

Council Performance & Budget Summary

June 2014

The monthly performance summary outlines trends in information the Council uses to monitor and manage service delivery. Where relevant, it includes performance against targets set for the relevant period.

Overview

G	Budget – -0.1%
A	Performance Indicators
G	Progress against priorities

Appendices

- A: Planning Update
- B: Individual Electoral Registration and May 22 Elections Update
- C: Rough Sleepers Task and Finish Group Update
- D: Work Environment and IT Staff Survey Results
- E: Northgate IT Contract Extension
- F: Waste Management and Recycling Contracts
- G: Asset Maintenance Quarterly Report
- H: Conveyancing Update
- I: Police Co-location Update
- J: Assets of Community Value Update

Recommendations

- 1.1 That Cabinet notes the Council Performance and Budget Summary (June 2014) and its appendices.
- 1.2 That Cabinet endorses the proposed arrangements for completing the contract with Pearce Recycling Ltd set out in Appendix F: Waste Management and Recycling Contracts.

Commentary

The table below is provided for indicators where there has been significant change in performance and provides more detailed explanation for the performance levels and any action the Council is taking to improve performance where it is off track.

	Measure	Comments
G	Rent arrears of current tenants as a percentage of rent due	This is now on target. The new income management team (established 28th April 2014) is now fully staffed and is focusing on arrears' collection.

	Measure	Comments
R	Number of households in temporary accommodation	<p>Numbers in temporary accommodation remain high. During June we were able to make 9 offers of permanent housing - 4 of the households have now moved into their new homes and the other 5 will move as soon as the properties are ready. We now have 2 emergency rooms available for out of hours or emergency applications. We had 23 households applying to the Council as homeless in June, 14 of which required temporary accommodation.</p> <p>However, time in temporary accommodation has dropped because there has been movement in and out of the accommodation. Demand remains high and the length of time in temporary accommodation does depend on vacancies becoming available for households accepted for rehousing. Households who have not been accepted for rehousing remain in temporary accommodation where they have requested a review of the Council's decision.</p>
G	Days to process Housing Benefit new claims	<p>The time taken to process new claims is now above target. Since last month's figure was reported, the benefit team has recruited a specialist temporary benefit officer to cover the vacancy currently within the section. Customers are also being encouraged further to provide the information and documentation needed to process their claims as soon as possible to avoid delay.</p>
A	Overall percentage of planning decisions within time	<p>The number of planning applications received during the first six months of the calendar year (1 January to 30 June) is 7.8% more than for 2013-2014. This increase has been handled with the same staff resource.</p> <p>100% of decisions on major applications were made within time for the first quarter of 2014/15. The government's focus is on delivering major applications which contribute towards economic growth.</p> <p>There have been difficulties with retention, recruitment and selection of staff over the last six months, plus with two experienced planners on maternity leave. Cabinet agreed in February and March 2014 to create permanent posts to contribute towards a stable staff resource. These posts are being recruited to. Some have been filled by internal promotion of staff, recognising and developing the existing talent in the Council. However, we were unsuccessful in filling a number of posts. These have been re-advertised.</p> <p>The on-going recruitment process is still taking up significant management time and has had an impact on performance.</p> <p>Measures are in place to improve the number of decisions made within the target time, as reported last month. 100 householder planning applications are being processed</p>

	Measure	Comments
		by an external contractor. Since the beginning of June the number of out of time applications has been reduced by just over 100.
R	Percentage of invalid applications received	The percentage of planning applications which did not have the required information and were therefore invalid has increased to 6%. The planning department is meeting with agents on 9 July 2014 and will discuss this issue. The process for checking whether applications are valid will also be reviewed in September, when the team has a more stable resource.
A	Percentage of council tax collected of that collectable in the year	Council tax collected was slightly below target due to a technical production and printing problem. This resulted in a delay in issuing reminders in June.
R	Graffiti and fly-tipping calls	<p>The number of fly-tipping and graffiti incidents for June is high, but has decreased compared to the previous two months. There were 45 incidents reported (compared to 51 in May), of which 42 were for fly-tipping and 3 for graffiti. However, indications are that fly-tipping may remain at a high level linked to the improving economic situation.</p> <p>Hertfordshire County Council is consulting on possible changes to the Household Waste Recycling service at https://consult.hertsdirect.org/hwrcconsultation2014/.</p> <p>The following are suggested:</p> <ul style="list-style-type: none"> • sites to open for five days a week, instead of seven, with weekday closures; • opening times to change, with all sites opening from 8am to 4pm all year. <p>The consultation is open until 3 August 2014.</p> <p>July's Internal Performance Scrutiny Committee raised concerns that changes to the opening hours could lead to an increase in the number of fly-tipping incidents.</p>
A	Percentage of households with missed waste collections	The number of missed collections as a proportion of total properties for June was 0.15%. This was 0.14% in May. The in-cab system was introduced in early June 2014 and is now providing real time feedback from refuse and recycling crews on the progress of their rounds. We are closely monitoring this indicator in conjunction with the contractor (Amey) to make sure issues are sorted out immediately and to identify any patterns which can be addressed to reduce the number of missed collections.
G	Recycling rate/Kg per household of residual waste	<p>There has been a year on year 14.2% reduction in the amount of residual waste and the recycling rate for this quarter is 53.6%, subject to verification by Hertfordshire County Council and the Government's Waste Data Flow.</p> <p>A contributing factor towards the improved recycling</p>

	Measure	Comments
		<p>performance over Quarter 4 2013-14 is the increase in the amount of organic waste being collected. An audit of the waste in black bins was completed in May 2014, to identify further opportunities to increase our recycling rate. The key finding is that the amount of food waste collected in black bins has reduced by around 1,000 tonnes in the last 2 years (since the last audit in 2012). However, around 25% of the waste currently collected in the black bins is food waste. This could potentially be collected and composted in the green bins.</p> <p>All figures for 2013-14 have been adjusted in line with those currently shown within the Government's Waste Data Flow system. The Council's Interim Waste Projects Manager has just completed a full audit and review of waste data recording systems. Systems have now been revised and updated with the aim of improving the speed and consistency of performance monitoring data.</p>
R	Museum visits	<p>Overall the number of visitors to both Verulamium Museum and the Museum of St Albans is less than for June 2013. However, the number of schools visits to Verulamium Museum is slightly higher than 2013. The main reasons for this are:-</p> <ul style="list-style-type: none"> • The good weather in June (compared to last year) so people chose to do outdoor activities. • People staying home to watch the World Cup. • Visits to the Museum of St Albans were high last year due to the success of the Magna Charter exhibition, which launched in June 2013. • More accurate figures on school children admitted rather than bookings provided by the tills, introduced in November 2013 when the British Museum started running the museum shop.
R	All crime (in month)	<p>This is an external measure of the community's 'wellbeing'. Anti-social behaviour incidents (in month), which is amber, also contributes towards the overall crime figures' increase. As reported in May, the change in recording methods may account for the ongoing increase. The community safety team are not aware of any major events or issues, but are expecting an update at the 15 July Responsible Authorities Group (RAG) meeting.</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 best performance and Red the worst performance.

Contact for further questions: Claire Frankland, Programme Office Manager
(01727 819571 claire.frankland@stalbans.gov.uk)

