

Council Performance & Budget Summary

June 2015

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 – 0.0% overspend
A	Performance Indicators
G	Progress against priorities

Appendices

- A. Planning Update
- B. Asset Maintenance Quarterly Report
- C. Conveyancing Update
- D. Community Right to Bid – Schedule of Decisions
- E. Task and Finish Groups Update
- F. Investors in People and Staff Survey Update
- G. Waste Management and Recycling Update
- H. Maltings Arts Theatre Update
- I. Internal Audits Update (Part 1 and 2)

Recommendations

1.1 That Cabinet notes the Council Performance and Budget Summary (June and Quarter 1 2015/16) and its appendices.

Quarterly performance measures 2015/16

As part of business planning for 2015/16 we have reviewed our performance measures to make sure that we continue to focus on the most important areas. This report introduces several new and revised performance measures as explained in the table below. For these measures, we have calculated the data for the last 12 months to show trends and comparisons.

	Measure	Change	Target
Planning & Building Control	Percentage of all major planning applications determined within 13 weeks (measured over a 2 year period)	New	70% (bigger better)
	Planning obligations (Section 106/CIL) monetary contributions secured	New	n/a
	Affordable housing through the planning process	Removed	
Community Services	Recycling rate – revised target to year-on-year trend	Revised	Year-on-year trend
	Kg per household of residual waste – revised target to year-on-year trend	Revised	Year-on-year trend

Vacant Units (City and District)

The table below shows the proportion of vacant retail properties as at 30 June 2015 by parish and the non-parished area (city). The properties in this table are retail only. The information is extracted from the Council's business rates database.

PARISH	NO OF PROPERTIES	UNOCCUPIED	% UNOCCUPIED
UNPARISHED CITY	723	27	3.7%
COLNEY HEATH	22	0	0%
HARPENDEN RURAL	1	0	0%
LONDON COLNEY	47	2	4.3%
REDBOURN	36	1	2.7%
ST MICHAEL	3	0	0%
ST STEPHEN	48	2	4.2%
SANDRIDGE	53	2	3.8%
WHEATHAMPSTEAD	37	0	0%
HARPENDEN	257	8	3.1%
TOTALS	1,227	42	3.4%

For comparison, the table below shows the totals for the end of the last quarter (31 March 2015).

PARISH	NO OF PROPERTIES	UNOCCUPIED	% UNOCCUPIED
UNPARISHED CITY	723	24	3.3%
COLNEY HEATH	22	1	4.5%
HARPENDEN RURAL	1	0	0%
LONDON COLNEY	47	2	4.3%
REDBOURN	36	0	0%
ST MICHAEL	3	0	0%
ST STEPHEN	48	2	4.2%
SANDRIDGE	53	1	1.9%
WHEATHAMPSTEAD	37	0	0%
HARPENDEN	257	8	3.1%
TOTALS	1,227	38	3.1%

Leisure Update

The Council has opened 3 new sports facilities over the last 3 years – Westminster Lodge Leisure Centre, Batchwood Golf Course and Sports Centre and Cotlandswick Sports Centre. These developments are part of a programme to refresh leisure facilities across the District. The programme has helped to deliver enhanced facilities for residents, with a lower annual cost to the Council.

As part of this programme, we intend to carry out some initial work later in the year to see whether upgrades to a number of other existing facilities are feasible. These include Westminster Lodge Athletics Track, Harpenden Sport Centre and Harpenden Swimming Pool.

Over the coming months we will engage with local stakeholders and ward councillors to discuss the options, with a view to completing initial feasibility studies by the end of the financial year.

Extension of existing public space CCTV contract

The current public space CCTV contract with Videcom commenced on 1 April 2013. It was for an initial time period of 3 years with an option to extend (under clause A2.2) by 2 years.

It has been agreed by James Blake, acting as Head of Service, with the agreement of the relevant Portfolio Holder (Cllr Read), to extend the contract for a further two years with effect from April 2016.

This extension has been agreed for a number of reasons:

1. The service provided has been high throughout and the contract operates very effectively as a partnership.
2. There have been no issues of non-performance or non-compliance related to either the maintenance or monitoring elements of the contract.
3. There have been no requests for price variations.
4. Videcom have agreed that the contract price for years four and five will remain frozen at the year three price, without any inflationary uplift.
5. Videcom have delivered significant added value over the contract requirements, this includes installing security to the Magna Carta exhibition free of charge, installing council banners, obtaining a significant discount on new control room software, assistance with numerous transmission problems, consultative advice and responding to the Christmas market burglaries.
6. The costs of re tendering are significant.
7. The other involved party, Welwyn Hatfield Council, is supportive of this extension.

