfy the evidential test prior to issue. • If FPN not paid, would still need to consider prosecution. • FPNs would be used as a reactive tool and limited numbers might be served. • May not attract the same media coverage as a prosecution. • If contractors take on this function there would be a cost to the council. • May attract adverse publicity if FPNs are not issued correctly, or regime is seen to be disproportionately strict. <p>(iii) A comprehensive scheme of environmental enforcement (in-house)</p> <ul style="list-style-type: none"> • Need to define "hotspots" • Expensive as resource intensive. • Schemes that are cost neutral serve targeted FPNs e.g. cigarettes (Broxbourne). • May not suit local conditions in the area. • Possible increase in complaints. 	<p>Discussion There are a relatively large number of requests from the public for street cleaning. Based on the evidence provided to date in the various case studies, it is difficult to establish a direct correlation between the proactive issuing of FPNs and a reduction in the levels of littering. It could be possible to change the Council's scheme of delegation for a period of time to allow officers to issue FPNs in a specific area and then evaluate if this has had an effect upon reduced levels of littering. However the time and resources taken to set up a pilot scheme, as addressed in this appraisal, may not make it worthwhile.</p> <p>Recommendation Option (i).</p>

	<p>of a scheme of environmental enforcement with a reduction in littering. The Broxbourne report (2016) only comments that they consider it an effective tool for deterring offenders.</p> <p>Information from other Councils that were reported to LSSC – Hertfordshire Authorities;</p> <p>A survey has been carried out with Hertfordshire councils which issue FPNs. The objective was to understand the extent to which they are used as an enforcement tool. The results are set below:</p> <p><i>Hertfordshire Councils:</i> East Herts, Stevenage and Three Rivers Councils issue Fixed Penalty Notices on a limited basis. The remaining Hertfordshire councils did not respond to the survey.</p> <p>London Councils: <i>Hillingdon;</i></p> <ul style="list-style-type: none"> Contracted to NSL Services. Payment rate approximately 80%. Average of 500 FPNs served per month. <p><i>Enfield:</i></p> <ul style="list-style-type: none"> Cost neutral. Contracted to Kingdom Security Ltd. Payment rate approximately 60%. 2014/15 6,000 FPNs served. <p>It is not known if the above figures for Enfield and Hillingdon include costs incurred by the legal department for the non-payment of FPNs or officer time for monitoring the contract.</p>	<p>(iv) A comprehensive scheme of enforcement (contractor) Introduce a scheme of environmental enforcement by engaging an external contractor for littering offences observed in hotspot areas. Resources As described in Option (v) for fly tipping</p> <p>(v) Public Space Protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59. These orders may be made in areas where there is a strong evidence base to demonstrate that littering is having or will have a detrimental effect on those in the locality of a specific public area.</p> <p>They can only be in place for up to 3 years at a time.</p> <p>It is possible to issue FPNs where these orders have been made. Resources Enforcement of an order could be contracted out. The costs would be similar to those set out in a scheme of environmental enforcement in options (iv) and (v) in the fly tipping section.</p>	<p>enforcement regime)</p> <p>(iv) A comprehensive scheme of enforcement (contractor)</p> <ul style="list-style-type: none"> Dedicated resource Increased deterrent value in hotspot areas Any income from FPNs could be used to offset contract costs (dependent upon strictness of enforcement regime) <p>(v) Public space protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59.</p> <ul style="list-style-type: none"> Increased deterrent Any income from FPNs could be used to offset contract costs (dependent upon strictness of enforcement regime) 	<ul style="list-style-type: none"> May cause displacement to new areas. <p>(iv) A comprehensive scheme of enforcement (contractor)</p> <ul style="list-style-type: none"> Need to define “hotspots” Expensive. Schemes that are costs neutral serve targeted FPNs e.g. cigarettes (Broxbourne). May not suit local conditions in the area. Risk of displacement to new hot spot areas. <p>(v) Public space protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59.</p> <ul style="list-style-type: none"> May cause displacement to new areas. Resistance from targeted groups. <p>It may be difficult to demonstrate a link between instances of littering and a detrimental effect on those in the locality.</p>	
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3: Dog Fouling		Options Appraisal			
Key Issues/What we are doing already	Evidence	Possible Options	Implications Benefits	Implications Risks	Discussion and Recommendations to the Portfolio Holder