Council Performance & Budget Summary

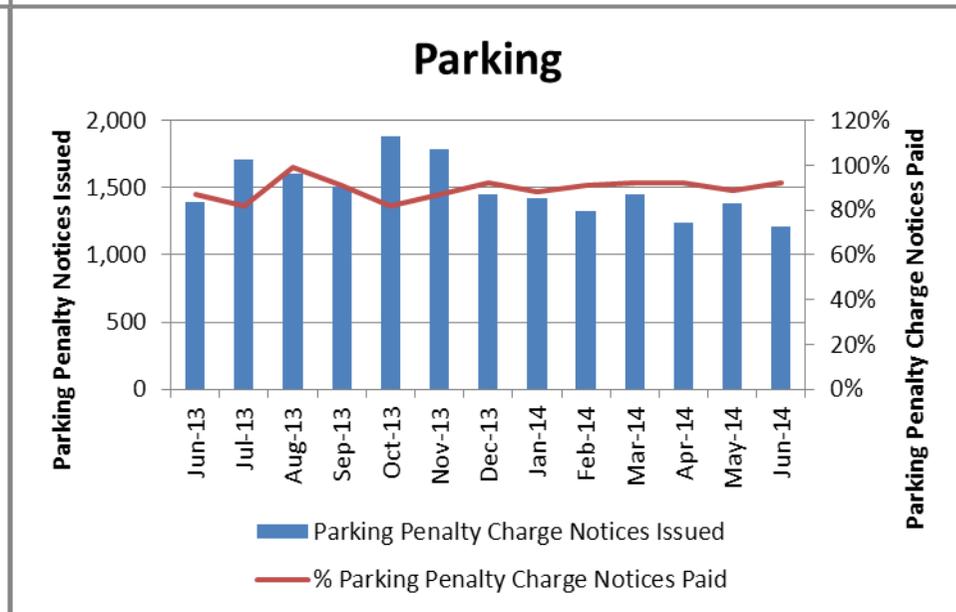
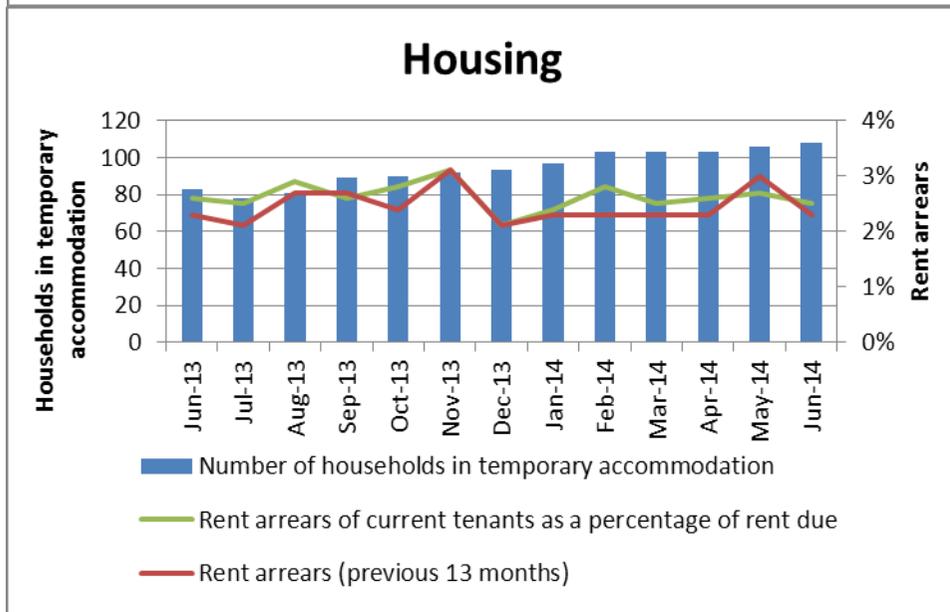
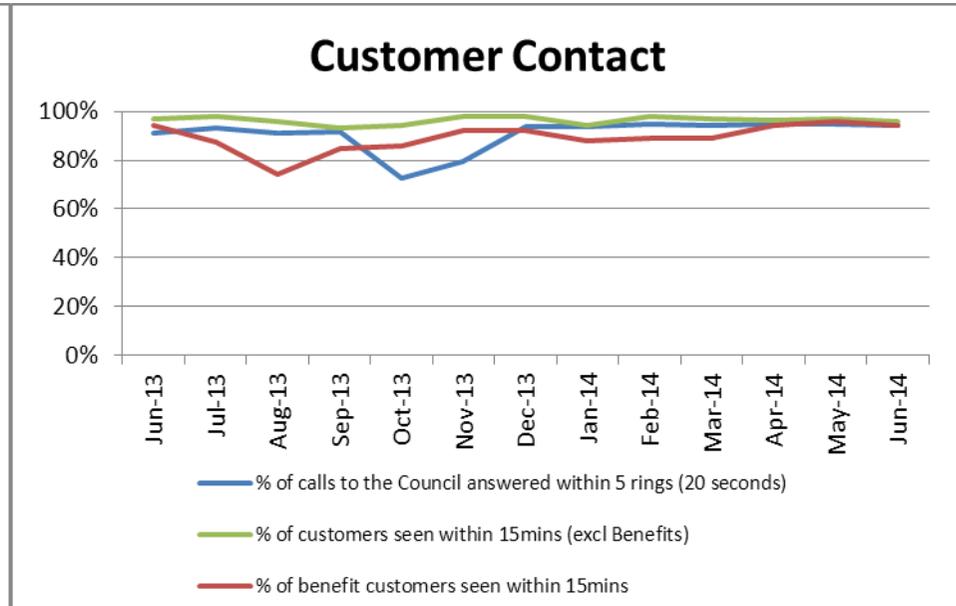
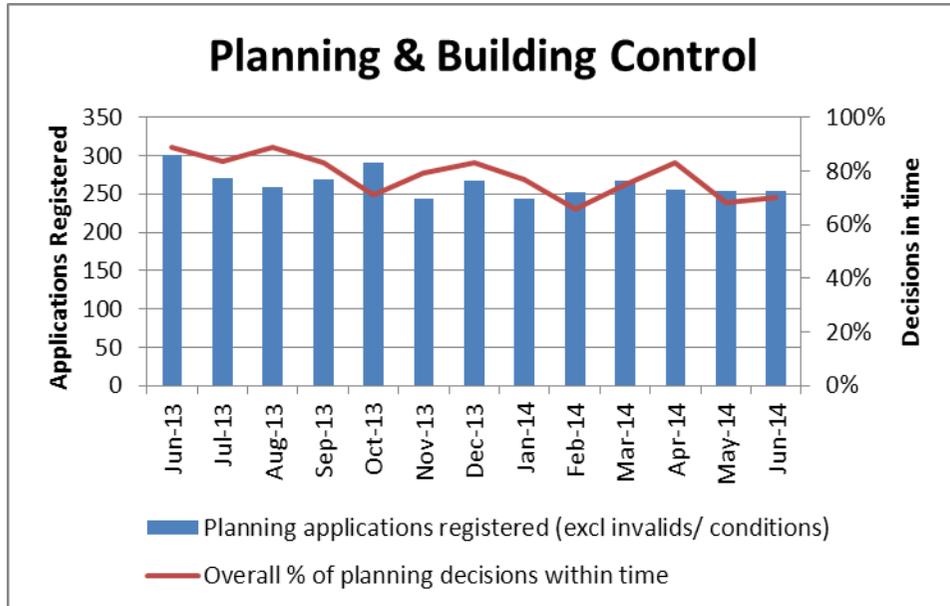
June 2014



		Bigger or Smaller is Better	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	TARGET	
Finance	Forecast budget variance at the year end (General fund for year in question)	Smaller	-1.6%	-1.0%	-0.9%	0.0%	0.2%	-0.1%	-0.9%	-0.1%	0.0%	0.0%	0.0%	-0.2%	-0.1%	0%	
	Average time to re let dwellings (excluding sheltered and temporary accommodation changes) (days)	Smaller	24.5	16.9	17.5	24.8	18	17.2	17	24	20	17	21	20	19	21	
Housing	Percentage of rent loss due to voids	Smaller	1.53%	1.53%	1.53%	1.55%	1.57%	1.56%	1.55%	1.56%	1.55%	1.28%	1.06%	1.05%	1.03%	Trend	
	Rent arrears of current tenants as a percentage of rent due (targets updated for 2014-15)	Smaller	2.6%	2.5%	2.9%	2.6%	2.8%	3.1%	2.1%	2.4%	2.8%	2.5%	2.6%	2.7%	2.5%	2.5%^	
	Number of households in temporary accommodation	Smaller	83	78	81	89	90	92	93	97	103	103	103	106	108	Trend	
	Average time in temporary accommodation (weeks)	Smaller	17	17	17.1	15.6	14.7	16.0	18.8	19.5	19	19	22	23	19	Trend	
	Percentage of repairs completed on time	Bigger	99%	99.2%	99.2%	99%	98%	98.2%	98.7%	99.4%	99.3%	99.3%	96.0%	99.9%	99.9%	98%	
	Housing repairs satisfaction	Bigger	99.5%	99.4%	97.8%	97.9%	98.9%	98.7%	97.1%	98.2%	98.8%	98.9%	99.7%	99.3%	99.6%	90%	
	Total number of households in receipt of Housing Benefit and/or Council Tax support	Smaller	New indicator	7,550	7,490	7,517	Trend										
	Days to process Housing Benefit new claims	Smaller	New indicator	New indicator	New indicator	41.7	54.3	39.1	33.1	27.6	26.2	33.0	25.9	29.7	18.3	24	
	Days to process Housing Benefit change in circumstances	Smaller	New indicator	New indicator	New indicator	20.6	15.8	14.7	9.6	6.3	2.2	7.8	6.1	6.9	6.5	11	
	Percentage of benefit customers seen within 15 mins	Bigger	94%	88%	74%	85%	86%	92%	92%	88%	89%	89%	94%	96%	94%	70%	
	Planning & Building Control	All planning applications received		360	317	259	261	298	260	284	272	277	326	345	311	313	
		Planning applications registered (excl invalids/ conditions)		300	270	258	269	290	243	267	243	252	267	256	253	253	
Overall percentage of planning decisions within time		Bigger	89%	84%	89%	83%	71%	79%	83%	77%	66%	75%	83%	68%	70%	75%	
Regulatory	Parking Penalty Charge Notices issued	Smaller	1,395	1,710	1,607	1,507	1,886	1,784	1,454	1,425	1,323	1,448	1,236	1,387	1,206	Trend	
	Percentage of Parking Penalty Charge Notices paid	Bigger	87%	82%	99%	91%	82%	87%	92%	88%	91%	92%	92%	89%	92%	70%	
Community Services	Graffiti and fly-tipping calls	Smaller	23	22	26	26	33	23	27	36	27	40	54	51	45	Trend	
	Percentage of households with missed waste collections	Smaller	0.14%	0.15%	0.17%	0.15%	0.19%	0.17%	0.15%	0.12%	0.09%	0.19%	0.10%	0.13%	0.15%	Trend	
	Visits to Tourist Information Centre and www.enjoystalbens.com	Bigger	21,032	25,546	35,212	28,663	30,762	48,578	33,929	20,319	20,298	25,720	28,231	33,534	34,084	Year-on-year Trend	
	Museums visits	Bigger	18,798	15,779	16,600	16,645	17,007	16,453	11,133	7,878	13,099	15,194	11,457	12,504	13,528	Year-on-year Trend	
Customer Services	Percentage of calls to the Council answered within 5 rings (20 seconds)	Bigger	91.2%	93.2%	91.2%	91.4%	72.5%	79.5%	93.9%	93.6%	94.7%	94.0%	94.9%	94.9%	94.1%	80%	
	Percentage of customers seen within 15 mins (excl Benefits)	Bigger	97%	98%	96%	93%	94%	98%	98%	94%	98%	97%	97%	97%	96%	80%	
External	Claimant count (% proportion of population)	Smaller	1.5%	1.5%	1.5%	1.4%	1.3%	1.2%	1.2%	1.2%	1.2%	1.2%	1.1%	1.1%	1.0%	Trend	
	New jobs	Bigger	1,654	1,688	1,429	1,346	1,440	1,298	970	1,439	1,364	1,181	991	1,196	1,128	Trend	
	All crime (in month)	Smaller	453	477	470	438	483	466	404	404	495	529	483	520	554	Trend	
	Anti social behaviour incidents (in month)	Smaller	227	296	260	203	212	189	140	146	137	212	226	221	251	Trend	