July Performance and Budget Summary

As there is no Cabinet meeting in August, the July Performance and Budget Summary will be available online only at <http://www.stalbans.gov.uk/council-and-democracy/PerformSpendAccount/performance/default.aspx>.

Commentary

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

	Measure	Comments
R	Percentage of rent loss due to voids	<p>The total rent loss due to voids is projected at 1.49% of the annual rent due (i.e. £397,230). This figure also includes the following properties which are not available for re-letting:</p> <ul style="list-style-type: none"> • Betty Entwistle House which we plan to transfer to a housing association, BPHA, as part of our sheltered housing redevelopment programme • Linley Court which is also part of our sheltered housing redevelopment programme • Albert Street which we are selling • Lower Dagnall Street which we are selling <p>The rent loss due to voids figure will continue to be significantly influenced by our sheltered housing redevelopment programme. If the properties above are removed from the overall figure, the rent loss which we are actively managing is £163,206 for the year. This is 0.61% of the rent due.</p>
A	Rent arrears of current tenants	Rent arrears have reduced by £30,000 over the last month and the percentage due is now 2.6% of rent due. This is because the staff

	Measure	Comments
	as a percentage of rent due	changes noted last month have now bedded in. It is anticipated that we will be back within target by the end of July 2015.
A	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	<p>In June, 7 appeal decisions were received. 4 appeals were dismissed and 3 allowed. This equates to 57% of the Council's decisions supported at appeal in June, and 61% when averaged over the last 12 months. The appeals which were not supported refer to extensions and curtilage development to dwellings. 2 of the allowed appeals refer to the same development which also required listed building consent.</p> <p>The Council's decisions referring to development in the green belt were supported in 2 of the dismissed appeals. An appeal against a certificate of lawful development was dismissed and an appeal for grazing horses was also dismissed.</p> <p>Officers will continue to monitor decisions made at appeal to shape their approach to similar applications.</p>
R	Percentage of planning applications not determined (within time limits or agreed timescale)	For the financial year 2014-2015, there were 215 more planning applications received (6.1% more) and 211 more decisions made (8.7% more) than last year. Recruitment and retention of staff has had an impact on performance. Recently, job offers have been made to fill several vacant posts - see staffing section to the Planning Update - Appendix (A). Determining older applications has an impact on the percentage of applications determined in time and will continue to do so for next few months.
R	Fly-tipping incidents	Fly tipping has increased significantly in June compared to May. Although the number of tyres being fly-tipped has decreased over recent months, there now appears to be more fly-tipping of construction, electrical goods and household clearance waste. There are also more refuse sacks being left in residential areas than previously. These are being checked for evidence. The Waste Management and Enforcement teams are continuing to work together to investigate fly tipping. There are plans to install surveillance cameras in hot spot areas.
A	Percentage of all major planning applications determined within 13 weeks (measured over a 2 year period)	Recruitment and retention has had an impact on performance. Recently offers have been made to fill several vacant posts - see staffing section of the Planning Update - Appendix (A). Determining older applications has an impact on the percentage of applications determined in time and will continue to do so for next few months.
A	Percentage of council tax collected of that collectable in the year	The percentage of council tax collected is below target. Council Tax reminders were sent to residents later in June than planned. This has had an impact on the collection rates at the end of the month. Collection rates should return to normal as the existing collection process will correct itself in coming months.
R	Percentage of business rates collected of that collectable in the year	The percentage of business rates collected is below target. We are now seeing the full effect of businesses choosing to pay by 12 monthly instalments instead of 10. The impact of this on the monthly in year collection rate in 2014-15 did not affect us fully until September/October 2014. It effectively corrected itself in February and March 2015 demonstrated by our year end collection rate of 99.1%. We anticipate that this will happen again in 2015-16.

