

# Council Performance & Budget Summary

May 2017

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
- B. Section 106 Quarterly Update
- C. Property Transactions Update
- D. Appraisals Update
- E. Shaping Our Future – Customer Conversations Update
- F. Housing Rents Update
- G. Long Term Vacant Properties Update (Part Two)

## Recommendations

That Cabinet notes the Council Performance and Budget Summary (May 2017) and its appendices.

## Performance Report April 2017

As there was no Cabinet meeting in May, the April Performance and Budget Summary is available online at

[http://www.stalbans.gov.uk/Images/PR\\_PerformanceBudgetSummary201704\\_tcm15-59872.pdf](http://www.stalbans.gov.uk/Images/PR_PerformanceBudgetSummary201704_tcm15-59872.pdf)

## Additional Cabinet Member

An additional Cabinet post, for Commercial and Development, has been created for the 2017/18 Municipal Year. This mirrors the Council's increasing focus in this area, including the piloting of a new Department and Head of Service. The Department has a target to raise an additional £1 million net revenue per annum by 2019-20.

The cost of the additional Cabinet member is £10.5k pa, made up of £9,485 paid to the Cabinet member, plus employers NI paid by the Council. For the financial year 2017/18, as we are part way through, the cost will be £9.1k. This will be met by a virement from a budget underspend due to interest earnings being above budget. The longer term cost will be considered as part of the Budget process for 2018/19.

## All Crime and Anti-social Behaviour

As reported last month, the external data source for these performance indicators is no longer available on a monthly basis.

These indicators will now use neighbourhood statistics from [www.police.uk](http://www.police.uk). This data will be drawn from the 'St Albans Central, North and West', 'London Colney, St Stephens and St Albans East' and 'Harpenden and Rural' policing neighbourhoods. Data is published more than 1 month after the end of the month in question. This data will now be shown in a different table to allow for a 13 month comparison.

Historical data presented in this report has been updated to reflect this new source.

## 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   |
|---|---|--|
| R | Average time to re-let dwellings (excluding temporary accommodation) (days)                 | <p>As noted last month, we are still carrying out additional electrical testing on properties as part of the re-letting process to ensure electrical works comply with regulations. Remedial works have resulted in significant delays in May. This additional testing is now being phased out as we are satisfied that works are compliant.</p> <p>Any loss of revenue from the delays in preparing the properties for re-letting will be met by the contractor.</p>  |
| R | Rent arrears of current tenants as a percentage of rent due                                 | <p>There has been a slight fall in the level of arrears outstanding over the last month. However, this change is small and does not indicate any particular trend.</p> <p>The team continues to prioritise the higher level arrears. The two vacant housing officer posts have been filled and we will be fully staffed by the end of June.</p> <p>A fuller explanation of our performance is attached at Appendix F.</p>  |
| A | Number of households in temporary accommodation and average time in temporary accommodation | <p>The Council continues to use its own General Needs stock to accommodate homeless households in the District.</p> <p>There are currently 11 homeless households in temporary accommodation who are 'under offer' for permanent accommodation.</p>  |
| R | Percentage of Council's planning decisions supported at appeal (cumulative 12 month)        | <p>In May 2017, fifteen decisions were received. Of these, twelve were dismissed and three were granted contrary to the Council's decision. This equates to <b>80%</b> of the Council's decisions being supported in the month. This continues a positive trend from the previous month.</p> <p>Of the appeals allowed, one was for development for 14 dwellings and retail units on a site where a smaller scheme had already been granted planning. The Inspector considered the larger scheme would not be harmful to future occupiers' living conditions.</p> <p>The other two allowed appeals refer to extensions to residential properties in conservation areas. The Inspector's considered there would be no detrimental harm to the character and appearance of the conservation area.</p> <p>Appeals dismissed in favour of the Council's decision included proposals for new dwellings, and replacement dwellings in settlements. They would be harmful to the character and appearance of the area and also would have detrimental harm to neighbouring residential amenity.</p> <p>Other appeals dismissed included replacement dwellings in the Green Belt which would be inappropriately large developments and a change of use from agriculture to</p> |

|   | Measure  | Comments  |
|---|--|---|
|   |  | equestrian use with stables. This was found to be inappropriate development due to unjustified loss of agricultural land.<br><br>An extension to a dwelling was also dismissed due to its harm to the character and appearance of the area and affecting a protected tree.  |
| R | Visits to Visitor Information Centre and www.enjoystalbans.com | Visits to www.enjoystalbans.com have fallen year on year from 30,529 in May 2016 to 23,555 in May 2017. Visits to the Where to Stay and Eating and Drinking sections continue to fall significantly - these are covered now by specialist websites like Airbnb and TripAdvisor.<br><br>There were 1,228 visits to the Visitor Information Centre, an increase on the same month last year. The team will continue to monitor visitor figures and public feedback, and review the service to ensure it continues to provide an effective service for visitors. |
| G | Museum visits  | Reported museum visits increased from 13,314 in May 2016 to 15,326 in May 2017. School visits have increased on last month after the Easter holidays in April. Good weather through May and half term holidays encouraged more visits to Verulamium Museum and the Hypocaust in Verulamium Park.  |

## 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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## Crime and Anti-Social Behaviour Measures

|  | Bigger or Smaller is Better | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | TARGET |
|--|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| All Crime (in month) police.uk                       | Smaller                     | 643    | 622    | 666    | 654    | 733    | 696    | 728    | 638    | 689    | 769    | 779    | 944    | Verbal | Trend  |
| Anti-social behaviour incidents (in month) police.uk | Smaller                     | 263    | 294    | 310    | 360    | 292    | 278    | 300    | 208    | 206    | 209    | 277    | 319    | Verbal | Trend  |