^ Seasonal Target

Performance Summary June 2014



Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



		Bigger or Smaller is Better	Quarter 1 2013-14	Quarter 2 2013-14	Quarter 3 2013-14	Quarter 4 2013-14	Quarter 1 2014-15	TARGET
Housing	Total affordable housing	Bigger	57	19	11	4	1	
Planning and BC	Percentage of invalid applications received	Smaller	5.48%	5.80%	5.90%	5%	6%	Trend
	Affordable housing through the planning process	Bigger	8	68	25	33	4	
Finance	Percentage of council tax collected of that collectable in the year	Bigger	30.43%	58.49%	87.13%	98.78%	29.95%	30.7%
	Percentage of business rates of that collectable in the year	Bigger	32.52%	61.00%	88.33%	99.09%	32.30%	35%
Community Services	Recycling rate	Bigger	47.99%*	48.75%*	48.31%*	45.56%**	53.60%***	53%
	Kg per household of residual waste	Smaller	111.5	94.48	94.88	100.66	95.66	105.75
	Total number of visits to arts and entertainments venues	Bigger	44,003	32,852	83,146	57,719	47,104	Year-on-year Trend
	Total number of visits to sport and leisure centres	Bigger	267,028	323,577	356,367	381,097	291,273	Year-on-year Trend
Website	www.stalbans.gov.uk visits	Bigger	249,521	247,917	223,687	240,990	270,731	Trend
	www.enjoystalbans.com visits		New indicator	New indicator	New indicator	New indicator	71,799	Trend
Human Resources	Headcount actuals Approved established permanent posts = 358.42 FTE		393 (374 permanent / 19 fixed term) 336.12 FTE	390 (378 permanent / 12 fixed term) 334.59 FTE	395 (379 permanent / 16 fixed term) 340.73 FTE	400 (381 permanent / 19 fixed term) 345.74 FTE	401 (379 permanent / 22 fixed term) 347.09 FTE	
	Agency and casual workers (covering vacancies or helping with added workloads)		37	39	40	36	37	
	Number of working days/shifts lost due to sickness absence per full time equivalent employee (days)	Smaller	1.39	1.71	1.29	1.45	1.36	Trend
External	Vacant units (St Albans City Centre)	Smaller	9.11%	8.32%	7.56%	7.75%	7.93%	Trend

* final adjusted figures from Herts County Council

** final adjusted figures from Herts County Council and Government's Waste Data Flow

*** draft figure subject to final adjustments by Herts County Council and Waste Data Flow
2013-14 figures updated following audit and review by Interim Waste Projects Manager

Performance Summary Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
Housing	G	Develop affordable housing on garage sites	G	<ul style="list-style-type: none"> Agreed 4 sites to be transferred to North Hertfordshire Homes by 18 July Contractor appointed for London Colney and Wheathampstead garage sites Planning application for Phase 2 garage sites in Batchwood prepared 	<ul style="list-style-type: none"> All 6 sites in Cotlandswick, Alexander Road, Telford Road and Offas Way transferred to North Hertfordshire Homes Full project timetable for London Colney and Wheathampstead sites complete Work started on Phase 1 sites Planning applications to be submitted in July
	G	Implement the sheltered housing redevelopment programme	G	<ul style="list-style-type: none"> Pre Qualification Questionnaire completed and tender documents finalised to send to shortlisted suppliers Invitation for Expressions of Interest in redevelopment of Betty Entwistle House sent out to housing associations - closing date 27 June 	<ul style="list-style-type: none"> Leacroft and The Grange completed Contractor appointed to refurbish Thomas Sparrow House Decision on Betty Entwistle House redevelopment at July Cabinet
	New project for 2014/15	Review localised Council Tax support	G	<ul style="list-style-type: none"> Review of costs and collection rates (due for completion week commencing 14 July) 	<ul style="list-style-type: none"> Results of review reported to Portfolio Holder in July for decision whether revisions or a new scheme are necessary

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
	New project for 2014/15	Procure and implement major housing improvement works and repairs contracts	G	<ul style="list-style-type: none"> Review of procurement options for major housing improvement works started Repairs contract with Roalco implemented 	<ul style="list-style-type: none"> Investigated options and reported to Portfolio Holder Joint repairs call centre tested and live
	New project for 2014/15	Deliver First World War Centenary events (includes restoration of memorials)	G	<ul style="list-style-type: none"> Steering group set up to prepare bid for external funding to support the events' programme Verulam Road and High Street plaques cleaned and restored City Neighbourhoods Committee decided on what works needed for St Peter's Street Memorial Gardens 	<ul style="list-style-type: none"> Prepared bid for external funding Public consultation on events programme held St Peter's War Memorial and Memorial Gardens works agreed and due to start in July
Community Engagement and Localism	G	Implement the visitor strategy	G	<ul style="list-style-type: none"> Workshop to finalise St Albans visitor brand held on 18 June with over 40 attendees from various sectors (hotels, restaurants, attractions) 	<ul style="list-style-type: none"> Visitor Partnership to be launched at event on 17 July Marketing strategy agreed Visitor Partnership action plan implementation

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
	New project for 2014/15	Implement actions from market review	G	<ul style="list-style-type: none"> • Desk review of market performance including costs and income potential completed 	<ul style="list-style-type: none"> • Benchmarking to compare St Albans to other UK markets • Consultation with key stakeholders including traders, retailers and customers on key findings and future plans • Piloted new Wednesday food market
	New project for 2014/15	Develop three year events' programme	G	<ul style="list-style-type: none"> • Key principles and events agreed • Alban Weekend delivered successfully with 10,000 visitors 	<ul style="list-style-type: none"> • Delivered St Albans Summer Music and St Albans and Harpenden Food and Drink Festival

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
	New project for 2014/15	Implement new car parking strategy	G	<ul style="list-style-type: none"> • Set up protocol with contractor on sharing information on high profile events • Re-categorised car parks and introduced new tariffs to meet the different needs of shoppers and workers • Customer care training for Civil Enforcement Officers completed • Website updated to direct people to appropriate car parks 	<ul style="list-style-type: none"> • Framework for Controlled Parking Zone requests reviewed and a briefing note setting out options for charging to reflect emissions considered by Car Parking Working Party • “Welcome Host” training completed for Civil Enforcement Officers to improve customer care • Opportunity for flexible products and mobile phone apps discussed with contractors • Appearance of multi-storey car parks improved • Annual parking contractors meeting with Access Group to discuss issues

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
	New project for 2014/15	Implement Individual Voter Registration	G	<ul style="list-style-type: none"> IT infrastructure in place Continued planning and preparation for transition Detailed plans for canvass developed 	<ul style="list-style-type: none"> Electoral register sent for data matching with Department of Works and Pensions (DWP) and undertaken local data matching Written to all electors to either invite them to register or to inform them they are registered Public awareness campaign Begun canvassing non-responding properties and individuals
	2013/14 project re-prioritised as priority 1 for 2014/15	Develop the District's strengths - Green Triangle specialist green business	G	<ul style="list-style-type: none"> Funding of £25,000 for 2 years confirmed from the Council and £30,000 for 2 years from each of the 3 cornerstone partners to fund dedicated resource Formal collaborative agreement drafted and with Green Triangle partners for agreement Advertised Business Development Director post to develop a business plan and drive progress 	<ul style="list-style-type: none"> Met with Maylands Partnership firms to discuss how they can be involved with the Green Triangle Green Triangle partnership formalised Business Development Director recruited