Measure	Comments
Agency and casual workers	<p>Over the last few months, a number of service areas have taken on additional casual workers to meet peaks in demand and/or to cover staff absences.</p> <p>Other teams have seen an increase in work pressures due to job vacancies and have used casual workers to help deliver service priorities and meet customer demands. This includes Housing (3 casuals in place to cover vacancies/internal secondments pending recruitment), Legal, Democratic and Regulatory Services (Land Charges casual to cover for vacancy and staff absence) and Planning (6 casual or agency staff covering vacant posts pending recruitment).</p> <p>Some areas have had difficulties recruiting to specialist roles and have used casual or agency workers during the extended recruitment period. This includes Housing (Building Surveyor), Finance (Revenues Officer), Planning (Development Management Planner) and Legal (Conveyancing Officer).</p> <p>Recent initiatives to help alleviate such recruitment pressures and provide additional resource have been implemented. These include summer interns, trainee/apprentice posts and graduate placements which help the organisation to 'grow our own'.</p>
<p>Number of working days/shifts lost due to sickness absence per full time equivalent employee (days)</p> <p>G</p>	<p>The absence rate (1.62 days per employee) has decreased from 2.01 in the previous quarter, although it is 0.26 days higher compared to the same quarter in 2014/15.</p> <p>This figure includes 5 cases of long term absence (28 days and over) and 11 cases of medium term absence (7 days and over). This means that long term absence numbers have remained the same as 2014/15 while medium term absences have increased by 2. There was no common cause for medium term absences, though overall the most common cause for absence in general was cough/cold and flu. The absence rate excluding the 5 long term absence cases is 0.62 days.</p> <p>Line managers keep in regular contact with employees on long term absence to actively encourage an early return to work. They are offered support by Occupational Health and also have access to support and counselling via the Employee Assistance Programme. In addition we formally review cases when absence reaches the defined levels set out in our Attendance Management Policy.</p> <p>The Council's Attendance Management Policy is currently under review. This will take into consideration feedback received over the last 12 months since the new policy was introduced.</p>

Key

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

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

On the priority project update and appendices tables Blue is used to show that a project or action is completed.

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Council Performance & Budget Summary