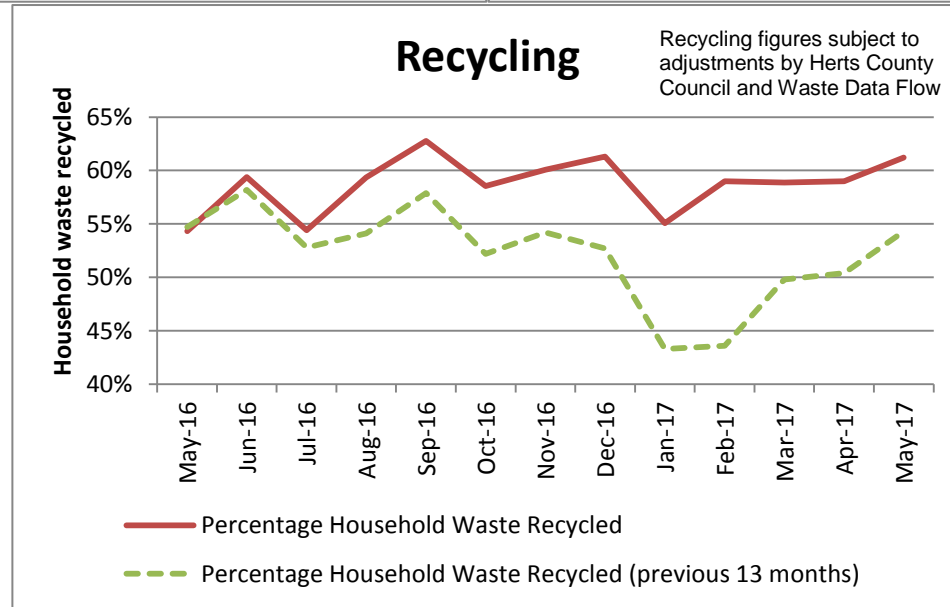
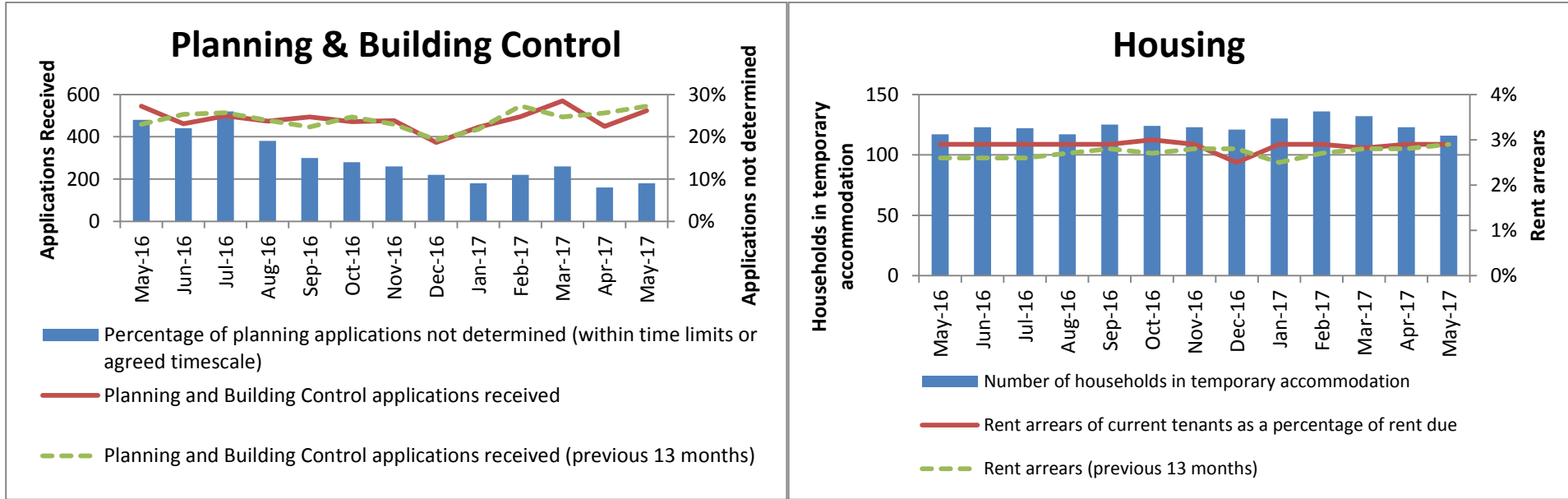
# Council Performance & Budget Summary