<p>There are currently no hotspots across the District that attract recurrent complaints about dog fouling. Areas that have recently been reported are: Camp Road; Marten Gate; Dellfield.</p> <p>Community Services report that issues tend to occur in clusters, with an area affected for a few weeks or months at a time.</p> <p>Community Services (Waste Management Team)</p> <ul style="list-style-type: none"> Manage contractor - part of the street cleansing contract (Veolia). Contractor will remove dog mess from the public highway within 3 hours of being notified. A reporting service is offered on-line. <p>Community Services(Parks and Green Spaces Team)</p> <ul style="list-style-type: none"> Contractor (John O'Conner) for parks and green spaces will remove dog waste when notified. Free dog waste bag dispensers were trialled at one of the larger parks in the District. The trial was discontinued as the dispensers were emptied within a day, and the decision was taken that the costs and time taken to replenish them, outweighed the benefit for that particular site. Since dog waste was de-classified from clinical waste to general waste, there has been an increase in the use of normal waste bins for dog waste disposal. When the dog bins come to the end of their life, the Parks and Green Spaces team replace them with normal black bins. <p>Regulatory Services</p> <ul style="list-style-type: none"> The Council does not carry out enforcement to deal with failure to pick up dog waste. In order to enforce, the Council would need to make a Public Space Protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59. 	<p>The Parks and Green Spaces team has not, until this year, formally logged data relating to failure to pick up dog waste. However they were able to report the following: Last year (2015/16) they received approximately 10 complaints from the public about dog fouling in parks and green spaces. When a dog bin has not been emptied they can receive up to (approximately) 30 complaints a year.</p> <p>Community Services received 113 requests to remove accumulations of dog excrement in 2013/14.</p>	<p>(i) Maintain current practices Manage contractor - part of the street cleansing contract (Veolia).</p> <p>Contractor will remove dog mess from public highway within 3 hours of notification.</p> <p>Contractor (John O'Conner) for parks and green spaces will remove when notified.</p> <p>Reporting service offered online.</p> <p>Resources No resource implications as reports are dealt with under existing contract arrangements.</p> <p>(ii) Public Space Protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59. These orders may be made in areas where there is strong evidence that dog fouling is having a detrimental effect on those in a specific public area.</p> <p>They can only be in place for up to 3 years at a time.</p> <p>It is possible to issue FPNs where these have been made.</p> <p><u>Subsequently, we would then have to:</u> Change the Scheme of Delegation to authorise existing officers/contractors to issue FPNs for dog fouling. This would need to be for identified hot spot areas (as set out Table 1, Option (ii) for fly tipping).</p> <p>Resources</p> <ul style="list-style-type: none"> Can be resourced from existing staff or contractor resources as is reactive work. Officer/contractor training. Need to develop policy on correct circumstances to issue FPNs, based upon good practice. May be a cost, if the contractor carried out this work on behalf of the council <p>Options (iii) and (iv) below, can only be implemented if the Council have a Public Spaces Protection Order (Option (ii) above) in place</p> <p>(iii) A comprehensive scheme of environmental enforcement (in-house) Introduce a scheme of environmental enforcement by employing a team of in-house staff dealing solely with these offences observed in hotspot areas, and mainly serving FPNs.</p>	<p>(i) Maintain current practices Relatively low level of complaints received.</p> <p>(ii) Public Space Protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59.</p> <ul style="list-style-type: none"> Increased deterrent. Less time consuming to deliver than a prosecution. The evidence test will still need to apply. However time is saved because a prosecution report does not need to be drafted for the Legal team to consider. Time is also saved because the Council does not have to wait for a hearing date at the Magistrates Court. A policy would need to be drafted setting out clearly the circumstances under which issue of a FPN would be suitable (e.g., it would need to be clear whether a first offence would attract an FPN). <p>Options (iii) and (iv) below, can only be implemented if the Council has a Public Spaces Protection Order (Option (ii) above) in place</p> <p>(iii) A comprehensive scheme of environmental enforcement (in-house)</p> <ul style="list-style-type: none"> Increased deterrent value in hotspot areas. Dedicated resource. Any income from FPNs 	<p>(i) Maintain current practices</p> <ul style="list-style-type: none"> Failure to respond to any emerging future problems. This is mitigated by the Parks and Green Spaces team now using a new software caseload management system (M3PP) to formally capture all enquires, requests and complaints. <p>(ii) Public Space Protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59.</p> <ul style="list-style-type: none"> Resistance from interested groups. Expensive as resource intensive to set out initially due to the level of evidence required. Unlikely to be cost neutral if FPNs were issued on reactive basis. May cause displacement to new areas. <p>Options (iii) and (iv) below, can only be implemented if the Council has a Public Spaces Protection Order in place.</p> <p>(iii) A comprehensive scheme of environmental enforcement (in-house)</p> <ul style="list-style-type: none"> Expensive as resource intensive. Schemes that are cost neutral serve targeted 	<p>Discussion The evidence set out in this appraisal, shows there are no recent hotspot areas relating to dog fouling. While there are requests to deal with dog fouling, the number of complaints is relatively low. The time and resources required to implement any of the options (ii) – (v) are unlikely to be cost effective given the low level of reported instances.</p> <p>However the position should be monitored to ensure that any emerging problems are quickly identified.</p> <p>Recommendation Maintain current practices (option (i)) and continue to monitor complaints.</p>