June 2015

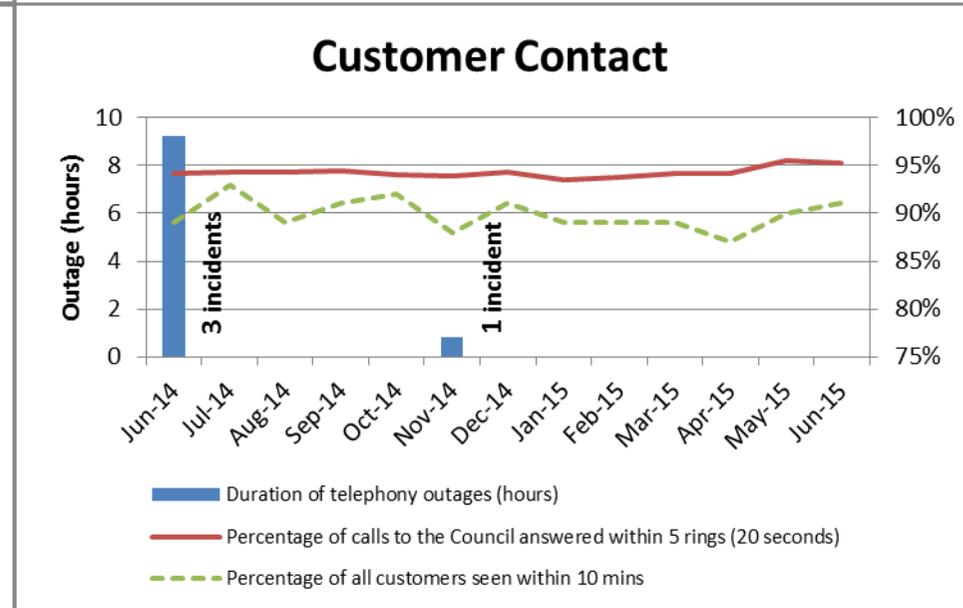
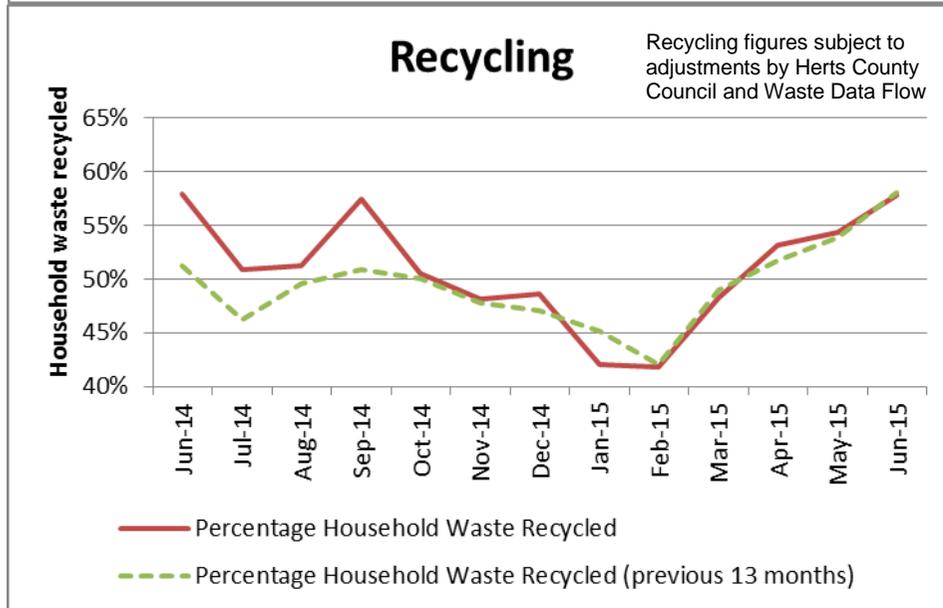
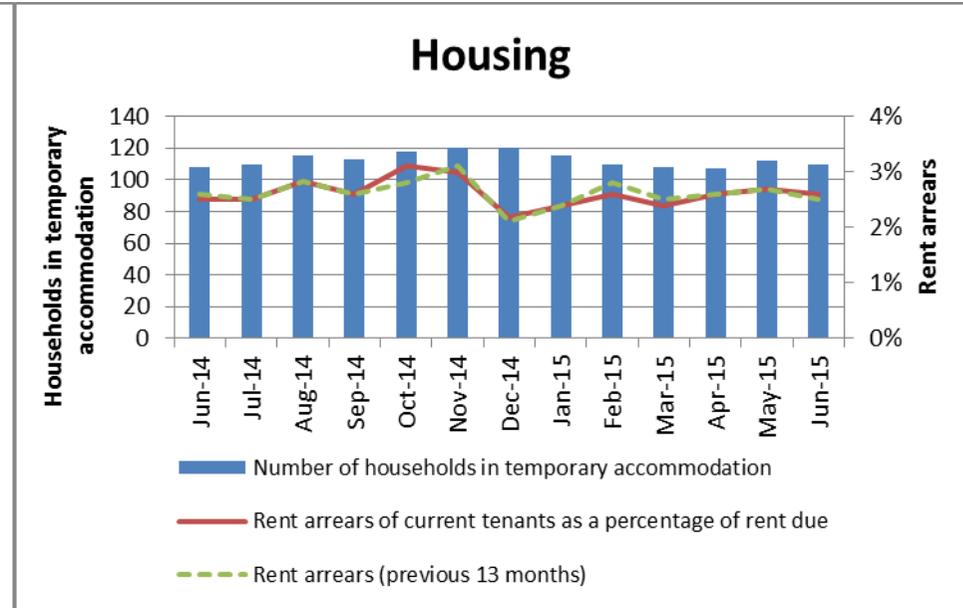
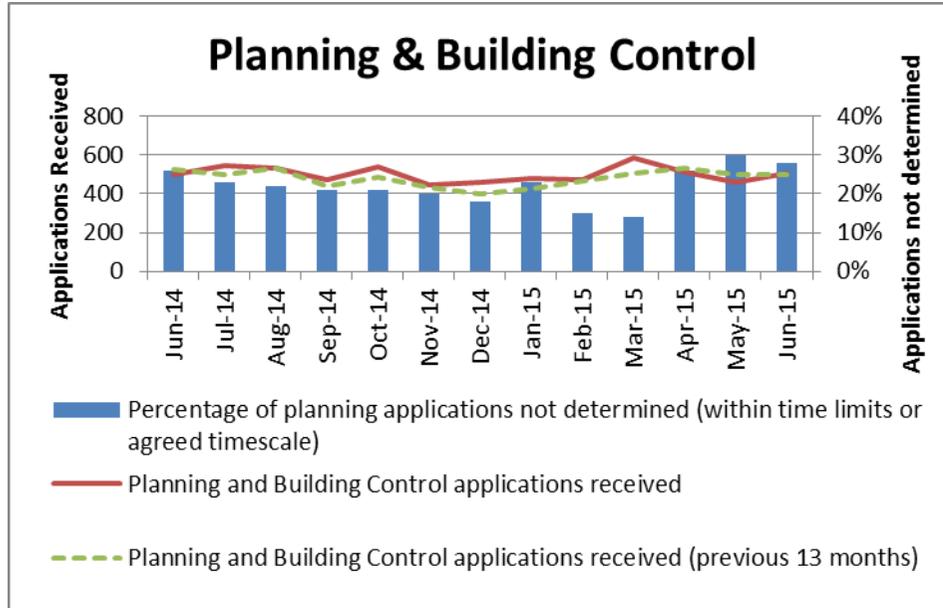