## May 2017



|                             |  | Bigger or Smaller is Better | May-16        | Jun-16        | Jul-16        | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | TARGET             |
|-----------------------------|--|-----------------------------|---------------|---------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------------|
| Finance                     | Forecast budget variance at the year end (General fund for year in question)                           | Smaller                     | 0.0%          | -2.0%         | -1.6%         | -1.4%  | -1.7%  | -2.7%  | -3.0%  | -2.4%  | -2.9%  | -2.5%  | -6.0%  | 0.0%   | 0.0%   | 0.0%               |
| Housing                     | Average time to re-let dwellings (excluding temporary accommodation) (days)                            | Smaller                     | 33            | 24            | 25            | 24     | 23     | 23     | 23     | 22     | 23     | 23     | 26     | 33     | 37     | 26                 |
|                             | Average time vacant for current voids (excluding temporary accommodation) (days)                       | Smaller                     | New indicator | New indicator | New indicator | 12     | 12     | 17     | 13     | 22     | 15     | 20     | 29     | 32     | 30     |                    |
|                             | Percentage of rent loss due to voids   | Smaller                     | 1.5%          | 1.5%          | 1.5%          | 1.4%   | 1.4%   | 1.4%   | 1.3%   | 1.3%   | 1.3%   | 1.3%   | 1.3%   | 0.9%   | 1.0%   | Trend              |
|                             | Rent arrears of current tenants as a percentage of rent due  | Smaller                     | 2.9%          | 2.9%          | 2.9%          | 2.9%   | 2.9%   | 3.0%   | 2.9%   | 2.5%   | 2.9%   | 2.9%   | 2.8%   | 2.9%   | 2.9%   | 2.6%               |
|                             | Number of households in temporary accommodation  | Smaller                     | 117           | 123           | 122           | 117    | 125    | 124    | 123    | 121    | 130    | 136    | 132    | 123    | 116    | Trend              |
|                             | Average time in temporary accommodation (weeks)  | Smaller                     | 28            | 27            | 26            | 24     | 24     | 23     | 24     | 27     | 28     | 29     | 28     | 29     | 28     | Trend              |
|                             | Percentage of repairs completed on time  | Bigger                      | 84%           | 89%           | 80%           | 95%    | 94%    | 90%    | 94%    | 91%    | 96%    | 96%    | 97%    | 100%   | 99%    | 98%                |
|                             | Total number of households in receipt of Housing Benefit and/or Council Tax support                    | Smaller                     | 7,039         | 7,047         | 7,054         | 7,048  | 7,007  | 7,001  | 7,012  | 6,973  | 6,974  | 6,951  | 6,920  | 6,934  | 6,896  |                    |
|                             | Days to process Housing Benefit new claims   | Smaller                     | 29.3          | 26.0          | 26.5          | 27.0   | 28.1   | 20.3   | 17.2   | 19.2   | 22.3   | 18.0   | 22.3   | 21.0   | 22.4   | 23                 |
|                             | Days to process Housing Benefit change in circumstances  | Smaller                     | 7.1           | 6.6           | 7.3           | 6.0    | 6.9    | 7.2    | 7.2    | 7.9    | 2.6    | 2.6    | 7.2    | 7.0    | 6.8    | 7                  |
| Planning & Building Control | Planning and Building Control applications received (including pre-app, trees and condition discharge) |                             | 545           | 462           | 499           | 474    | 494    | 471    | 476    | 373    | 445    | 495    | 570    | 449    | 524    |                    |
|                             | Percentage of Council's planning decisions supported at appeal (cumulative 12 month)                   | Bigger                      | 57%           | 56%           | 54%           | 55%    | 52%    | 52%    | 53%    | 52%    | 53%    | 52%    | 53%    | 56%    | 58%    | 66%                |
|                             | Percentage of planning applications not determined (within time limits or agreed timescale)            | Smaller                     | 24%           | 22%           | 26%           | 19%    | 15%    | 14%    | 13%    | 11%    | 9%     | 11%    | 13%    | 8%     | 9%     | 25%                |
|                             | Number of planning applications at end of month that have not been determined in time                  | Smaller                     | 170           | 134           | 103           | 77     | 64     | 44     | 48     | 36     | 42     | 32     | 44     | 36     | 44     | 50                 |
| Regulatory                  | Parking Penalty Charge Notices issued  | Smaller                     | 1,763         | 1,726         | 1,827         | 1,826  | 1,873  | 1,722  | 1,893  | 1,505  | 1,413  | 1,389  | 1,494  | 1,469  | 1,513  | Trend              |
|                             | Percentage of Parking Penalty Charge Notices paid  | Bigger                      | 85%           | 88%           | 86%           | 87%    | 88%    | 86%    | 84%    | 102%   | 85%    | 87%    | 92%    | 85%    | 90%    | 70%                |
| Community Services          | Fly-tipping incidents  | Smaller                     | **            | **            | 167           | 145    | 165    | 159    | 137    | 116    | 129    | 87     | 139    | 99     | 87     | Year-on-year Trend |
|                             | Number of missed waste collections per 100,000   | Smaller                     | **            | **            | 81            | 110    | 172    | 78     | 58     | 46     | 38     | 28     | 40     | 35     | 32     | 40                 |
| Commercial & Development    | Visits to Visitor Information Centre and www.enjoystalbens.com   | Bigger                      | 31,617        | 32,736        | 36,656        | 38,775 | 29,979 | 32,988 | 63,946 | 54,630 | 18,110 | 17,847 | 18,152 | 24,944 | 24,783 | Year-on-year Trend |
|                             | Museum visits  | Bigger                      | 13,314        | 13,974        | 13,344        | 11,672 | 13,834 | 15,287 | 10,238 | 6,623  | 8,662  | 12,084 | 12,625 | 14,079 | 15,326 | Year-on-year Trend |
| External                    | Claimant count   | Smaller                     | 705           | 705           | 690           | 710    | 755    | 745    | 715    | 715    | 710    | 740    | 785    | 790    | 810*   |                    |
|                             | New jobs   | Bigger                      | 7,128         | 6,660         | 5,588         | 6,480  | 7,679  | 5,969  | 3,926  | 2,722  | 2,768  | 1,970  | 2,477  | 2,025  | 1,720  |                    |

\* Draft figure subject to final adjustments  
 \*\* Verified figure unavailable.



# Council Performance & Budget Summary

## Appendix A: Planning Update



### Planning Performance

The table below shows the Council's performance against the Department for Communities and Local Government's (DCLG) planning performance thresholds.