		<p>Resources</p> <ul style="list-style-type: none"> An in-house environmental enforcement team would require additional staff to be recruited (see option (iv) under Fly tipping section) If FPNs are not paid, prosecution will be considered. <p>Any costs of running this service could be partly off-set by income generated from the FPNs depending upon the strictness of the enforcement regime.</p> <p>(iv) A comprehensive scheme of enforcement (contractor) Introduce a scheme of environmental enforcement, by engaging an external contractor for these offences observed in hotspot areas.</p> <p>Resources</p> <ul style="list-style-type: none"> As described in Option (v) for fly tipping Officer time due to contract monitoring required. If the FPN is not paid prosecution will be considered. <p>Any costs could be partly or fully offset by the income generated from the issue of FPNs dependent upon the strictness of the enforcement regime.</p>	<p>could be used to offset contract costs (dependent upon strictness of enforcement regime).</p> <ul style="list-style-type: none"> Any income from FPNs could be used to offset contract costs (dependent upon strictness of enforcement regime). <p>(iv) A comprehensive scheme of enforcement (contractor)</p> <ul style="list-style-type: none"> Dedicated resource. Increased deterrent value in hotspot areas. Any income from FPNs could be used to offset contract costs (dependent upon strictness of enforcement regime). 	<p>FPNs e.g. cigarette (Broxbourne)</p> <ul style="list-style-type: none"> May not suit local conditions in the area. Possible increase in complaints. May cause displacement to new areas. Would still need to satisfy the evidential test prior to issue. If FPN not paid, would still need to consider prosecution. May attract adverse publicity if FPNs not issued correctly, or regime is seen to be disproportionately strict. <p>(iv) A comprehensive scheme of enforcement (contractor)</p> <ul style="list-style-type: none"> Expensive. Schemes that are cost neutral serve targeted FPNs e.g. cigarettes (Broxbourne). May not suit local conditions in the area. Risk of displacement to new areas Would still need to satisfy the evidential test prior to issue. If FPN not paid, would still need to consider prosecution. May attract adverse publicity if FPNs not issued correctly, or regime is seen to be disproportionately strict. 	
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4: Chewing Gum and Graffiti		Options Appraisal			
Key Issues/What we are doing already	Evidence	Possible Options	Implications Benefits	Implications Risks	Discussion and Recommendations to the Portfolio Holder
<p>Chewing gum The main area reported as affected by chewing gum is the City centre due to the high footfall.</p> <p>The Council does not carry out enforcement to deal with chewing gum.</p> <p>Community Services</p> <ul style="list-style-type: none"> There is no specialised intervention due to the expense of removal. The contractor (Veolia) will jet wash areas where requested. The contractor will remove a few metres at a time, as the cost of large scale removal is prohibitive. Clearing areas that have been affected for a longer period of time results in an unsightly appearance to the block paving. This is because of sun damage. <p>Regulatory Services Enforcement of incidences of littering with chewing gum does not currently sit within Regulatory Services.</p> <p>Graffiti There are no identified graffiti hotspots in the District. Graffiti offences are currently enforced by the Police as they come under the Criminal Damage Act 1971.</p> <p>The Anti-social Behaviour Act 2003 (as amended by the Clean Neighbourhoods and Environment Act 2005), gives local authorities powers to issue FPNs to those caught applying graffiti to public property. Under section 43 of the Act, a fixed penalty of £75 can be issued for the offence.</p> <p>Community Services</p> <ul style="list-style-type: none"> Reports of graffiti are dealt with via the contractor, Veolia. There is a 24 hour removal service for offensive graffiti and 7 day response for non-offensive. The contractor will remove from the Highway, Council or private property (on receipt of a waiver). The contractor will either remove via jet wash or paint over as necessary. 	<p>Chewing gum There have been few requests made for removal of chewing gum.</p> <p>Reports of chewing gum requiring removal would be referred to the jet washing team, or a street cleaning crew.</p> <p>Graffiti There is an average of 5 or fewer reports a month. The Waste Management Team reports a slight increase during school holidays.</p>	<p>(i) Maintain current practices Chewing gum Contractor (Veolia) will remove chewing gum from the public highway within 1 week of notification from members of the public. If the accumulation of chewing gum is considered to be heavy then the contractor will be expected to clear either the same day, or the next day.</p> <p>In parks and green spaces, the Contractor (John O'Conner) will remove it when notified.</p> <p>Reporting service offered online.</p> <p>Graffiti There is a 24 hour removal service for offensive graffiti and 7 day response if non-offensive. Reporting service offered online.</p> <p>Information about incidences of graffiti is shared with the Police.</p> <p>Resources No resource implications as part of current contract arrangements.</p> <p>(ii) Change scheme of delegation to authorise existing officers/contractors to issue FPNs in respect of littering for chewing gum in identified hot spot areas</p> <p>Chewing gum and Graffiti Add to the Scheme of Delegation, the authority for the Head of Community Services to authorise existing officers/contractors to issue FPNs. This would be for for offences under the Clean Neighbourhoods and Environment Act 2005.</p> <p>This would enable the Council to issue FPNs in hotspots for chewing gum litter or graffiti.</p> <p>Resources</p> <ul style="list-style-type: none"> Can be resourced from existing staff or contractor resources as is reactive work. Officer/contractor training. Need to develop policy on correct circumstances to issue FPNs based upon good practice. If contractor carries out this function, there may be a cost. 	<p>(i) Maintain current practices No identified implications, relatively low level of complaints received. This service is free of charge to residents.</p> <p>(ii) Change scheme of delegation to authorise existing officers /contractors to issue FPNs in respect of littering for chewing gum in identified hot spot areas</p> <ul style="list-style-type: none"> Less time consuming to deliver, although the evidence test will still need to apply. However time is saved because a prosecution case does not need to be drafted. Time is also saved because the Council does not have to wait for a hearing date at the Magistrates Court. A policy would need to be drafted setting out clearly the circumstances under which issue of a FPN would be suitable. 	<p>(i) Maintain current practices Failure to respond to any emerging future problems.</p> <p>(ii) Change scheme of delegation to authorise existing officers/contractors to issue FPNs for chewing gum littering in identified hot spot areas.</p> <ul style="list-style-type: none"> We would need to define what is meant by a "hotspot". We would still need to satisfy the evidential test before issuing a FPN. If FPN is not paid, we would still need to consider prosecution. FPNs would be used as a reactive tool and limited numbers might be served. May not attract the same media coverage as a prosecution. If contractors take on this function there would be a cost to the Council. May attract adverse publicity if FPNs are not issued correctly, or regime is seen to be disproportionately strict. 	<p>Discussion Based on the evidence set out in this appraisal, there are no known hotspot areas relating to graffiti. Incidences of littering through the disposal of chewing gum are low across the District with the City Centre as the main area affected due to heavy footfall.</p> <p>The number of complaints relating to both is relatively low. The time and resources required to implement any of the options (ii) – (v) are expensive compared to the low level of complaints and overall position.</p> <p>However the position should be monitored to ensure that any emerging problems are quickly identified.</p> <p>Recommendation Maintain current practices (option (i)) and continue to monitor complaints.</p>