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
	2013/14 project re-prioritised as priority 1 for 2014/15	Develop the District's strengths - professional services	G	<ul style="list-style-type: none"> Steering group agreed basic business plan for the professional services hub to provide rail advertising and a quarterly section in Hertfordshire Business Independent publication Steering group agreed to use the visitor brand to promote the professional services hub 	<ul style="list-style-type: none"> Held meeting of major partners 15 July to update on state of economy and raise profile of the project Confirmed commitment of steering group to provide funding Advertised membership of Professional Services group to St Albans firms

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
Environment	A	Implement specific proposals to accelerate recycling to and beyond 60%	A	<ul style="list-style-type: none"> Flats extended recycling service trial completed. 93% of flats have containers for plastic and cans/paper. 80% have glass recycling facilities In-cab management system installed in waste collection vehicles to provide immediate information about collections and rounds from crews Audit of waste in black bins completed in May 2014 to shape next steps to achieve the recycling target (more detail in the second page of the summary) 	<ul style="list-style-type: none"> Outstanding flats provided with recycling services including combined paper and card collection Cardboard and paper (soft mix) revised collection service - allowing collection of large/bulky cardboard - rolled out 15 September. Leaflet to all houses and flats to explain the change and remind about the wider service and messages in Community News Engagement events including door to door campaign to engage low recycling areas completed Refuse and recycling calls transferred to the contractor, Amey
	G	Have completed the Verulamium Park cycle paths	B	<ul style="list-style-type: none"> Surface dressing complete 	n/a – project completed

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
Resources	G	Work Environment Programme (includes office productivity, Government IT compliance and police co-location projects)	G	<ul style="list-style-type: none"> • Planning application granted for development of police office space in the council offices • Reviewed use of car park - agreed arrangements with Barclays and produced options' paper on use of staff car park • Upgrade of IT software to Windows 7 and Microsoft Office 2010 agreed by Chief Executive's Board 8 May • Funding in place for upgrades needed to comply with Government IT regulations 	<ul style="list-style-type: none"> • Police to begin fitting out works by 4 August • Co-location agreement finalised and agreed with the police
	New project for 2014/15	Develop revised financial strategy	G	<ul style="list-style-type: none"> • Financial strategy developed and shaping budget planning for 2015/16 	<ul style="list-style-type: none"> • Prepare budget proposals in line with strategy • Begin scrutiny of budget proposals and strategy
	New project for 2014/15	Develop customer service culture	G	<ul style="list-style-type: none"> • Headline milestones set 	<ul style="list-style-type: none"> • Gathered ideas internally and externally • Reviewed use of customer satisfaction data • Incorporated into Organisational Development programme

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
	New priority project 2014/15	Input into clinical strategy and future decisions on hospital provision in St Albans	G	<ul style="list-style-type: none"> Strategic review of healthcare in West Hertfordshire announced 26 June – to be led by Herts Valleys Clinical Commissioning Group 	<ul style="list-style-type: none"> Health and Wellbeing Partnership input into strategic review
Sports, Leisure and Heritage	G	Westminster Lodge Leisure Centre	A	<ul style="list-style-type: none"> Briefing note on overflow parking produced List of outstanding building, mechanical and electrical defects produced and Willmott Dixon Construction has agreed plan for completion 	<ul style="list-style-type: none"> Completion of defects and snagging
	G	Completion of Batchwood Sports Centre	G	<ul style="list-style-type: none"> Works completed and soft opening on May 26 	<ul style="list-style-type: none"> Official opening 8 July Judo Club moved into dojo martial arts facility in July
	G	New museum and gallery	G	<ul style="list-style-type: none"> Recruitment of project manager commenced Community fund-raising campaign launched with St Albans Museum and Galleries Trust External Planning Agent appointed to develop planning application for Museum of St Albans site 	<ul style="list-style-type: none"> Procurement of key enabling services including architect led design team, exhibition and interpretation designers underway Fundraising action plan produced Project manager recruited Comprehensive business plan developed

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
	A	Cotlandswick leisure facility	G	<ul style="list-style-type: none"> Design work completed 	<ul style="list-style-type: none"> Section 278 works to make alterations to the public highway completed by 2 July Work commenced 14 July
	2013/14 project implementation stage	Procure grounds maintenance contract	G	<ul style="list-style-type: none"> Terms of Highway verge work up to October 2014 agreed with Herts County Council Discussing SLA with Sandridge Parish Council 	<ul style="list-style-type: none"> Service Level Agreement sent to Sandridge Parish Council and Harpenden Town Council for approval Preparation for Herts County Council to take back highways verges work
Planning and Conservation	G	Progress the Strategic Local Plan ('SLP')	G	<ul style="list-style-type: none"> Informal consultation with stakeholders on Community Infrastructure Levy (CIL) completed and reported to Planning Policy Committee Brief on gypsy and traveller issues sent to consultancies and tenders invited 	<ul style="list-style-type: none"> Output from Green Belt strategic sub areas and development options work reported to Planning Policy Committee Consultation draft SLP prepared On-going work programme reviewed and agreed monthly at PPC Met with stakeholders and parish/town councils on Detailed Local Plan
	G	City centre regeneration (City Centre Opportunity Site – 'CCOS')	A	<ul style="list-style-type: none"> Verbal 'levels of offer' conveyed to Police and RBS unacceptable to both parties 	<ul style="list-style-type: none"> Valuation appraisals reviewed

Progress against priorities Quarter 1 2014-15

Council Performance & Budget Summary

Quarter 1 2014-15 (April to June)



Portfolio	Q4 2013/14 (Jan to Mar)	Priority Project	Q1 2014/15 (Apr to Jun)	Progress	Q2 milestones (2014/15) (July to September)
	2013/14 project re-prioritised as priority 1 for 2014/15	Implement further enhancements to the planning service	A	<ul style="list-style-type: none"> Recruitment in progress for Technical Support Unit Leader to lead review of validation of planning applications checklist Staff briefed on new system for case allocation 	<ul style="list-style-type: none"> Planning application checklist finalised and available on website

Progress against priorities Quarter 1 2014-15

Local Enterprise Partnership's (LEP) Strategic Economic Plan (SEP)

The SEP was published by the Hertfordshire LEP in March 2014 and is the foundation document on which the LEP negotiated a local growth deal with Government. It calls specifically on Government to invest over £38 million in Hertfordshire's growth areas defined as the M1/M25, the A1(M) and the M11/A10 transport corridors. It also calls for more general assistance from government to support local businesses through skills development and some support programmes. The government confirmed the package of funding for the LEP on 7 July. Further details can be found at:
<http://www.hertfordshirelep.com/news/Herts-LEP-secures-200m-funding.aspx>.

Strategic Local Plan (SLP)

A report was brought before the Planning Policy Committee (PPC) on 1 May 2014. This informed the Committee of the initial results of evaluation of the eight Strategic Sub Areas in the Green Belt, identified by consultants SKM in the Independent Green Belt Review.

The evaluation was undertaken using PPC's agreed framework, addressing economic, social and environmental factors. Feedback from members and stakeholders was requested at the May meeting to assist in finalising the work. The Committee also made recommendations to Council.

Draft Luton Local Plan for Consultation (2011-2031)

The Council was informed on 27 June of the consultation of the Draft Luton Local Plan and its Sustainability Appraisal. The closing date for responses is 22 August.

Central Bedfordshire Development Strategy Publication Consultation

The Council was informed on 30 June of the publication of the Central Bedfordshire Development Strategy. The closing date for responses is 26 August.

London Luton Airport Expansion

Planning permission has been granted by Luton Borough Council for the expansion of, and associated works for, London Luton Airport. The decision notice was dated 23 June 2014.

Detailed Local Plan (DLP)

The DLP will contain the Site Allocations and Development Management Policies for the District, to support the strategic vision and objectives set out in the Strategic Local Plan (SLP). Work on the DLP has started whilst the SLP is progressing. Engagement workshops have been arranged for 7, 8 and 9 July 2014 to facilitate early discussions with Town/Parish Councils, Residents' Associations and other relevant local interest groups.

A Project Brief, setting out the issues the DLP will need to address, was prepared for and agreed by PPC Members on 19 June. The Project Brief provides the basis for the workshop discussions.

Council Performance & Budget Summary

Appendix A: Planning Update



Local Development Scheme (LDS)

An update of the LDS, to have effect 2014-17, was agreed by the Planning Policy Committee at its meeting on 19 June. The LDS sets out a timetable for the production of the Local Plan and will now be published on the Council's website.

Community Infrastructure Levy (CIL)

A report was brought before the Planning Policy Committee (PPC) on 19 June to inform Committee members of the responses received to the informal consultation on the CIL Preliminary Draft Charging Schedule (PDCS). The PPC agreed that the responses are to be taken into account in developing the PDCS for formal consultation at a later date. A report will be brought before the PPC at its October meeting to agree a way forward with CIL.

Neighbourhood Plan Area Designations

Sandridge Neighbourhood Area was designated at the meeting of Cabinet on 24 April 2014. Following the designations of Colney Heath and Sandridge Neighbourhood Areas, the Council has applied to the Department for Communities and Local Government (DCLG) for a grant of £10,000. The Council has already received a grant of £5,000 from DCLG following the designation of Redbourn Neighbourhood Area.

Plaques

Arising from public interest, consideration has been given to creating bespoke guidance on the planning position with regard to commemorative plaques in the District. It has been concluded that the existing policy and legislation provides an appropriate basis on which to manage the issue. Each case will be considered on its merits.