		Bigger or Smaller is Better	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	TARGET	
Finance	Forecast budget variance at the year end (General fund for year in question)	Smaller	-0.1%	0.0%	0.8%	0.7%	0.8%	1.0%	2.3%	1.9%	1.6%	0.8%	0.0%	0.0%	0.0%	0.0%	
Housing	Average time to re-let dwellings (excluding temporary accommodation) (days)	Smaller	22	17	22	26	32	24	25	33	24	19	29	22	22	26	
	Percentage of rent loss due to voids	Smaller	1.03%	1.05%	1.05%	1.08%	1.09%	1.10%	1.12%	1.15%	1.18%	1.21%	1.51%	1.55%	1.49%	Trend	
	Rent arrears of current tenants as a percentage of rent due (targets updated for 2014-15)	Smaller	2.5%	2.5%	2.8%	2.6%	3.1%	3.0%	2.2%	2.4%	2.6%	2.4%	2.6%	2.7%	2.6%	2.5%^	
	Number of households in temporary accommodation	Smaller	108	110	115	113	118	120	120	115	110	108	107	112	110	Trend	
	Average time in temporary accommodation (weeks)	Smaller	19	25	25	25	24	25	27	28	28	26	24	22	22	Trend	
	Percentage of repairs completed on time	Bigger	100%	100%	99%	98%	100%	98%	99%	99%	100%	99%	99%	100%	99%	100%	98%
	Housing repairs satisfaction	Bigger	100%	99%	99%	99%	100%	99%	100%	99%	99%	98%	98%	98%	99%	99%	90%
	Total number of households in receipt of Housing Benefit and/or Council Tax support	Smaller	7,517	7,536	7,509	7,490	7,445	7,408	7,346	7,295	7,241	7,248	7,211	7,244	7,222		
	Days to process Housing Benefit new claims	Smaller	18.3	23.5	19.3	21.6	19.4	28.2	26.6	29.6	20.8	23.0	28.7	23.9	23.7	24	
	Days to process Housing Benefit change in circumstances	Smaller	6.5	6.3	6.7	7.2	6.2	8.0	6.9	3.2	3.3	8.1	5.5	7.9	9.4	11	
Planning & Building Control	Planning and Building Control applications received (including pre-app, trees and condition discharge)		499	544	533	471	539	445	459	478	473	586	512	459	506		
	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	Bigger	61%	61%	63%	66%	66%	65%	63%	61%	61%	61%	61%	62%	61%	66%	
	Percentage of planning applications not determined (within time limits or agreed timescale)	Smaller	26%	23%	22%	21%	21%	20%	18%	23%	15%	14%	26%	30%	28%	25%	
Regulatory	Parking Penalty Charge Notices issued	Smaller	1,206	1,298	1,291	1,520	1,671	1,477	1,632	1,597	1,469	1,739	1,511	1,549	1,319	Trend	
	Percentage of Parking Penalty Charge Notices paid	Bigger	92%	84%	78%	82%	84%	87%	86%	85%	90%	85%	89%	86%	91%	70%	
Community Services	Fly-tipping incidents	Smaller	95	89	60	55	52	52	61	68	93	96	68	74	124*	Year-on-year Trend	
	Number of missed waste collections per 100,000	Smaller	17	18	18	51 ¹	48	38	33	30	30	28	33	34	37*	40	
	Visits to Tourist Information Centre and www.enjoystalbens.com	Bigger	34,084	35,051	35,418	35,050	46,952	65,316	52,316	32,862	31,953	35,330	31,155	40,556	47,105	Year-on-year Trend	
	Museums visits	Bigger	13,528	13,225	13,277	15,599	18,312	16,969	13,475	14,396	18,184	17,263	17,134	14,713	15,958	Year-on-year Trend	
Customer Services	Percentage of calls to the Council answered within 5 rings (20 seconds)	Bigger	94.1%	94.3%	94.3%	94.4%	94.0%	93.9%	94.3%	93.5%	93.8%	94.2%	94.2%	95.5%	95.2%	80%	
	Percentage of all customers seen within 10 mins	Bigger	89%	93%	89%	91%	92%	88%	91%	89%	89%	89%	87%	90%	91%	80%	
External	Claimant count (% proportion of population)	Smaller	1.0%	1.0%	1.0%	0.9%	0.9%	0.8%	0.8%	0.8%	0.8%	0.8%	0.8%	0.8%	0.7%	Trend	
	New jobs	Bigger	1,128	1,421	1,312	1,541	1,541	2,250	2,349	3,214	3,024	4,817	6,081	6,955	2,234	Trend	
	All crime (in month)	Smaller	554	516	456	519	496	485	493	500	473	574	526	530	559	Trend	
	Anti-social behaviour incidents (in month)	Smaller	251	273	220	228	237	199	162	161	192	190	250	218	205	Trend	