Council Performance & Budget Summary
Appendix J: Environmental Enforcement Update



<p>Regulatory Services Regulatory Services do not have any powers to take enforcement action against graffiti offenders.</p>		<p>(iii) A comprehensive scheme of environmental enforcement (in-house) Introduce a scheme of environmental enforcement by employing a team of in-house staff dealing solely with these offences observed in hotspot areas, and mainly serving FPNs.</p> <p>Resources As described in Option (iv) for Fly tipping.</p> <p>(iv) A comprehensive scheme of enforcement (contractor) Introduce a scheme of environmental enforcement by engaging an external contractor for offences observed in hotspot areas. A number of councils engage external contractors to carry out environmental enforcement. This can range from a team of 2 members of staff (the minimum) to a team of 8 or more.</p> <p>Resources As described in Option (v) for fly tipping.</p> <p>(v) Public Space Protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59. These orders may be made in areas where there is strong evidence that chewing gum litter, or graffiti, is having a detrimental effect on those in the locality. They can only be in place for up to 3 years at a time. It is possible to issue FPNs where these orders have been made.</p> <p>Resources Enforcement of an order could be contracted out. The costs would be similar to that those set out in a scheme of environmental enforcement in options (iv) and (v) in the fly tipping section.</p>	<p>(iii) A comprehensive scheme of environmental enforcement (in-house)</p> <ul style="list-style-type: none"> Any costs of running this service could be partly off-set by income generated from the FPNs depending upon the strictness of the enforcement regime. <p>(iv) A comprehensive scheme of enforcement (contractor)</p> <ul style="list-style-type: none"> Any costs could be offset by the income generated from the issue of FPNs dependent upon the strictness of the enforcement regime. <p>(v) Public Space Protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59.</p> <ul style="list-style-type: none"> Increased deterrent. Any income from FPNs could be used to offset contract costs (dependent upon strictness of enforcement regime). 	<p>(iii) A comprehensive scheme of environmental enforcement (in-house)</p> <ul style="list-style-type: none"> An in-house environmental enforcement team would require additional staff to be recruited (as described in Option (iv) for Fly tipping). If FPNs are not paid, prosecution will be considered. <p>(iv) A comprehensive scheme of enforcement (contractor)</p> <ul style="list-style-type: none"> Officer time due to contract monitoring required. If the FPN is not paid prosecution will be considered. <p>Expensive to implement (As described in Option (v) for fly tipping).</p> <p>(v) Public Space Protection Order under the Anti-Social Behaviour and Policing Act 2014 Section 59. There is a high level of evidence required before such an order can be made. It is very unlikely that an evidential link between deposits of chewing gum and a detrimental effect on those in the locality could be established for this. Government advice is that there should be consultation before an order is made, particularly with interested groups. An order can only be made up to 3 years at a time.</p>	
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Council Performance & Budget Summary

Appendix J: Environmental Enforcement Update



BACKGROUND NOTE –Details of Committee and Cabinet decisions, and recommendations from Scrutiny Task and Finish Group

COUNCIL DECISION - 14th October 2015

1. This Council:
 - a) is disappointed by the continuing problem of litter, fly tipping, graffiti, chewing gum disposal on the street and dog excrement in the District's streets and parks;
 - b) believes that current enforcement and prevention methods are becoming less effective in tackling these issues;
 - c) notes that Section 88 of the Environmental Protection Act 1990 gives powers to local authorities to issue fixed penalty notices.
2. This Council therefore instructs the Local Services Scrutiny Committee to examine the likely costs and personnel implications involved with both the implementation of a scheme of enforcement, and the corresponding success of a fixed penalty notice scheme in reducing levels of litter, fly tipping, graffiti, chewing gum disposal on the street and dog excrement and to determine whether increased litter prevention might be a more cost effective way to address some of the concerns noted in 1a. These findings should be reported to Cabinet.
(<http://stalbans.moderngov.co.uk/ieListDocuments.aspx?CId=184&MId=7804&Ver=4>)

Report to Internal Performance Scrutiny Committee on Street Cleansing on 8th September, 2015.
RESOLVED

- i. Contact details for reporting litter to be circulated to Councillors and put in Community News.
- ii. Environmental Compliance Team to be asked to give an update on how litter enforcement was undertaken by the issue of Fixed Penalty Notices and whether this could be extended to chewing gum disposal as well as liaison with licensees about litter/cigarette remains outside side licensed premises.
- iii. Publicity and public education be undertaken about the declassification of dog waste.
- iv. Recycling facilities at Amenbury Lane Car Park, Harpenden be investigated.
- v. Chewing gum disposal be the subject to an awareness campaign by Community Services.
- vi. That the Acting Principal Waste Contracts Officer be requested to write to Hertsmere Borough Council expressing the Committee's concerns about the impact on London Colney of the large takeaway facility in the Hertsmere area.

(<http://stalbans.moderngov.co.uk/mgAi.aspx?ID=21349>)

Report to Local Services Scrutiny Committee on Fly Tipping on 3rd September, 2015.
RESOLVED

That an all-party Fly Tipping Task and Finish Group be established to hold one meeting with officers in October or November 2015, to examine the issues and possible solutions in greater detail and to report the outcome to the Committee meeting on 9 February 2016.

ACTION

Waste Contract officers to remind residents of the bulky waste collection service offered by the Council in the next edition of "Community News".

(<http://stalbans.moderngov.co.uk/ieListDocuments.aspx?CId=389&MId=7785&Ver=4>)

Fly Tipping Task and Finish Group reported to Local Services Scrutiny Committee on 10th December 2015.