Ridgeview, London Colney

Planning application (5/2013/0011) for retail development was refused planning permission by the Planning Referrals Committee on 24 March 2014. The refusal cited adverse visual impact on the amenities of surrounding residential properties, the visual amenities of the area and the approach to the London Colney Conservation Area.

A further application (5/2014/1710) has been received for this site.

BRE, Bricket Wood

Planning application 5/2013/0406 for the demolition of existing buildings and construction of up to 100 new dwellings, associated access and facilities, was refused on 10 May 2013 and appealed. The appeal decision is expected in October 2014.

Oaklands - Smallford planning application (5/2013/2589)

Following a consultation exercise undertaken in relation to additional information submitted by the applicants, revised comments have been received from the highway authority. These comments require review by the applicant and discussion with the planning department to look at the viability of the scheme. Further comments have also been received from landscape, arboricultural and agricultural land consultants in

Appendix A: Planning Update

response to the additional information submitted by the applicant, and need thorough consideration by the case officer and internal consultees. The application will be reported to the Planning Referrals Committee once these matters have been resolved.

Rail Freight

On 14 July 2014, the Secretary of State issued his decision allowing the appeal. Councillors have been informed.

Sewell Park

A planning application for residential development in the green belt comprising 85 dwellings was refused planning permission by the Planning Referrals Committee on 22 April 2014.

Appeals against earlier refusals 5/2013/2713 for 85 dwellings and 5/2011/2857 for 116 houses and 72 bed care home are due to be heard at public inquiry commencing 21 July 2014. Both appeals have been 'called-in' by the Secretary of State for his determination.

HSBC Centre, Bricket Wood

The planning application (5/2013/2119) remains under consideration. Meetings have taken place to discuss viability/affordable housing aspects of the application. The application is scheduled to be reported to Planning Referrals Committee on 11 August 2014.

Ariston Site

Discussions with Hertfordshire County Council continue and are currently focussing on potential Heads of Terms for a S106 Planning Obligations Agreement that would be submitted with any planning application.

Land r/o North Orbital Road

An outline planning application (5/2013/3383) for 33 dwellings was refused on 9 May 2014 for several reasons including being inappropriate development in the green belt, landscaping, parking, unacceptable layout, no provision for affordable housing and absence of measures (Section 106) to mitigate the impact of the development on infrastructure and services.

Recycling and Energy Recovery Facility, New Barnfield, Hatfield

It has been confirmed that the Secretary of State has agreed with the Planning Inspectorate that the energy-from-waste scheme should be refused planning permission.

Full details of the decision can be found at:

<http://www.welhat.gov.uk/index.aspx?articleid=3929>

This is an update on the plans for introducing Individual Electoral Registration and a report on the arrangements for last May's European Parliamentary and District Council Elections.

Individual Electoral Registration - background

Individual Electoral Registration (IER) has been introduced by the Government in order to modernise the registration process and to reduce perceptions of fraudulent registrations. Under IER, each individual is responsible for their own electoral registration. Under the previous system, one person in each household was responsible for registering everyone else who lived at that address. Under IER, each individual will be required to provide their national insurance number and date of birth. This is checked with official records to verify an individual's identity. Under IER it is possible to register online.

The transition to IER formally began on 10 June 2014. Anyone registering from this date is required to register under IER and can do so either online or by completing a form. The number of electors registered under IER is currently 99,382 out of a total electorate of 107,422. The main transition period will continue over the summer. So far, the full electoral register has been matched with records held by the Department of Works and Pensions (DWP) and local data. At the end of July, the Electoral Registration Officer (ERO) will write to all electors.

The transition to IER

The ERO sent the full electoral register to the IER Government Digital Service (GDS) on 3 July 2014. The register was matched with records held by the DWP. If an elector's details matched, the ERO marked them as registered under IER and they are not required to re-register. 82% of electors matched with data held by the DWP. The ERO was able to match an additional 10,000 electors with Council Tax data. As a result 92% of electors are registered to vote under IER.

The ERO will write to all electors at the end of July to either invite them to register (if they have not matched with other records) or to inform them that they are registered under IER (if they have matched). The ERO is required to send out reminders and follow up with canvasser visits if there is no response to these initial letters. Over 99,000 letters will be sent informing electors that they have automatically registered under IER and approximately 8,500 electors will receive an invitation to register. Properties with no registered electors will receive a Household Enquiry Form to establish if anyone living at the address should be registered.

The new electoral register will be published on 1 December 2014 and will contain both electors who have registered under IER and those who have failed to do so. It is expected that 99% of electors will be registered under IER at publication.

IER in 2015

In summer 2015, the ERO will write to all households to establish who is eligible to vote at each address in order to maintain an accurate register. It is estimated that, based on previous canvasses, 13,000 new electors will be identified during this period. Each one will require an additional registration form in order to register under IER but may register online. Anyone failing to register under IER will be removed from the Electoral Register on either 1 December 2015 or 1 December 2016 – the date has yet to be decided by Government.

The Council's preparation for IER

The Council has prepared for the transition to IER by:

- Working alongside the Cabinet Office, Electoral Commission and the Association of Electoral Administrators to prepare plans for the implementation of IER.
- Working alongside its Electoral Management Software supplier and the Cabinet Office to ensure that the IT infrastructure is suitably developed to meet the technical challenges of IER.
- Developing a public engagement strategy which identifies the key messages and the means of dissemination of information to electors including the identification of certain groups in the community who were less likely to match with DWP records and how they will be targeted. Primarily, in the District these electors are young city workers who are more transient and therefore, whose details are less likely to be up-to-date with DWP records. Adverts will be displayed at St Albans and Harpenden train stations to raise awareness of IER for this particular group of electors. This will be tied in with the national public awareness campaign which is being run by the Electoral Commission.

IER implementation timetable

The timetable for implementation is as follows:

Activity	Date
Full electoral register sent to IER GDS for matching with DWP records.	3 July 2014
Results of the data matching exercise received	8 July 2014
Electoral registration awareness campaign (local and national)	July – August 2014
“Write out” to all electors as detailed in 2 above	End of July 2014
Reminder letters to non-responders (estimated 40% of initial letters)	End of August 2014
Canvasser visits to non-responders (estimated 20% of initial letters)	September – October 2014
New Electoral Register published	1 December 2014

Funding for IER

The Government is funding the cost of the transition to IER over and above the current cost of electoral registration in 2014/2015. This funding (£37,294) has been made by a grant under section 31 of the Local Government Act 2003. Funding in 2015/16 will be available from the Government, but the allocation will not be known until November 2014.

Conclusion

Preparation for the transition has, so far, been a smooth process and there are no issues to suggest that we will not be able to successfully deliver IER.

European Parliamentary and District Council Elections (May 2014) - background

On Thursday 22 May 2014, there were elections to the European Parliament and 20 District Council Wards on St Albans City & District Council. In St Albans, Mike Lovelady was Returning Officer (RO) for the District election and Local Returning Officer for the St Albans local counting area. Steve Packham, Chelmsford City Council, was appointed as Regional Returning Officer for the Eastern region.

Preparation

The RO established a project team to oversee the arrangements of the elections. Regular project meetings were scheduled in the lead up to the elections to monitor the preparations. Detailed project plans and risk registers were developed during December 2013 and were regularly reviewed prior to the elections.

Election statistics

The following is a breakdown of the key election statistics:

- Registered electors (local elections) – 107,174
- Registered electors (Euro elections) – 104,713
- Number of District candidates – 99
- Number of polling stations – 73 (52 locations)
- Number of postal votes issued – 17,703
- Number of postal votes returned – 12,911 (73%)
- Number of postal votes rejected due to signature and/or date of birth missing or not matching – 266
- Overall turnout – 43% (Turnout in 2013 – 36%)
- Average turnout across Hertfordshire – 36%

Conclusions

Overall, the elections were run effectively and efficiently due to beginning the preparations early and the monitoring of the project through the establishment of the project team. The review of the election resulted in a number of learning points detailed below which will be considered during the planning of the Parliamentary, District and Parish Council Elections in May 2015.

The RO conducted the elections in accordance with the regulations and the guidance issued by the Electoral Commission and ensured that the Electoral Commission's Performance Standards outcomes were met. The Electoral Services Office received no direct complaints with regard to the elections or electoral registration.

The elections were part-funded by Central Government which will meet the costs of the elections relating specifically to the European election. This totals approximately £95,000. The District will meet the costs of the District elections, amounting to approximately £80,000.

A debrief session was held with senior election staff following the elections to identify learning points from the 2014 elections. The key learning points were as follows:

- Evaluate the arrangements for Batchwood Sports Centre including the allocation of areas for candidates, agents and staff and the use of the inbuilt public address system at the Sports Centre
- Review the arrangements in place for ballot box delivery at the count
- Consider the computerisation of the verification and count totals
- Continue to ensure that early preparation and planning is prioritised

Parliamentary, District and Parish Council Elections – May 2014

The elections in May 2015 are combined General, District and Parish elections. The RO is responsible for two Parliamentary Constituencies – St Albans and Hitchin & Harpenden. Both Constituencies import wards from two other local authorities. The RO intends to hold the verifications and Parliamentary count overnight on Thursday 7 May 2015 with the District and Parish counts commencing after 9:00 am on Friday 8 May 2015. Batchwood Sports Centre will be the location for all counts. The local ballot papers for North Hertfordshire and Three Rivers Councils will be verified by the RO and will be collected by the ROs for these authorities after verification in order for them to count their local ballot papers.