Colour coding for table: Green – performance above threshold.

| Measure and type of applications                          | Bigger or Smaller is Better | Performance over 2 Year period (June 15 – May 17) | Current cumulative performance in assessment period | 2018 threshold and DCLG's 2 Year assessment periods |  |
|---|-----------------------------|---|---|---|--|
| Speed of major development (% determined in time)         | Bigger                      | 76%   | 81% (October 2015 to May 2017)                      | 60% (October 2015 to September 2017)                |  |
| Quality of major development (% overturned at appeal)     | Smaller                     | 8%  | 5.6% (April 2015 to March 2017)                     | 10% (April 2015 to March 2017)                      |  |
| Speed of non-major development (% determined in time)     | Bigger                      | 78.9%   | 80.2% (October 2015 to May 2017)                    | 70% (October 2015 to September 2017)                |  |
| Quality of non-major development (% overturned at appeal) | Smaller                     | 2.4%  | 2.5% (April 2015 to March 2017)                     | 10% (April 2015 to March 2017)                      |  |

The current cumulative performance for the quality of both major and non-major development has not changed as the DCLG's date thresholds for these have been met.

The table below shows the Council's performance and trend against Government and local targets.

| Application Type           | Target                             | % in time May 2017 (Bigger is Better) | Average May 2017 (Smaller is better) | Average April 2017 | Average March 2017 | Average Jan-March 16-17 | Average Oct-Dec 16-17 | Average July-Sept 16-17 |
|----------------------------|------------------------------------|---------------------------------------|--------------------------------------|--------------------|--------------------|-------------------------|-----------------------|-------------------------|
| 'Out of time applications' | No more than 50 (local)            | -                                     | 44                                   | 36                 | 33                 | 31                      | 43                    | 81                      |
| Major Applications*        | 13 weeks (national)<br>50% in time | 100%                                  | 59 weeks                             | 34.5 weeks         | 15.7 weeks         | 17.5 weeks              | 20.1 weeks            | 31.5 weeks              |
| Minor Applications         | 8 weeks (national)<br>65% in time  | 84%                                   | 12 weeks                             | 9 weeks            | 10 weeks           | 10.6 weeks              | 11.5 weeks            | 13.6 weeks              |
| Householder Applications   | 8 weeks (national)<br>80% in time  | 95%                                   | 9 weeks                              | 8 weeks            | 8 weeks            | 8.2 weeks               | 7.8 weeks             | 8.7 weeks               |

Colour coding for table: Green- performance above target. Red- performance below target

\* Large fluctuations can occur since we deal with relatively few major applications.

Applications where an extension of time is agreed will have taken longer than 8/13 weeks, but are still considered in time.

### **Strategic Local Plan (SLP) Examination Update**

#### Application for Judicial Review

The Council was ordered to file and serve Amended Grounds of Claim on the Defendant and interested local authorities. Amended Grounds were served on the Defendant and eight authorities on 17 March 2017. The case has now been listed for hearing on 21 and 22 June 2017.

Acknowledgments of Service were received from Watford Borough Council, North Hertfordshire District Council, Dacorum Borough Council and Welwyn Hatfield Borough Council. These authorities intend to contest the claim. They do not wish to take part in the proceedings, but are relying on the defence to the claim submitted by the Secretary of State for Communities and Local Government. An Acknowledgment of Service was also received from Hertfordshire County Council which does not wish to contest the claim.

The Government Legal Department on 26 April 2017 advised that it did not intend to file written evidence. They have relied on the Summary Grounds of Defence filed on 30 January 2017 as Detailed Grounds for contesting the Claim.

The trial bundle has been filed with the Court and served on the Government Legal Department and the Interested Parties, who filed an Acknowledgment of Service.

The Council has now also filed its skeleton argument. The Secretary of State should file their skeleton argument by 14 June.

#### Duty to Cooperate Discussions with Adjoining / Nearby Local Planning Authorities

Officer level discussion with the SW Herts Group of LPAs has continued. However, a proposed Member level meeting has been delayed. A mutually convenient date for this Member meeting is still being sought.

Member level discussion has taken place with Welwyn Hatfield Borough Council on their Publication / Submission draft Plan.

#### More Information

More information about the Strategic Local Plan Examination can be found at the following weblink:

<http://www.stalbans.gov.uk/planning/Planningpolicy/SLPexam.aspx>

### **Central Bedfordshire Draft Local Plan**

Central Bedfordshire has postponed the approval of their Draft Local Plan for public consultation. This is as a result of the pre-election period created by the General Election. It is now anticipated that the Plan will be published for consultation from 4 July for 8 weeks.



# Council Performance & Budget Summary

## Appendix A: Planning Update



### **Hertfordshire Infrastructure and Planning Partnership (HIPP)**

The next HIPP meeting was scheduled for 12 June but has been postponed. A new date is yet to be arranged. The minutes from the latest HIPP meetings can be found at:

<http://www.stalbans.gov.uk/planning/Planningpolicy/>

HIPP are organising a Member level workshop on 'Infrastructure Funding and Viability' on 25 July. Planning Portfolio Holders and Heads of Planning are invited.

### **Employment Areas - Article 4 Directions**

The Council has consulted on a series of proposed Article 4 Directions. The proposed Directions would withdraw some permitted development rights in specifically designated business areas. The Directions cover changes of use to residential from office, light industrial, storage and distribution. In an area where a Direction is confirmed, planning permission would be needed for such conversions.

In total, the Council received 60 responses, 49 of which supported the proposed Directions, 5 responses were not in support and 6 were neutral. The support included the St Albans Chamber of Commerce, on behalf of over 425 businesses; St Albans City of Expertise on behalf of 22 businesses; and the Hertfordshire Federation of Small Businesses on behalf of around 400 businesses in the District. In addition, St Albans Civic Society offered strong support to the proposals.

A more detailed report on the consultation responses will be presented to the Portfolio Holder. This will enable a Portfolio Holder decision on whether to confirm the Directions. If confirmed, the Directions will come into effect on 22 March 2018.