Recommendations

- a. To increase consultations with police to undertake targeted activities and initiatives between District Council Officers and Police.
- b. That the Local Services Scrutiny Committee write to Hertfordshire County Council regarding

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Appendix J: Environmental Enforcement Update



- the perception of increased fly-tipping in response to the change of Household Waste and Recycling Centres operating hours. In addition, to request that the times are changed back within the St Albans area to their original times as a pilot project so that levels of fly-tipping can be compared with areas where the opening times have been reduced.
- c. To support the introduction of Fixed Penalty Notices (FPN) as a tool to combat a number of low level environmental crimes such as fly tipping, littering and dog fouling.
 - d. To encourage greater education and promotion to residents regarding their responsibility to dispose of their waste.
 - e. That the Council continues to charge for bulky waste collections.

Local Services Scrutiny Committee RESOLVED to accept the recommendation and that a letter be sent to Hertfordshire County Council on behalf of the Committee, regarding the perception of an increased level of fly tipping in response to the change of operating hours of the Household Waste and Recycling Centres. In addition, the County Council be asked to revert back to the original operating times of those Centres within the St Albans area, as a pilot project, so that levels of fly tipping may be compared to areas where the operating times of other Centres have been reduced.

(<http://stalbans.moderngov.co.uk/ieListDocuments.aspx?CId=389&MId=7829&Ver=4>)

Report to Local Services Scrutiny Committee on Fixed Penalty Notices (Regulatory Services) on 10th December, 2015.

RESOLVED

That a further report on the use of Fixed Penalty Notices as a means of combating environmental crime be submitted to the next meeting of this Committee on 9 February 2016.

(<http://stalbans.moderngov.co.uk/ieListDocuments.aspx?CId=389&MId=7829&Ver=4>)

It was referred to Cabinet on 22nd December 2015

(<http://stalbans.moderngov.co.uk/ieListDocuments.aspx?CId=117&MId=7832&Ver=4>) and also to Cabinet at the meeting on the 28th January 2016

(<http://stalbans.moderngov.co.uk/ieListDocuments.aspx?CId=117&MId=7845&Ver=4>).

Report to Local Services Scrutiny Committee on Fixed Penalty Notices (Regulatory Services) on 9th February, 2016

RESOLVED

That Cabinet be recommended:-

(i) to add to the Council's Scheme of Delegation, authority for the Head of Legal, Democratic and Regulatory Services to authorise officers to issue Fixed Penalty Notices for environmental offences;

and / or

(ii) consider the introduction of a scheme of environmental enforcement.

(<http://stalbans.moderngov.co.uk/ieListDocuments.aspx?CId=389&MId=7850&Ver=4>)

ITEM REFERRED TO CABINET BY THE LOCAL SERVICES SCRUTINY COMMITTEE ON 9 FEBRUARY 2016 - FIXED PENALTY NOTICES

Environment Portfolio Holder

Local Services Scrutiny Committee

Cabinet noted the reference from the Local Services Scrutiny Committee (LSSC) at its meeting on 9 February 2016 in respect of fixed penalty notices for environmental offences. In order to allow time for consideration of the recommendations it was agreed that a response would be reported to Cabinet on 17 March 2016.

<http://stalbans.moderngov.co.uk/documents/g7853/Printed%20minutes%2023rd-Feb-2016%2019.00%20Cabinet.pdf?T=1>

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Appendix J: Environmental Enforcement Update



Cabinet Performance Report - Appendix E – Fixed Penalty Notices for Environmental Offences
17 March 2016

Cabinet noted further information and an options assessment provided in respect of proposals for a Scheme of Enforcement for Environment Offences. This had been requested in order to enable a broader consideration of the issues associated with implementing an enforcement scheme following referral of the issue to Cabinet by the Local Services Scrutiny Committee. The Chair reported that the Portfolio Holder for Environment would be working with officers to develop more specific proposals for different environmental offences.

<http://stalbans.moderngov.co.uk/documents/g7863/Printed%20minutes%2017th-Mar-2016%2019.00%20Cabinet.pdf?T=1>

Council Performance & Budget Summary

Appendix K: Visitor Information Centre Review



Visitor numbers to the Visitor Information Centre (VIC) at the Alban Arena are lower than the numbers reported for the now closed Tourist Information Centre (TIC). Prior to closure, visitor numbers for the TIC were approximately 90,000 per year. This has now reduced and is forecast to be around 16,500 this year.

An estimate of the main areas where visitor numbers are changing as follows:

Table 1 – Breakdown of reduced visitor numbers

Ticket sales visitors	26,500
IT services visitors	9,000
Brochure and browsing visitors	15,500
National trend	9,000
Location	13,500
Total visitor numbers – reduction in forecast	73,500
Number of visitors to new VIC (90,000 less 73,500)	16,500

Ticket Sales

In 2015/16, 26,500 visitors to the TIC (29%) enquired about purchasing tickets. The full cost of salaries for TIC staff was £88,000. The cost of salaries for conducting ticket sales therefore was £25,000 (29% of full salary cost).

While the income from ticket sales was £35,000, £31,500 (90%) of this was passed onto the companies involved with the council retaining only 10% (£3,500). This means that the council subsidised the ticket sales offer of the TIC by more than £21,500 per year.

VIC staff are directing customers to the following alternative outlets to book tickets:

- National Express – Post Office and online
- Train Tickets – St Albans City Train Station and online
- Events' Tickets – various other local outlets and online

IT Services

In 2015/16, 9,000 visitors to the TIC (10%) used the internet access PC, faxing and printing services. Due to the reduced space at the new VIC and the reducing demand for these services, we no longer provide them. These services can be found elsewhere in the City Centre, including at the library and other private businesses. The cost to the council of conducting this work was £8,800 (10% of full salary cost), but the income was minimal at £930.