^ Seasonal Target for Rent Arrears
 Quarter 1 (Apr-Jun): 2.5%
 Quarter 2 (Jul-Sep): 2.9%
 Quarter 3 (Oct-Dec) 3.1%
 Quarter 4 (Jan-Mar) 3.3%

* draft figure subject to final adjustments
¹ recording system changed from this month on

Performance Summary June 2015



Council Performance & Budget Summary

Quarter 1 2015-16 (April-June)



		Bigger or Smaller is Better	Quarter 1 2014-15	Quarter 2 2014-15	Quarter 3 2014-15	Quarter 4 2014-15	Quarter 1 2015-16	TARGET
Housing	Total affordable housing completions	Bigger	1	27	43	1	9	
	Percentage of invalid applications received	Smaller	6.0%	3.8%	4.3%	2.7%	3.7%	Trend
Planning and BC	Percentage of all major planning applications determined within 13 weeks (measured over a 2 year period)	Bigger	69.7%	70.0%	67.7%	65.6%	65.1%	70%
	Planning obligations (Section 106/CIL) monetary contributions secured		12,867	13,163	10,096	92,474	190,527	
	Percentage of council tax collected of that collectable in the year	Bigger	30.0%	60.2%	88.5%	98.8%	30.1%	30.7%^
Finance	Percentage of business rates collected of that collectable in the year	Bigger	32.3%	59.6%	85.3%	99.1%	29.1%	34.6%^
	Recycling rate	Bigger	54.55%	53.17%	48.89%	44.16%	55.12%*	Year-on-year Trend
Community Services	Kg per household of residual waste	Smaller	95.66	95.39	94.66	99.72	96.64*	Year-on-year Trend
	Total number of visits to arts and entertainment venues	Bigger	30,648	38,476	89,640	70,562	48,994	Year-on-year Trend
	Total number of visits to sport and leisure centres	Bigger	259,126	384,646	351,442	457,698	468,729	Year-on-year Trend
	www.stalbans.gov.uk visits	Bigger	270,731	247,598	240,418	282,145	330,273	Trend
Website	www.enjoystalbans.com visits	Bigger	71,799	79,482	143,546	78,488	104,158	Trend
	Headcount actuals Approved established permanent posts = 358.42 FTE		401 (379 permanent / 22 fixed term) 347.09 FTE	405 (382 permanent / 23 fixed term) 351.28 FTE	397 (364 permanent / 33 fixed term) 351.28 FTE	394 (373 permanent / 21 fixed term) 344.35 FTE	397 (378 permanent / 19 fixed term) 345.43 FTE	
Human Resources	Agency and casual workers (covering vacancies or helping with added workloads)		37	38	73	68	66	
	Number of working days/shifts lost due to sickness absence per full time equivalent employee (days)	Smaller	1.36	2.32	1.83	2.01	1.62	Trend

^ Seasonal Target

* draft figure subject to final adjustments

Performance Summary Quarter 1 2015-16

Council Performance & Budget Summary

Quarter 1 2015-16 (April-June)