#### More Information

More information on the proposals can be found here:

<http://www.stalbans.gov.uk/planning/Planningpolicy/employmentareas.aspx>

### **New Rules to Protect Pubs from Demolition and Conversion**

Under the Town and Country Planning (General Permitted Development) (England) (Amendment) (No 2) Order 2017, permitted development rights allowing demolition of buildings used as "drinking establishments" were removed on 23 May. The Order also removed rights allowing the conversion of pubs to retail, financial and professional services and restaurants and cafes.

### **List of Buildings of Special Architectural or Historic Interest - Listing Decision**

As a result of Historic England's 'Taking Stock' project (looking at Roman Catholic churches in the Diocese of Westminster), the Secretary of State for Culture, Media and Sport has decided (30th May 2017) to add the Roman Catholic Church of Our Lady of Lourdes (Harpenden), and associated gate piers and railings to the List of Buildings of Special Architectural or Historic Interest, at Grade II.



# Council Performance & Budget Summary

## Appendix A: Planning Update



### Significant Planning Applications and Appeals

| New planning applications  | Decision/comments  |
|--|--|
| <p><b>Land at Three Cherry Trees Lane and Cherry Tree Lane (5/2016/2845)</b><br/>600 dwellings, land for primary school, local centre uses (A1, A3, A4, A5, D1, D2), landscaping open space and play areas. Cross-boundary outline planning application falling within Dacorum Borough Council (DBC) and St Albans City and District Council administrative areas.</p>   | <p>Highways England has placed a direction on the application until 7<sup>th</sup> June 2017. This means that the Council cannot make a decision on it until further traffic information has been submitted and considered by Highways England. The application has not been called into committee and once the Highways England direction is removed it will be considered under delegated powers to tie in with DBC's timescale.</p>   |
| <p><b>Maryland Convent and Residential Home (5/2016/2888 )</b><br/>45 retirement dwellings.</p>  | <p>This has now been appealed and is pending consideration by the Planning Inspectorate. The planning appeal for 48 units on the site (5/2015/3344) was allowed on 3<sup>rd</sup> April 2017 by the Planning Inspectorate.</p>   |
| <p><b>Former Radlett Aerodrome (5/2016/2880, 5/2016/2881, 5/2016/2962, 5/2016/2963, 5/2016/2964, 5/2016/3003, 5/2016/3004, 5/2016/3005, 5/2016/3006, 5/2016/3013, 5/2016/3187, 5/2017/0864, 5/2017/0865, 5/2017/0869, 5/2017/0870, 5/2017/0871, 5/2017/1168)</b><br/>Fourteen discharge of conditions applications have been submitted. Three applications for Reserved Matters approval for landscaping, infrastructure works and the built form complex have been submitted.</p> | <p>Planning Referrals Committee considered an issues report on 27 February 2017. The Committee raised several points which officers will discuss with the applicant. The reserved matters applications will be reported back to Planning Referrals Committee for decision in due course. One new reserved matters application and four discharge of conditions applications were received in March 2017. A further discharge of conditions application was received in May 2017.</p> |
| <p><b>Former British Gas Land, Griffiths Way, St Albans (5/2016/3386)</b><br/>Outline application for mixed use development comprising Class A1 (discount food store), Class A1 (non-food retail), D2 (gym) and Class A3/A5 (restaurant and drive-through) with associated access and ancillary works. All matters except access and scale have been reserved.</p>   | <p>Outline application received on 2 December. It has not been called into Committee. A number of additional plans have been required and currently the S106 agreement is being negotiated. A delegated decision is expected by early July.</p>  |
| <p><b>Harperbury Hospital (5/2015/0990)</b></p>  | <p>The application was considered by Committee in November 2015.</p>   |

# Council Performance & Budget Summary

## Appendix A: Planning Update



| New planning applications   | Decision/comments  |
|---|--|
| Redevelopment to provide 206 dwellings  | The Committee resolved to grant permission subject to the completion of a S106 Agreement.<br><br>S106 was signed on 26 May 2017 and, consequently, planning permission was granted on the same date. |
| <b>Car Park, Grosvenor Road, St Albans (5/2017/1149)</b><br>74 apartments with associated access, parking, amenity space and landscaping. | New application received. Public consultation has begun.   |

| Planning Appeals        | Decision/comments   |
|-------------------------|---|
| <b>Oaklands College</b> | The Inspector's report has been sent to the Secretary of State for consideration. A decision on the appeal is expected soon. The Council has submitted further representations to address the decision in Suffolk Coastal District Council v Hopkins Homes Ltd [2017]. This is in response to a letter from the Secretary of State dated 17 May 2017. |

# 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. In the Council's case these financial contributions are for new recreational infrastructure. 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 or committed
- 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/section106projects/default.aspx>

Since the last Cabinet update, project funds have been committed as follows:

1. New Museum & Gallery (Batchwood)
2. Bernards Heath (Batchwood)
3. Toulmin Drive (Batchwood)
4. Roestock Park (Colney Heath)
5. Smallford Play Area and Four Horse Shoes (Colney Heath)
6. St Leonards Play Area (Sandridge)
7. Abbey View Track (St Peters)
8. Municipal Gardens (St Peters)
9. Clarence Park Pavilion (St Peters)

**Table 1** below shows a list of contributions received, but as yet uncommitted or committed to a project (stage 3 of the process).

### **Note to Table 1:**

- RAG rating - the deadline for when S106 contributions must be spent varies depending on the agreement. Where multiple contributions are identified in a ward, the RAG rating reflects the date of the earliest deadline.
- 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 the City Neighbourhoods Committee) to identify a project over the next few months.