Brochures and Browsing

In 2015/16, 15,500 visitors to the TIC (17%) were browsing brochures and taking away information about other cities. The cost to the Council was £14,960 (17% of full salary cost). This has no impact on the local visitor economy, so a return on investment is not achievable.

Further reasons for the drop in visitor numbers include:

The services mentioned above account for a reduction of 50,400 visitors (56% of the total visitors to the TIC).

Council Performance & Budget Summary

Appendix K: Visitor Information Centre Review



Nationally, visitor numbers to TICs are reducing (by 10% per annum), with more people searching for information online. This trend has been supported locally by the development of the enjoystalbans website and associated mobile app.

The location of the temporary VIC has had an effect on footfall (estimated to be 15%). Although the Alban Arena is in a City Centre location, it does not have as much passing trade as the former Town Hall location. Once the VIC returns to the Town Hall, as part of the New Museum and Gallery, the Council anticipates an increase in browsing trade.

The Future

Despite the reduction in numbers, the Visitor Information Centre is now far more focused on providing information to the City's visitors. This is likely to be helping to increase the length of their stay, which has benefits to the local economy. Further training for 1Life (contractor) staff and improved signage have been introduced to support the VIC during its short stay at the Alban Arena.

The Council will be working to create a series of Visitor Information Points throughout the District, rather than one focused VIC. This will allow more opportunities for visitors to the City to find out about what to see and where to go in St. Albans. The potential locations for the Visitor Information Points could be:

- Civic Offices reception
- New Museum and Gallery reception desk
- Verulamium Museum reception desk
- Alban Arena ticket office
- Harpenden Public Halls ticket office
- Westminster Lodge Leisure Centre reception desk
- Other partner Heritage sites such as the Cathedral

The Council aims to roll out the opening of Visitor Information Points over a period from November 2016 to January 2017.

Housing Repairs Completion Performance

Over the last two quarters, there has been a decline in the performance of the Council's housing repairs contractor (Roalco) for on-time completion of repairs. This report gives further detail about the decline and what action is proposed to tackle it.

<p>Performance</p>	<ul style="list-style-type: none"> • Since April 2016 performance has been collated using the Council's Orchard software system, rather than figures supplied by the contractor. • During this period performance (the % of repairs completed on time) has varied from 80% completions in July, to 95% in August. • An average of 1,375 repairs are ordered each month, 20% with a one day priority, and 26% with a 3 day priority.
<p>Underlying issues</p>	<ul style="list-style-type: none"> • The main reason for the decline is that the contractor has recruitment and retention problems, particularly for supervisory and administrative staff. • There may also be some issues with the quality of the data. The contractor inputs all repair information into their Evolution IT System. This should interface and update our Orchard system automatically; however, currently we have to do the updates manually. • As performance is also reported on the 1st or 2nd of each month, Jobs ordered on a 3 or 7 day priority may be falsely listed as out-of-time. We are doing further work to resolve this issue.
<p>Action</p>	<ul style="list-style-type: none"> • Weekly contractor performance monitoring meetings are held, attended by senior Council officers and a director from the contractor company. • The contractor has recently appointed new staff and we are helping with their induction and training. A joint working group is developing an interface so that manual inputting into the IT system will no longer be required. • Since April 2016 contract penalties have been applied in the form of a financial penalty. The penalty is 1% of the value of the day-to-day repair works with a completion date within the calendar month under review. The 1% is for each full 1 % point shortfall of the target up to a maximum of 10%. In August the penalty will be 3%.

Efficiency savings

In late 2015 - early 2016 a wider review of the work of the contractor was carried out, as part of the follow up to an Internal Audit report. In response, a number of efficiency saving measures have been identified. The status of these is outlined in the table below:

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Appendix L: Housing Repairs Update



Saving identified	Lead Officer	Progress to date	Cashable Savings Identified
Fixed price per property/void	Asset Management Team leader - Repairs	Discussions being held with contractor in September to agree details.	Possibly £25 - £35k per annum depending on number of voids per year.
Schedule of rates /streamlining for the most common elements of repair	Asset Management Team leader - Repairs	Agreed with the contractor. Clarification on whether a variation to the repairs contract is required before implementation. In addition, requires reconfiguration of IT system, and staff training.	To be confirmed.
Customer satisfaction letters and ceasing paper process	Customer Relationship Officer	Implementation underway. A new process has been implemented with Customer Services staff contacting tenants by telephone and recording customer satisfaction. Process started in July. The aim is to complete 100 surveys per month.	£8,763 per annum. Cashable £7,964. Non Cashable £799.
Charges of some damage-related repairs	Asset Management Team leader - Repairs	To include blocked drains, lock changes, and garage clearances. Meeting with staff arranged for 12 September to discuss process.	To be confirmed.

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Appendix M: Cemetery Fees Update



The Council operates two cemeteries in St Albans at London Road and Hatfield Road, and one in Harpenden at Westfield Road. There are around 25,000 graves over the three sites. We offer a number of burial services, including reclaimed graves; new graves and the interment of ashes.

We have recently completed the annual review of the burial service. A conclusion of the review was that fees should be set to recover the cost of the service. The elements involved include the following:

- Staff time spent with bereaved families
- Staff time administering the service
- Property/ maintenance costs
- Grounds maintenance
- Plot preparation
- Office and IT
- Central services (e.g. accountancy)

Grounds maintenance costs are calculated to reflect the full 100 year term of the grave purchase.