Extra staff will be required for all election processes due to the nature of the election.

Preparation will include liaison with North Hertfordshire and Three Rivers Councils. We will import 9 wards (13 Parishes) from North Herts and 2 wards (2 Parish wards) from Three Rivers. We anticipate that, with the additional electorate from North Hertfordshire and Three Rivers, there will be over 30,000 postal votes despatched in total and over 24,000 returned.

Our planning will be based on 75% turnout in total. At the last Parliamentary election in May 2010, St Albans (75%) and Hitchin & Harpenden (74%) constituencies were in the top 20 constituencies in terms of percentage turnout.

The elections in May 2015 will be part-funded by Central Government which will meet the costs of the Parliamentary election. The District election will be funded by the District and the costs relating to the Parish Council elections will be met by the Parish Councils.

Rough Sleepers Task & Finish Group Recommendations

The Housing Portfolio Holder has considered the report from the Rough Sleepers Task & Finish Group and has agreed to take their recommendations forward as shown over page.

Background: The Rough Sleeper Task and Finish Group was set up as a result of the Council's Homelessness Strategy 2013 – 2016 which identified the need to work with the district's entrenched rough sleepers. The Strategy also looks at preventing rough sleeping by trying to ensure that those new to the streets are contacted immediately to try to prevent them becoming rough sleepers.

Reports from the night shelter at Open Door show that in the last quarter for 2013 – 2014 there were 184 people accessing the service which is an occupancy rate of 92.1%. Of these service users 49.4% had a planned move-on to somewhere more suitable. Figures from the Outreach service show that last month there were 11 rough sleepers in the district. 5 of these are currently in Open Door where they are allowed to stay for up to 28 days. These were people who actually slept outside if unable to access shelter. The majority do not have a connection to St Albans and come here for the service they receive.

Overall the Task and Finish group were pleased with the work done by the Council and stakeholders and made the recommendations seen below.

RESOLVED

That all of the following recommendations be referred to Cabinet for consideration.

Council Performance & Budget Summary

Appendix C: Rough Sleepers Task & Finish Group Update



	Subject	Recommendation	Action to be taken by:	Action requested by Portfolio Holder	Action date
1.	Multi-agency approach	(i) That a multi-agency approach to rough sleepers, including involvement from the Community Mental Health Team, MIND and Spectrum be put in place	SH and RH	Housing Options Co-Ordinators to meet with the agencies and agree a protocol for working with rough sleepers	09/14
2.	Provision of bedding during cold weather	(ii) That rough sleepers who are unable to access emergency accommodation anywhere within the vicinity (including neighbouring authorities) and where all other emergency provisions have been exhausted, be given appropriate bedding by Open Door or Centre 33.	Open Door and Centre 33	Open Door and the Outreach Service to assess the situation and provide overnight accommodation or in extreme circumstances, suitable bedding	10/14
3.	Expert outreach service	(iii) That the Council and Outreach Worker providers meet and agree whether best practice going forward is to continue with an Outreach Worker helping people off the streets and signposting to relevant care and agencies or for rough sleepers to have access to professional nursing expertise.	SH and RH	Housing Options Co-Ordinators to meet with Hightown Praetorian and Churches Housing Association and the Open Door Charity to discuss.	9/14
4.	Short term accommodation	(iv) Many entrenched rough sleepers access short term accommodation which is only ever a stop-gap. New long term solutions need to be found.	DR	Principal Policy and Development Officer to meet with Housing Associations to discuss the build/ acquisition of longer term suitable accommodation. Funding will need to be identified and accessed	9/14
5.	Health service for rough sleepers	(v) Refer to the Health and Wellbeing Board about the need for a nursing service to be available for rough sleepers	SH	Report to Health and Wellbeing Board, outlining the health needs of rough sleepers in the District	9/14

Officers: SH – Susan Hughes, RH – Rebecca Hillman, DR – David Reavill

Work Environment and IT staff survey

The Work Environment and IT staff survey ran from the 20 February to the 21 March 2014 and there were 177 responses in total.

The Council conducted a previous survey regarding the work environment before starting the Work Environment Project (WEP) in 2013. This latest survey data shows changes in staff satisfaction levels since completion of the project and provision of a more modern and flexible office space.

Following completion of the WEP at the beginning of 2014, attention moved to upgrading the available IT tools and improving productivity. Therefore this latest survey also included questions relating to IT.

This data will inform the IT project planning and work starting over the summer 2014 and provides a baseline for staff satisfaction levels. The project will run through the rest of this year and further evaluation will be conducted with staff in 2015.

Key messages from survey results:-

Work Environment

65% satisfied or very satisfied with **immediate work area (+27%)**

80% satisfied or very satisfied with **the building as a whole (+30%)**

45% satisfied or very satisfied with **kitchen facilities (+ 23%)**

63% satisfied or very satisfied with **toilet facilities (+18%)**

48% satisfied or very satisfied with **meeting rooms (+15%)**

71% satisfied or very satisfied with **eating/meeting areas (+44%)**

85% satisfied or very satisfied with **carpets (+65%)**

79% satisfied or very satisfied with **amount of light (+27%)**

42% dissatisfied or very dissatisfied **with noise levels (-1%)**

Overall the staff satisfaction levels with the work environment have increased significantly following completion of the project. The issue of noise levels has only marginally improved.

IT

83% - feel contacting the Northgate team is **easy and straightforward**

77% - feel **adequately trained** to make use of IT systems

45% dissatisfied or very dissatisfied that **IT issues are promptly resolved**

52% disagree or strongly disagree that **IT systems are fast with a good response time.**

Appendix D: Work Environment and IT staff survey results

Identified areas for improvement relate to the contracted service support, hardware/software and infrastructure. This data provides baseline figures for the upgrade project which can be measured again on completion.

Priority Project – Upgrade office productivity tools

This is a priority project for the Council in 2014-15 and will involve:-

- Upgrading from XP to Windows 7.
- Migrating from Office 2003 to 2010, starting with laptop users.
- Targeted work on speed of hardware, software and support.

Neil Turner, IT Project Manager started on 9th June and will lead the upgrade work over the summer. Communication and training is the focus over the summer and roll out commences in early autumn.

Council Performance & Budget Summary

Appendix E: Northgate IT Contract Extension



Background

This update explains the extension of the IT contract using a VEAT (*Voluntary ex ante Transparency*) notice. The VEAT is a form of procurement notice which is published in the Official Journal of the European Union (OJEU)*. This enables a contracting authority to indicate in a transparent manner that it is adopting one of the exceptional circumstances permitted under Directive 2004/18 EC (Article 31), to use a negotiated procedure without notice to extend an existing contract rather than commencing a new procurement procedure.

The IT service has had a challenging year which included recruitment activity (because our IT manager emigrated) and the government's introduction of a new compliance regime. The Government's Public Sector Network (PSN) compliance introduced a zero tolerance approach to meeting the Cabinet Office requirements. This created an unplanned workload over a six month period to ensure we were not disconnected from the link to the Department of Work and Pensions. This link enables the payment of Benefit claims. We received our accreditation on 6 December 2013 and moved to the full PSN on 28 February 2014.

Why we are extending the IT contract

The IT Managed Service contract with Northgate is due to expire in March 2015.

We are undertaking a number of complex technical upgrade projects which will run beyond our current contract timescales. Some of these projects relate to upgrades required to meet this year's PSN requirements. It would be very high risk to run a procurement activity and potentially switch from the current arrangements to a new provider, whilst these projects are carried out.

The EU procurement rules, in particular the Public Contracts (Amendment) Regulations 2009 (Reg. 47K) in conjunction with Directive 2004/18 EC, (Article 31) allow the use of a VEAT notice giving public sector bodies exemption from EU procurement obligations as to publication of an OJEU Notice, where certain criteria are met.

The proposed extension of the Northgate contract to March 2017 is permissible as the decision to extend the contract is based on the following reasoning:

1. The Council is required to comply with recent government policy which has introduced unprecedented levels of new obligations on the Council in terms of IT compatibility with the government's PSN standards. The immediate requirement is to upgrade the Council's operating system, adhering to strict timescales to avoid non-compliance. In addition, the IT department suffered the departure of a key manager in 2013, and have been unable to find a suitable replacement in the intervening period despite advertising three times. These factors collectively have underlined the Council's need to continue with the existing IT services provider. They introduce an unavoidable urgency to the situation with the prospect of safely making a full scale new contract procurement unachievable.
2. The proposed extension of the Northgate contract involves additional services which are similar to those currently carried out by Northgate and which conform to the basic project for which the original contract was awarded.

Council Performance & Budget Summary

Appendix E: Northgate IT Contract Extension



The extension enables the Council to focus the work of our managed service provider. The resources within the current contract will be aligned to deliver the key projects and service requirements over the next two years. This will help us to be more streamlined and equipped to run a full procurement exercise within the two year extension period.