# Council Performance & Budget Summary

## Appendix B: Section 106 Quarterly Update



Table 1 – List of Contributions Uncommitted or Committed

| Ward             | No | Received (£) | Committed (£) | Uncommitted (£) | Project  | RAG  |
|------------------|----|--------------|---------------|-----------------|--|------|
| Batchwood        | 1  | 30,981       | 30,981        | 0               | New Museum & Gallery (complete by May18)           | 2027 |
|                  | 1  | 19,584       | 19,584        | 0               | Bernards Heath                                     | 2027 |
|                  | 1  | 13,057       | 13,057        | 0               | Toulmin Drive                                      | None |
|                  | 2  | 29,983       | 0             | 29,983          | Project to be identified (see note)                | None |
| Clarence         | 1  | 10,750       | 10,750        | 0               | Clarence Park Ramp (completion date TBC)           | None |
|                  | 2  | 11,601       | 0             | 11,601          | Project to be identified (see note)                | None |
| Colney Heath     | 1  | 34,818       | 31,327        | 3,491           | Alban Way (complete by Aug18)                      | None |
|                  | 1  | 6,893        | 6,893         | 0               | Roestock Park                                      | None |
|                  | 1  | 21,966       | 21,966        | 0               | Smallford Play Area and Four Horse Shoes           | None |
| Cunningham       | 3  | 42,780       | 42,780        | 0               | Foxcroft Play Area (complete by Sep17)             | 2020 |
|                  | 1  | 2,520        | 2,520         | 0               | Camp Play Area (complete by Jun17)                 | 2026 |
|                  | 1  | 14,813       | 0             | 14,813          | Project to be identified (see note)                | None |
| Harpenden East   | 1  | 29,021       | 29,021        | 0               | Marquis Lane Play Area (complete by Aug17)         | 2024 |
| Harpenden North  | 1  | 6,739        | 0             | 6,739           | Project to be identified (see note)                | None |
|                  | 1  | 113,980      | 113,980       | 0               | Harpenden Leisure Centre (complete by Apr19)       | None |
| Harpenden West   | 3  | 87,691       | 87,691        | 0               | Harpenden Leisure Centre (complete by Apr19)       | 2021 |
|                  | 1  | 26,689       | 26,689        | 0               | Rothamstead Park                                   | None |
|                  | 1  | 18,791       | 0             | 18,791          | Project to be identified (see note)                | None |
| London Colney    | 4  | 85,924       | 0             | 85,924          | Project to be identified (see note)                | None |
| Marshalswick Nth | 1  | 7,500        | 7,500         | 0               | Wick Open Space (complete by Jun17)                | 2021 |
| Redbourn         | 1  | 20,625       | 0             | 20,625          | Project to be identified (see note)                | 2025 |
| Sandridge        | 1  | 15,303       | 15,303        | 0               | St Leonards Play Area, Parks & Gardens             | 2027 |
| St. Peters       | 5  | 44,128       | 44,128        | 0               | Victoria Playing Fields Play Area (complete May17) | 2018 |
|                  | 1  | 79,869       | 79,869        | 0               | Abbey View Track                                   | 2025 |
|                  | 1  | 6,906        | 6,906         | 0               | Municipal Gardens                                  | None |
|                  | 1  | 4,366        | 4,366         | 0               | Clarence Park Pavilion                             | None |
|                  | 3  | 41,878       | 0             | 41,878          | Project to be identified (see note)                | 2025 |
| Verulam          | 1  | 37,782       | 37,782        | 0               | Verulam Park Play Area (complete by TBC)           | 2021 |
|                  | 1  | 586,628      | 586,628       | 0               | New Museum and Gallery (complete by Apr18)         | 2023 |
|                  | 1  | 11,733       | 0             | 11,733          | Project to be identified (see note)                | 2021 |
| Wheathampstead   | 1  | 93,725       | 93,725        | 0               | Butterfield Rd (completion date TBC)               | 2019 |
|                  | 2  | 20,399       | 0             | 20,399          | Project to be identified (see note)                | None |

# Council Performance & Budget Summary

## Appendix C: Property Transactions Update



The purpose of this report is to provide visibility on the progress of key property transactions. It does not report more routine conveyancing matters.

### Completed transactions during period 01/01/17 – 31/05/17

| Item | Date Completed | Property  | Transaction   |
|------|----------------|---|---|
| 1    | 13/01/17       | 55 Frobisher Road, St Albans  | Acquisition of flat for temporary accommodation   |
| 2    | 17/02/17       | 13 Pickford Hill, Harpenden   | Acquisition of flat for temporary accommodation   |
| 3    | 10/03/17       | Betty Entwistle House, Holyrood Crescent, St Albans                 | Sale to Bedfordshire Pilgrims Housing Association Limited (bpha) for redevelopment as a flexi-care scheme   |
| 4    | 17/03/17       | 30 Thirlestane, Lemsford Road, St Albans                            | Acquisition of flat for temporary accommodation   |
| 5    | 18/03/17       | 12 Fairhaven, Park Street   | Acquisition of flat for temporary accommodation   |
| 6    | 20/03/17       | 86 Five Acres, London Colney  | Acquisition of flat for temporary accommodation   |
| 7    | 29/03/17       | 175 Cotlandswick, London Colney                                     | Acquisition of flat for temporary accommodation   |
| 8    | 26/4/17        | Office premises at Sandridge Gate Business Centre, St Albans        | Lease to Hertfordshire Community NHS Trust  |
| 9    | 28/04/17       | Batchwood Dojo, Batchwood Sports Centre, Batchwood Drive, St Albans | Lease to the St Albans Judo Club and Agreement with Hertfordshire County Council to take on Judo Club lease |

# Council Performance & Budget Summary

## Appendix C: Property Transactions Update



|    |          |  |   |
|----|----------|--|---|
| 10 | 19/05/17 | Sherwood Avenue<br>Recreation Ground,<br>St Albans | Transfer of recreation ground to Sandridge Parish Council |
|----|----------|--|---|