It is proposed that the increase will be implemented with effect from 1 October 2016, as follows:

Service	Proposed (total) Cost	Existing (total) Cost
Burial – new traditional grave	£1,500	£1,428
Burial – reclaimed grave	£1,100	£1,051
Burial – ashes in plot	£400	£336

All other fees will remain as before and can be found on the Council's website at <http://www.stalbans.gov.uk/contact-us/advice/death/cemeteries.aspx>

The increased fee compares to other local authorities in the area:

Council	Grave	Fee
Dacorum Borough Council https://www.dacorum.gov.uk/home%5Ccommunity-living/cemeteries-and-crematoria/cemetery-fees	99 year traditional grave	£1,536
Watford Borough Council https://www.watford.gov.uk/downloads/file/954/cemetery-fees-201617	50 year earth grave	£1,300
Welwyn-Hatfield Council http://www.welhat.gov.uk/cemetery	75 year premium grave reservation + grave purchase	£ 800 + £ 650 £1,450

Council Performance & Budget Summary

Appendix N: Car Parking Update

1:Context:

- **Parking strategy**
 - “Parking in St Albans City and District is a service for residents, businesses and visitors” (Key Principle: SACDC Parking Strategy 2014 -19)
 - “Making the most of existing car parking spaces, and to create more where practical, both on-street and off-street, for the benefit of residents, businesses and visitors.”

As part of the Parking Strategy the following work has been carried out or is underway:

- **Harpden Parking Strategy**
- **Development of the car parks associated with leisure use (short and long term)**
- **Change tariff at Clarence Park Car Park**
- **Review of Car Parking Charges**
- **Review of Controlled Parking Schemes (CPZs) and on-street tariffs**
- **Review of Licensed Car Park and Garage tariffs**

2: “Making the most of existing car parking spaces, and to create more where practical, both on-street and off-street, for the benefit of residents, businesses and visitors.”

Investment

Harpenden Parking Strategy

- Review of car parking in Harpenden to identify short and longer term parking solutions to ease congestion issues
- Portfolio Holder meetings with key external stakeholders taking place
- Provisional findings to be reported back to Car Parking Working Party in October

Development of car parks associated with leisure use

Long term:

- Proposals underway to redevelop the Amenbury Lane car park as part of the planned new leisure and cultural hubs in Harpenden. (See elsewhere on Cabinet agenda)

Shorter term:

- 2016/17: Relining of Amenbury Lane Car Park – approximately 20 extra spaces
- 2016/17: Reconfiguration of Westminster Lodge Car Park – approximately 8 extra spaces

Tariff change in Clarence Park Car Park

- Change to long stay tariff to increase capacity for leisure visitors to the park

Planned areas for review

Review of car parking charges: where, when and why?

- Covers all NCP, SACDC, and Harpenden Town Council (Lydekker) managed car parks, and licensed car parks and garages
- Annual review is part of the Car Parks Management contract
- Meetings held with NCP currently to discuss tariff proposals (slides 3-6 show details of the annual review)
- Any agreed car park tariff increases will be implemented in early November
- Income from increases used to offset the investment in new car parks equipment last year
- 1 hour charge in car parks made cheaper than an on-street stay, to encourage use of car parks (see on-street review below)
- Review of licensed car parks and garages to reflect value and convenience of their city centre location (slide 7)

Review of Controlled Parking Schemes (CPZs) and on-street tariffs

- To identify actual operational costs in developing and running a parking scheme (CPZ) - income should cover costs
- Review of the resources required to develop and implement CPZs (See elsewhere on Cabinet agenda)
- On-street tariff review to build on work carried out last year to encourage use of car parks over on-street parking, for medium and long term stays
- Outcome of this review to be reflected in budget proposals for 2017/18

3:Comparison Table - NCP Managed Car Parks (1)

Car Park	Current Tariff	Proposed New Tariff
Adelaide Street Car Park, St Albans	Monday to Saturday Up to 30 minutes £0.60 Up to 1 hour £1.20	Monday to Saturday Up to 30 minutes £0.60 Up to 1 hour £1.20
London Road Car Park, St Albans	Up to 2 hours £2.70 Up to 3 hours £3.10 Up to 4 hours £4.10 Up to 6 hours £5.10 Up to 24 hours £10.20 Up to 1 week £30.70	Up to 2 hours £2.80 Up to 3 hours £3.20 Up to 4 hours £4.30 Up to 6 hours £5.30 Up to 24 hours £10.60 Up to 1 week £31.80
Season Tickets	Sunday Up to 24 Hours £1.00 Multiple Sites £900 Single Site £775	Sunday Up to 24 Hours £1.00 Multiple Sites £920 Single Site £790
Amenbury Lane Car Park, Harpenden	Monday to Saturday Up to 30 minutes £0.60 Up to 1 hour £1.20	Monday to Saturday Up to 30 minutes £0.60 Up to 1 hour £1.20
Bowers Way East Car Park, Harpenden	Up to 2 hours £2.70 Up to 3 hours £3.10 Up to 4 hours £4.10	Up to 2 hours £2.80 Up to 3 hours £3.20 Up to 4 hours £4.30
Bowers Way West Car Park, Harpenden	Up to 6 hours £5.10 Up to 24 hours £10.20 Up to 1 week £30.70	Up to 6 hours £5.30 Up to 24 hours £10.60 Up to 1 week £31.80
Season Tickets	Sunday Up to 24 hours £1.00 Multiple Sites £900 Single Site £775	Sunday Up to 24 hours £1.00 Multiple Sites £920 Single Site £790