The IT work planned for the next two years is within the scope of the current Northgate contract. Therefore the Portfolio Holder has agreed to extend this contract for two years (using the VEAT notice) whilst undertaking a competitive tender procurement for a new contract within the extension period.

*OJEU - the Official Journal of the European Union. This is the publication in which all tenders from the public sector, which are valued above a certain financial threshold according to EU legislation, must be published.

Appendix F: Waste Management and Recycling Contracts

This paper outlines the process for re-tendering the waste management and street cleansing contract and the proposed contract for handling recycling materials.

Waste Management Contract - Background

The Council's waste management contract is due to expire on 3rd February 2016. The procedures outlined below will enable the re-tendering process to be completed in good time.

Contract Procedure

Given the total estimated contract value (up to £5.5 million/annum at current prices), these services will be subject to EU procurement procedures. Following a risk/benefit analysis, the most appropriate approach in this case is considered to be the restricted procedure. Key milestones associated with using the restricted procedure will include:

Procurement Stage	Date
Publish advert for companies to express interest in tendering	November 2014
Issue pre qualification questionnaire	December 2014
Shortlist companies to tender	February/March 2015
Issue Invitation to Tender (ITT)	April 2015
Evaluate tenders	June – August 2015
Award tender	August 2015
Commencement of contract	4 th February 2016

An outline project programme, based around the above, is included at the end of this section.

The programme takes into account 'lessons learnt' from the recent retendering of the grounds maintenance contract. Accordingly, sufficient time has been included following tender award to ensure that any challenges to the award, do not adversely impact on the contract mobilisation period.

Management of the Project

A member/officer working party will be set up to manage and steer the procurement process. The governance and operation of the working party will follow that used in the recent retendering of the grounds maintenance contract. Membership to be agreed and progress monitored via regular updates to the Internal Services Scrutiny Committee.

The key terms of reference for this group will include determining:

- The services to be included in the contract package.
- The length of contract to be awarded.
- Use of Council resources (e.g. the Sandridge Gate Depot).
- Added value initiatives.
- Contractor short listing.
- Tender evaluation and making recommendations on tender award.

Services to be Included in Contract Package

The current contract includes:

- Recycling and refuse collections.
- Other cleansing including street cleansing, litter picking, fly tip clearance.

A number of other waste related services, currently being provided via separate contracts, could be considered for inclusion within the new contract including:

- Contract for the sale of recyclable materials. This was previously provided under a Hertfordshire Waste Partnership (HWP) consortium contract. It is currently being provided under a concessionary contract with Pearce Recycling, which also expires on 3rd February 2016. There are also a number of separate smaller contracts such as the sale of paper from banks (private contractor) and collection of textile banks (Hertfordshire Waste Partnership).
- The cleansing of public conveniences. This is currently provided under a separate contract by Amey. This contract currently expires on 2nd April 2015, with an option to extend for a further 12 months to 2nd April 2016.

Added Value Service Options

The Council has an opportunity to include a number of initiatives into the new contract, which will add value to service delivery. These will be developed using lessons learnt from the Council's own direct experience and best practice elsewhere.

Suggested proposals for consideration include:

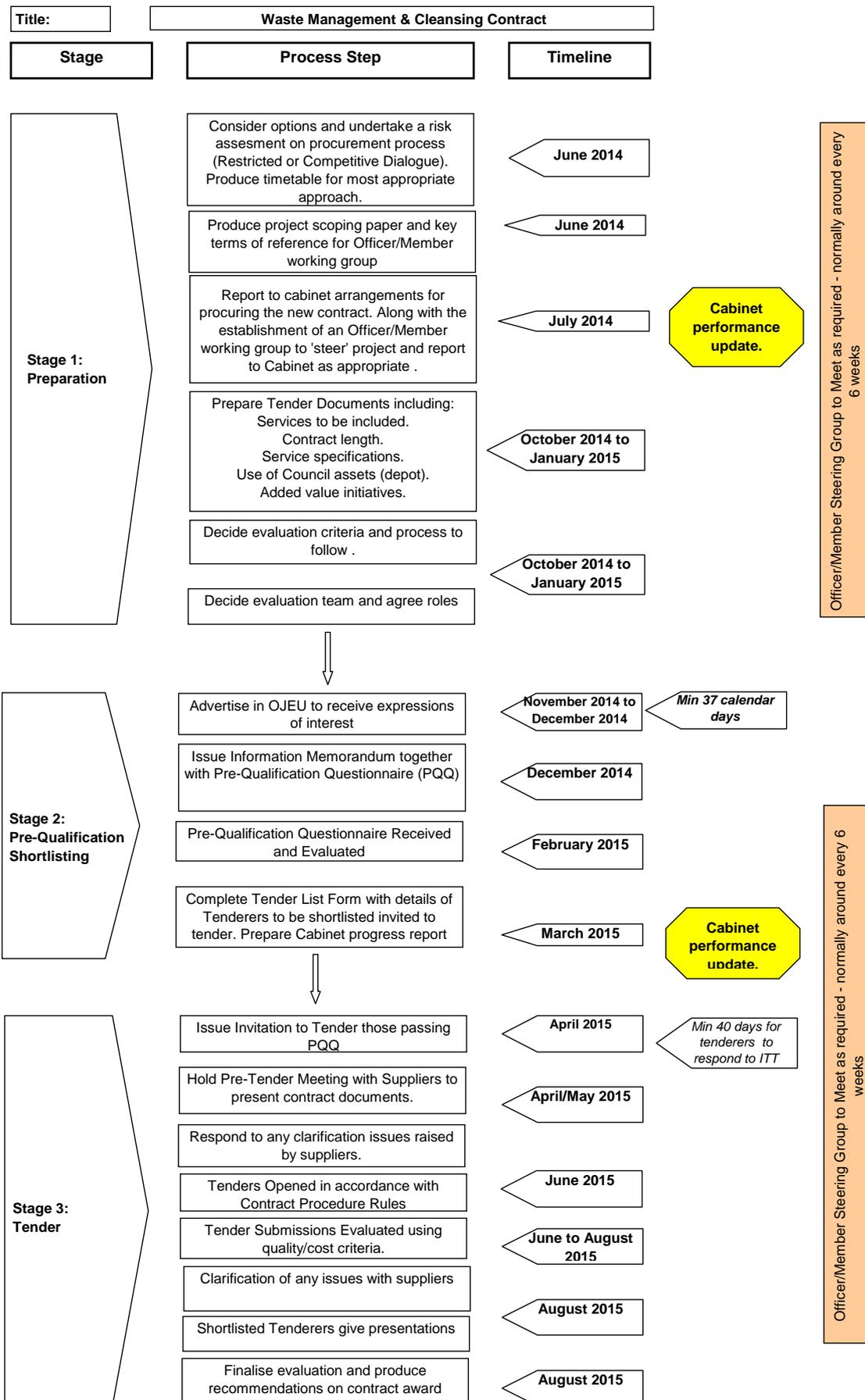
- A suitable framework for joint management and ongoing development of the services. This will include a high level Partnership Board, supported by appropriate joint operational management arrangements.
- Appropriate profit sharing arrangements for the sale of recyclates (assuming this element eventually forms part of this contract). This will ensure that the Council continues to receive the benefit from income sales without the cost and difficulty of negotiating separate arrangements.
- Initiatives to achieve ongoing savings in the cost of the services. For example, options for restricting automatic RPI linked annual increases in the contract sums.
- Improved customer support and service quality assurance systems, similar to the 'in-cab' live monitoring systems and direct customer contact service currently proposed in this and other contracts.
- A comprehensive self-monitoring framework that requires the contractor to maintain and provide regular performance indicators of all key elements of the new service.
- An objective performance management system which recognises (and rewards) performance above specified contract standards and allows for financial deductions in the event of sub-standard performance. For example an improved recycling performance will result in additional income to the Council, which could potentially be shared with the Contractor as an incentive. Below standard performance, which results in a reduced income, could be offset by a financial deduction in contract payments to the contractor.
- A requirement for contractors to work in partnership with the Council on areas such as waste promotion and communication.

Council Performance & Budget Summary

Appendix F: Waste Management and Recycling Contracts

City & District of St Albans - Waste Management & Cleansing Contract.

Outline of Contract Procurement Process Using Restricted Procedure



Appendix F: Waste Management and Recycling Contracts

Contract for Handling Recycling Material - Background

Prior to February this year the Council had two contracts with Pearce Recycling for the receipt, handling and sale of plastics/cans and card/paper.

The contract for card/paper was provided via a separate contract directly with Pearce. This contract commenced in May 2013 and was put in place to meet the needs of the new soft mix collections.

The contract for cans/plastic was provided via a consortium contract let by the Hertfordshire Waste Partnership and originally commenced in February 2012.

The tenders that were subsequently returned for the new consortium contract that commenced in February this year, did not provide St Albans with a suitable outlet for our specific mix of cans/plastics. This was as a result of the new consortium specification being biased towards comingled collections. The majority of partner authorities are now following the comingled option.

The results of the tenders came too late to allow for alternate arrangements to be considered for cans/plastics.