### Status of key transactions as at 31/05/17

| Item | Property   | Transaction                                | Date first reported | Status (current position in bold)  |
|------|--|--|---------------------|--|
| 1    | Marshalswick<br>Community Centre &<br>The Ridgeway Car<br>Park, The Ridgeway,<br>St Albans | Transfer to<br>Sandridge Parish<br>Council | September<br>2014   | <p>Sandridge Parish Council has confirmed it is content to use the model legal documents used for Harness Way Playing Fields. We asked solicitors at North Herts District Council to prepare draft documents ready to send to Sandridge Parish Council. We had anticipated that these would be ready by 30/04/16. The draft documents have since required further work to tailor them to this specific property.</p> <p>The Parish Council has now agreed that the Community Centre and the Ridgeway Car Park are to be transferred to the Parish Council in a single transaction. Our solicitors sent a revised set of draft documents to the Parish Council.</p> <p><b>The transaction has been delayed while we prepare a fresh plan which combines the Community Centre and Car Park in a single transaction. We now anticipate completion by 31/8/17.</b></p> |
| 2    | William Bell Recreation<br>Ground, Furse<br>Avenue, St Albans                              | Transfer to<br>Sandridge Parish<br>Council | September<br>2014   | <p>Sandridge Parish Council has confirmed it is content to use the model legal documents used for Harness Way Playing Fields. We asked solicitors at North Herts District Council to prepare draft documents ready to send to Sandridge Parish Council. The documents will require further work to tailor them to this specific property.</p> <p>Statutory advertisements required for a disposal of open space</p>  |

# Council Performance & Budget Summary

## Appendix C: Property Transactions Update



|   |  |  |                |  |
|---|--|--|----------------|--|
|   |  |  |                | <p>were posted and no objections were received. Our solicitors sent a revised set of draft documents to the Parish Council.</p> <p><b>We responded to conveyancing enquiries from the Parish Council and currently anticipate completion by 31/7/17.</b></p>   |
| 3 | 80, 82 and 84 Sopwell Lane, St Albans  | Compulsory Purchase  | September 2015 | <p><b>The Compulsory Purchase Order has been confirmed and we expect that notice of the Order will be published by 30/6/17. We are reviewing the options for repossession.</b></p>   |
| 4 | Leisure Contract Property Transactions | Leases of leisure facilities to the Council's leisure operator, 1Life Management Solutions Limited | June 2016      | <p>Following the extension of the Leisure Management Contract in February 2016, the contractor's existing leases will be renewed to enable the continued performance of this Contract.</p> <p><b>The contract extension permits the contractor to continue to occupy until the leases are formally renewed. The lease renewals have been delayed due to other pressing priorities. The revised target date for completing the renewals is 31/12/17. This has no impact on the services provided to the public under the Leisure Management Contract.</b></p> |

*Footnote:*

*Transfers of land or buildings to Sandridge Parish Council are within the delegated limits set by Cabinet and will include clawback provisions if the site is sold for development*

LEG/SEF  
120617



# Council Performance & Budget Summary

## Appendix D: Appraisals Update



### Appraisal Completion as of 14<sup>th</sup> June 2017

| Department                     | Number of appraisals expected | Number of appraisals held to date | Meetings Completed | Signed appraisals notified to HR | % appraisals fully signed-off and completed |
|--------------------------------|-------------------------------|-----------------------------------|--------------------|----------------------------------|---|
| Heads of Service               | 8                             | 8                                 | 100%               | 6                                | 75%   |
| CEX Policy & Partnership       | 14                            | 14                                | 100%               | 12                               | 86%   |
| Commercial and Development     | 33                            | 33                                | 100%               | 32                               | 97%   |
| Community Services             | 40                            | 40                                | 100%               | 40                               | 100%  |
| Corporate Services             | 38                            | 38                                | 100%               | 38                               | 100%  |
| Finance                        | 37                            | 37                                | 100%               | 37                               | 100%  |
| Housing                        | 75                            | 75                                | 100%               | 70                               | 93%   |
| Legal, Democratic & Regulatory | 58                            | 58                                | 100%               | 54                               | 93%   |
| Planning & Building Control    | 62                            | 62                                | 100%               | 48                               | 77%   |

#### Notes:

The above list excludes cases where reviews were not held due to valid reasons being given: **5** Maternity Leave, **7** Leavers, **2** Apprentices, **19** Probation, **7** Long Term Sick, **4** Other (**44** in total)

**Cabinet Performance Update, June 2017**

# **Appendix E**

## **Shaping Our Future - Customer Conversations Update**



# Story so far

- The January Cabinet Performance Update, Appendix F: Shaping Our Future, outlined the context and early shape of the programme -  
<http://stalbans.moderngov.co.uk/documents/s50027805/Appendix%20F%20-%20Shaping%20Our%20Future%20Update.pdf>
- Conversations with our residents, businesses and other customers help us to develop our services
- We are talking to our customers to:
  - understand what they will expect in the future, and what this means for our role
  - test initial project ideas
- Cabinet requested a progress update on this work

# Customer Conversations

- In February and March we started a programme of conversations with key customer groups
- These include
  - a workshop with staff who are local residents
  - a workshop with members of our Community Panel and other residents (full report available here <http://stalbans.moderngov.co.uk/mgIssueHistoryHome.aspx?IId=36102>)
  - interviews with Citizens Advice clients
  - service-focused meetings e.g. with businesses using the Planning Service
- These conversations covered experiences, expectations and ideas for improving services for the future
- We tested out initial quick-start project ideas