Car Park	Current Tariff	Proposed New Tariff
Keyfield Terrace, St Albans	Monday to Saturday Up to 1 hour £1.20 Up to 2 hours £2.90 Up to 24 hours £5.10 Up to 1 week £30.70	Monday to Saturday Up to 1 hour £1.20 Up to 2 hours £3.00 Up to 24 hours £5.30 Up to 1 week £31.80
Season Tickets	Sunday Up to 24 hours £1.00 Multiple Sites £900 Single Site £775	Sunday Up to 24 hours £1.00 Multiple Sites £920 Single Site £790
Bricket Road North Car Park, St Albans	Monday to Saturday Up to 2 hours £2.90 Up to 24 hours £5.10 Up to 1 week £30.70	Monday to Saturday Up to 2 hours £3.00 Up to 24 hours £5.30 Up to 1 week £31.80
Gombards Car Park, St Albans	Sunday Up to 24 hours £1.00	Sunday Up to 24 hours £1.00
Townsend Avenue Car Park, St Albans	Season Tickets Multiple Sites £900 Single Site £775	Multiple Sites £920 Single Site £790
Clarence Park Car Park, Monday-Friday inclusive St Albans	Up to three hours – no charge - subject to display of free issue pay and display ticket. Up to 5 hours £1.00 Up to 24 Hours £4.00	Up to three hours – no charge - subject to display of free issue pay and display ticket. Up to 5 hours £5.10 Up to 24 Hours £10.20

4:Comparison Table - NCP Managed Car Parks (2)

Car Park	Current Tariff	Proposed New Tariff
Drovers Way, St Albans City Centre, Multi Storey Car Park Russell Avenue, Albans City Centre, Multi Storey Car Park	Monday to Saturday	Monday to Saturday
	Up to 30 minutes £0.60	Up to 30 minutes £0.60
	Up to 1 hour £1.20	Up to 1 hour £1.20
	Up to 2 hours £2.70	Up to 2 hours £2.80
	Up to 3 hours £3.10	Up to 3 hours £3.20
	Up to 4 hours £4.10	Up to 4 hours £4.30
	Up to 6 hours £5.10	Up to 6 hours £5.30
	Up to 24 hours £10.20	Up to 24 hours £10.60
	Up to 1 week £30.70	Up to 1 week £31.80
	Sunday	Sunday
Up to 24 hours £1.00	Up to 24 hours £1.00	
Season Tickets	Multi Storey £900	Multi Storey £920
	Premier £1,150	Premier £1,150
	Lost ticket £10.20	Lost ticket £10.60
Verulamium, Car Park, St Albans	Monday to Saturday	Monday to Saturday
	Motor Cars	Motor Cars
	Up to 3 hours £1.50	Up to 3 hours £1.60
	Up to 24 hours £3.60	Up to 24 hours £3.70
	Coaches	Coaches
	Up to 24 hours £25.60	Up to 24 hours £26.50
	Season Tickets	Season Tickets
Multiple Sites £900	Multiple Sites £920	
Single Site £775	Single Site £790	

5:Comparison Table - Council Managed Car Parks

Car Park	Current Tariff	Proposed New Tariff
Westminster Lodge, Car Park, St Albans	<p>Motor Cars Up to two hours – no charge (subject to display of free issue pay and display ticket). Up to 3 hours £2.10 Up to 4 hours £4.10 Up to 24 hours £5.10</p> <p>Coaches Up to 2 hours – no charge (subject to display of free issue pay and display ticket). Up to 24 hours £25.60</p>	<p>Motor Cars Up to two hours – no charge (subject to display of free issue pay and display ticket). Up to 3 hours £2.20 Up to 4 hours £4.30 Up to 24 hours £5.30</p> <p>Coaches Up to 2 hours – no charge (subject to display of free issue pay and display ticket). Up to 24 hours £25.60</p>
Civic Centre Car Park, St Albans	<p>Monday to Saturday Up to 30 minutes £0.60 Up to 1 hour £1.20 Up to 2 hours £2.70 Up to 3 hours £3.10</p> <p>Sunday All Day £1.00 Limited Single Site £900</p>	<p>Monday to Saturday Up to 30 minutes £0.60 Up to 1 hour £1.20 Up to 2 hours £2.80 Up to 3 hours £3.20</p> <p>Sunday All Day £1.00 Limited Single Site £920</p>
Season Tickets		

6:Comparison Table - Council Managed Car Parks (continued)

Car Park	Current Tariff	Proposed New Tariff
Lydekker, Car Park, Harpenden (NB: Owned by HTC, and managed by SADC on their behalf. NB subject to HTC agreement)	Motor Cars	Motor Cars
	Up to 1 hour £0.70	Up to 1 hour £0.70
	Up to 2 hours £1.60	Up to 2 hours £1.60
	Up to 5 hours £2.50	Up to 5 hours £2.60
	Over 5 hours £6.10	Over 5 hours £6.30

7:Comparison Table - Council Licensed Car Parking Spaces and Garages

Car Park	Current Tariff	Proposed New Tariff
<p>SADC Licensed Car Park Fees (NB: to be implemented March 2017 Parking spaces are located in: Adelaide Street Alexandra Road Bedford Road Boundary Road Inkerman Road New Kent Road</p> <p>Garages are located in: Russell Avenue and Gombards car parks</p>		
Parking Spaces	£539.04 per annum	£650 per annum
Garages	£636.24 per annum £615.32 per annum	£765 per annum £765 per annum

- Changes linked to Car Park Strategy.
- Reflect value and convenience of their city centre location.
- 3 months notice will be given – we will be writing to all licensees in December.

Legal, Democratic & Regulatory Services

Parking Services

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