The Council's Commercial and Contracts manager, at that time, negotiated preliminary terms with Pearce for them to extend the current soft mix contract to include Cans/Plastics.

This report contains proposals to formalise the current arrangements and reach an interim negotiated contract with Pearce. It would allow the Council to take advantage of a new combined deal offered by Pearce. It would also provide a secure outlet for materials up until the start of the new waste management contract in February 2016.

Options Evaluation

Option 1 Do Nothing – Current Arrangement Continues

Benefits	Risks
Flexibility from not being tied into a formal agreement.	Prices/outlet not secured for immediate future.
	Uncertainty over future income projections.
	Impact on service if outlet is not secured.

Option 2 – Test the Market

Benefits	Risks
May secure a better price for the Council. However this is unlikely given latest movements in markets.	Price/income may be less than that offered by Pearce.
	Any change in tipping location may adversely impact on operations, leading to potential claims from Amey and disruptions to service.
	Loss of any goodwill and added value provided by Amey under current offer.

Council Performance & Budget Summary

Appendix F: Waste Management and Recycling Contracts



Option 3 - Formalise Current Arrangements with Pearce

Benefits	Risks
Provides security of materials outlet until start of new contract in February 2016.	Lack of market testing (see 2 above).
Gives stability to budget planning process.	
No change in delivery point for Amey.	
Builds upon and further develops partnership working with Pearce.	
Furthers the council's aim to work with local businesses.	

Given the above it is recommended that option 3 provides the favoured route.

The proposal is therefore to formalise and extend the current arrangements to include for cans/plastics and agree an interim negotiated contract with Pearce.

Proposed Key Terms of Agreement

Contract start date: to be determined..

Contract period: 2 years, this will allow for the long term arrangements to be considered as part of the overall retendering process for the main waste collection contract.

Contract extension: 1 year + 1 year, this will provide flexibility if the above does not work out for any reason.

Estimated Income: £280,000 per annum at current prices and projected amount of material.

Prices: fixed for 12 months from the start date, with annual reviews thereafter. The contract will be based around rates offered by Pearce in February this year. Paper/card prices have continued to decline in the intervening period. Steel can prices have declined further, with plastics/aluminium cans rising slightly in price. As paper/card amounts for around 72% of the income, it is considered the proposed prices represent a fair deal in the current market and a 12 month term will provide stability for budget projections.

Proposed form of contract: the key contract terms to be based around a concessionary contract. Contracts of this type are not currently subject to European procurement regulations.

Recommendations

Cabinet is invited to endorse the proposed arrangements for completing this contract as detailed above.

Council Performance & Budget Summary

Appendix G: Asset Maintenance Quarterly Update



Asset maintenance work due or completed between April 2014 and June 2014					
Asset	Work	Due Date	Date Completed	Comments/ Progress	RAG
Council Offices Reception	New flooring	April 2014	April 2014	Completed	
Council Offices	Refurbish Reception Desk	May 2014	May 2014	Completed	
Hatfield Road Cemetery	Road and pathway repairs	May 2014	May 2014	Completed	
Harpenden Swimming Pool	Replacement of spa pool	May 2014	May 2014	Completed	
Batchwood	Advertisement/ display board posts – renew & re-fix posts to make them safe	May 2014	May 2014	Completed	
Clarence Park	Fencing York Road	May 2014	May 2014	Completed	
War Memorial St Peter's St.	Refurbish WW1 letters	June 2014	June 2014	Completed	
War Memorial Plaques	High Street, St Albans Verulam Road Cleaning and re-pointing/ restoration	June 2014	June 2014	Completed	
Ver Park Weir and Paving around Fighting Cocks	Reposition granite stones on embankment of weir and replace York stone to paved area	June 2014	June 2014	Completed	

Council Performance & Budget Summary

Appendix G: Asset Maintenance Quarterly Update



Asset maintenance work due or completed between April 2014 and June 2014					
Batchwood	Infill panel to low level columns on viewing gallery between courts and internal glazed barrier around wall	June 2014	June 2014	Completed	
Batchwood	New flooring to squash courts	June 2014	June 2014	Completed	
Council Offices	Removal of Silver Cabinets	June 2014	June 2014	Completed	
Bricket Road Car Park	Repair to concrete pillars	May 2014	June 2014	Completed	
Clarence Lodge	Electric check and asbestos removal	June 2014	June 2014	Completed	
Cotlandswick	Removal of play area	June 2014	June 2014	Completed	

Council Performance & Budget Summary

Appendix H: Conveyancing Update



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

Completed transactions during period 1/4/14 - 30/6/14

Date	Property	Transaction
10/4/14	Leisure Management Contract sites	Lease documents for the sub-contract of the Leisure Management Contract / Leisure Connection to C-SALT
21/5/14	Ridgeview, London Colney	Exchange of contracts on Supplemental Agreement
27/5/14	39 Cotlandswick, London Colney	Purchase to facilitate sale of Garage Site at 30-59 Cotlandswick

Status of key transactions as at 30/6/14

Property	Transaction	Status
Park Hall	Transfer to Harpenden Town Council	HTC reviewing document sent to them in April 2014
Civic Centre Ground Floor and Basement	Police Lease	Lease being finalised. Completion expected in August 2014
Garage Sites at London Colney & Wheathampstead	Sale to North Hertfordshire Homes	Buyer has agreed to complete in stages, taking four sites first then the remaining two when title issues resolved and on 141-162 Cotlandswick when the new Community Centre has been built. We expect completion on four sites and exchange on the remaining two in July 2014
41 Hart Road	Sale to Hightown Praetorian (Decision of Cabinet 19 September 2013 – planning application to be submitted within 2 months of transfer)	Documents with Buyer for review. Completion expected in July 2014
Harpenden Town Football Club premises at Rothamsted Park	New Lease	Documents with Football Club's solicitors for review
St Albans City Football & Athletic Club premises at Clarence Park	Licence (City Neighbourhoods Committee responsibility)	Document with Football Club's solicitors for review

Background

This is an update on the co-location of the Police in the Council's offices.

In January 2014, the Work Environment Programme completed on time and within budget. The Programme rationalised the staff accommodation resulting in a lettable space being created on the ground and lower ground floors.

Progress to date and next steps

The Police agreed to take the surplus space and a joint project team (comprising Council and Police representatives) was formed to take forward the planning, lease and construction phases of the co-location.

In April 2014, the Police obtained planning permission (ref 5/2014/0616) for a change of use and works to part of the ground floor and basement of the Council offices.

With planning permission in place, the project team has drafted a revised project plan as follows:

4 August - 5 December 2014	Construction stage
8 – 26 December 2014	Mobilisation and commissioning
5 – 23 January 2015	Migration
26 January 2015	Operational

In order to accommodate the emergency response vehicles the Police had to redesign the area at the rear of the Council offices. The re-design involved negotiating with the licence holders of the adjacent parking spaces, which resulted in a minor delay in submission of the planning application.

The knock on effect is that construction works will now start in August rather than July. Additional time has also been built into the programme to allow for shutdowns over the Christmas period meaning the total delay is approximately 2 months.

Although there have been delays, the payback period for the Work Environment Programme will still be within the five years agreed by Council.

Council Performance & Budget Summary

Appendix J: Assets of Community Value Update



Community Right to Bid - Nominated Assets of Community Value Schedule of Decisions (June 2014)

5 further nominations have been considered by the Property & Asset Manager, in consultation with Cllr Read (Portfolio Holder). The decision and the reasons for the decision are given in the table below.

Ref	Asset name	Nominated by	PH Approval & Date of Final Decision	Reasons for decision
13-27	Westfield News	Verulam Rd Residents Association	Unsuccessful 20.06.14	This property is not considered to meet the set criteria. It is part of a parade of shops with flats above, rather than a village shop. Waitrose and the City Centre are close by. The shop no longer has a post office.
13-2	King Offa Public House	Sopwell Residents Association	Unsuccessful 15.05.14	Although this property has the potential to be an important hub for the community, potential is specifically excluded from the criteria. The property is a public house and although other public houses have been listed by other councils, this property is not considered to be of important local social benefit currently. There is no evidence to suggest the community uses the pub for social functions. It is not a 'village' pub that is the heart of the community. It is not well used currently and has been in decline for a number of years. In the circumstances it is not thought to fulfil the criteria.
13-4	Sopwell Youth Club	Sopwell Residents Association	Successful 15.05.14	The building is not fully utilised because it is in a run down condition. It is used mainly now by a weights training club. However its main purpose was for use by the community and has been let to a community type group for many years.
13-16	Hanstead Wood	St Stephen Parish Council	Successful 15.05.14	Public access is currently denied to the site via 24 hr security. There is a planning application notice on the gate stating the owner has applied for planning permission for 167 dwellings for the site. There is also a notice stating that the site is currently closed to the public but that it is being maintained for the future benefit of the public. It is reasonable to assume therefore that although the public cannot currently access it, at some point in the future it will be accessible once again. The planning application does not relate to the wooded area, but to the former Bricket Wood Sports Centre
	Field off Drop Lane	St Stephen Parish Council	Successful 15.05.14	

The successful and unsuccessful lists on the website have been updated accordingly. They can be found [here](#).