# What did we learn?

- Expectations of good customer service e.g. professional, personal and seamless
- General understanding of the need to go digital - enthusiasm for 24/7 and web chat
- Ideas and principles for supporting shift to digital and self-service e.g. robust security, tracking progress, face to face support
- Residents valued these proposed projects:
  - Launching a 'My St Albans' account which would allow them to log in once to access all their Council services and self-serve
  - Harnessing the talent and skills of the community
  - Creating a network of navigators/relationship managers in the Council to help guide customers through their interactions with us
  - Enabling all web transactions to be done via smartphone
- Ideas for improving services and the District such as improving the website and creating more parking spaces



# Taking this forward

- Findings will be used as a **baseline to inform Shaping Our Future projects**
- **Focused conversations with specific customer groups** will be used to design and refine individual services
- **Some projects are already underway**
  - My St Albans account and smartphone-enabling web transactions started with Digital Transformation work
  - Senior staff have been appointed as Customer Champions for groups including businesses, paying customers and residents who need extra support.
  - Review of our enforcement and car parking approach
- **Starting work** on other projects that are important to our residents
- **Evaluating new project ideas from conversations** e.g. Does it make it easier for customers? Is it more cost-effective?
- Specific project timescales to be developed over the next quarter. A further update on the Shaping Our Future programme will follow in October.

# Council Performance & Budget Summary

## Appendix F: Housing Rents Update



### Rent Collection and Rent Arrears

Rent arrears are managed and monitored by the housing management team.

The rent arrears % is calculated by comparing the amount of rent unpaid as a percentage of the actual annual rent charged. The most accurate figure is available at year end as that gives the true figure of the actual rent charged.

| Performance | Year    | Rent arrears (£) | Arrears as a % of debit | Number of tenants in arrears |
|-------------|---------|------------------|-------------------------|------------------------------|
|             | 2015-16 | 746,825          | 2.84                    | 1,996                        |
| 2016-17     | 709,010 | 2.82             | 1,448                   |                              |

- Although the total cash amount outstanding has reduced by slightly over 5%, the arrears % has only reduced by 0.02%. This is because the total rent bill is lower, as a result of the rent decrease and loss of properties through right to buy (£1.4m).
- There have been a number of staff vacancies following the housing management restructure. We have a dedicated income team which is currently fully staffed, However, vacancies elsewhere in the team have put additional pressure on staff.
- Our focus is supporting people to be able to pay their rents in full, and we work closely with organisations like Citizens Advice and the Credit Union to do this. We also refer tenants to the Housing Support service provided via Hightown Housing Association. However, as a last resort we do take action to recover debts.
- In 2016-17 we served Notice of Seeking Possession on 528 tenants. We obtained 84 possession orders for rent arrears and evicted 12 tenants. The remainder of arrears cases are below the threshold for serving notice and therefore we carry out home visits, send letters and chase arrears via phone calls.
- In some cases the arrears of former tenants have to be written off. This is usually where a tenant has died and there is no estate. We also use an external collection agency to trace former tenants and collect income if they are found. If they are not found then the arrears are written off. If they subsequently approach us for housing, the write off is reversed and a payment arrangement is made before further housing assistance is given.  
In 2016-17 we wrote off £90,770 of former tenant debt. At year end, £121,684 was outstanding. These figures represent 0.4% and 0.5% of the total rent debit.

| Underlying issues/future  |
|---|
| <ul style="list-style-type: none"> <li>• The ongoing rent reduction means that the weekly debit will continue to fall, impacting on the percentage of rent</li> </ul> |



# Council Performance & Budget Summary

## Appendix F: Housing Rents Update



|                               |   |
|-------------------------------|---|
| <p><b>issues</b></p>          | <p>outstanding.</p> <ul style="list-style-type: none"> <li>• Currently, approximately 50% of rent is credited automatically to the rent account weekly via Housing Benefit. Under Universal Credit, a large proportion of this money will be paid monthly in arrears directly to tenants who may have other financial priorities.</li> <li>• The Orchard housing rent computer system has been in use for almost 20 years. It is unable to keep up with the ongoing changes in rent account management and the range of payment methods.</li> <li>• Until recently, possession action was channelled through the Council's Legal Department. We have transferred this to Housing to speed up the process. The anticipated benefit of this has been restricted by the closure of St Albans County Court and additional staff time being spent on travel.</li> </ul>  |
| <p><b>Actions 2017/18</b></p> | <ul style="list-style-type: none"> <li>• We are currently investigating additional software that will sit above the Orchard system and filter out cases where no contact is needed.</li> <li>• Digital Transformation Programme. This will include implementation of self-serve services for tenants so that they may view their rent accounts online and make payments, for example. We will also be assessing the Orchard IT system to see whether it is fit for purpose for the future.</li> <li>• We are establishing a good working relationship with the Department for Work and Pensions to share information. Co-location of staff should help identify Universal Credit claimants at the outset.</li> <li>• A Universal Support Strategy is being developed. This will set out the support arrangements for claimants, to include budgeting and digital support.</li> <li>• We are working with Citizens Advice and the Credit Union to help people access help with budgeting and money management/prioritisation of debts.</li> <li>• We are reviewing collection of direct debits which currently are actioned on the first and 15<sup>th</sup> of the month. Tenants on Universal Credit can be paid on any day of the month. We would like to extend direct debits to any day of the month.</li> <li>• We are reviewing the way we work and trying to put more emphasis on arrears prevention alongside arrears management. This is to encourage a healthy payment culture from the start of the tenancy.</li> <li>• We plan to start benchmarking this year using the Rent Income Excellence Network (RIEN)</li> <li>• We are developing effective working relationships with Watford County Court to group our cases to reduce the number of visits.</li> </ul> |