Portfolio	Q4 2014/15 (Jan to Mar)	Priority Project	Q1 2015/16 (April to June)	Progress	Q2 milestones (2015/16) (July to September)
Housing	G	Implement the sheltered housing redevelopment programme	A	<ul style="list-style-type: none"> Sparrow Court (formerly Thomas Sparrow House) completion delayed due to an issue relocating the electricity substation (now resolved). Parkside View (formerly Caroline Sharpe House) completion delayed due to issues with the contractor (now resolved). Pre-application meeting held on development proposals for Betty Entwistle House. Initial consultation with councillors and residents on redevelopment proposals for Wavell House completed. 	<ul style="list-style-type: none"> Sparrow Court completed and tenants moved in August 2015. Parkside View completed July and first tenants moved in August 2015. Public consultation and planning application submitted for development of Betty Entwistle House. Architects for redevelopment of Wavell House appointed.
	A	Develop affordable housing on garage sites	A	<ul style="list-style-type: none"> Transfer of 3 remaining London Colney sites (Telford Road, 119-132 and 141-162 Cotlandswick) delayed due to various planning and legal issues. Met with North Herts Homes on way forward. Work has now started on Telford Road site. 3 units in Alexander Road, London Colney, and 6 in Offas Way, Wheathampstead, completed. Agent and designer appointed for Batchwood garage sites. Public consultation on redevelopment proposals for 2 sites in Sandridge completed. 	<ul style="list-style-type: none"> Full revised project timetable received for 3 remaining London Colney sites. 4 units in Cotlandswick completed. Procurement of contractor for Batchwood garage sites. Planning applications submitted for 2 sites in Sandridge.

Priority Project Update Quarter 1 2015-16

Council Performance & Budget Summary

Quarter 1 2015-16 (April-June)



Portfolio	Q4 2014/15 (Jan to Mar)	Priority Project	Q1 2015/16 (April to June)	Progress	Q2 milestones (2015/16) (July to September)
	A	Procure and implement major housing improvement contract	A	<ul style="list-style-type: none"> Project was on hold pending the appointment of an Asset Manager. Interim consultants appointed to produce a procurement strategy options' paper for capital works. 	<ul style="list-style-type: none"> Procurement Strategy for Capital Works setting out options completed.
	G	Deliver First World War Centenary events	G	<ul style="list-style-type: none"> Ceremony to mark laying of paving stone for VC Private Warner held 1 May 2015. 	<ul style="list-style-type: none"> Continued development of events' programme including a schools' project in autumn.
	NEW	Implement Universal Credit	G	<ul style="list-style-type: none"> Job Seekers Allowance (JSA) claimants now offered new single Universal Credit from 18 May. Met with partners to identify how to support claimants and Citizens Advice Bureau (CAB) to provide personal budgeting support until 31 March 2016. 	<ul style="list-style-type: none"> Tracking and monitoring process established. Work completed on longer term strategy and project plan for wider roll out of Universal Credit.
Community Engagement and Localism	G	Develop three year events' programme	G	<ul style="list-style-type: none"> Delivered Magna Carta 800th programme, Alban Pilgrimage and Alban Street Festival 20-21 June attended by around 10,000 people. 	<ul style="list-style-type: none"> Delivered St Albans and Harpenden Food and Drink Festival Evaluation strategy developed to include impact on residents, visitors and business.

Priority Project Update Quarter 1 2015-16

Council Performance & Budget Summary

Quarter 1 2015-16 (April-June)



Portfolio	Q4 2014/15 (Jan to Mar)	Priority Project	Q1 2015/16 (April to June)	Progress	Q2 milestones (2015/16) (July to September)
	A	Implement the visitor strategy	G	<ul style="list-style-type: none"> Improved events calendar and search function developed on www.enjoystalbans.com. Regular Visitor Economy (VE) column in Herts Ad developed. Member Facebook page developed. Bi-monthly newsletter developed. First edition circulated - 28 May. 	<ul style="list-style-type: none"> Position statement on Visitor Strategy being discussed at VE Board on 27 July. Action plan will be developed from this. Mobile friendly www.enjoystalbans.com site developed. Proposals for group travel developed (in conjunction with Cathedral).
	G	Implement actions from market review	A	<ul style="list-style-type: none"> Wednesday food pilot developed and re-launched. Pro-active marketing campaign established. Process for monitoring trader attendance developed and introduced electronic collection of stall fees using PDQ. 	<ul style="list-style-type: none"> Improved occupancy of stalls to meet an average annual rate of 98%. Pro-active trader recruitment strategy established. Maintenance and investment plan developed.
	G	Develop the District's strengths - Green Triangle specialist green business	A	<ul style="list-style-type: none"> Green Triangle launch event 21 May with over 200 attendees. Website and marketing activities established. 	<ul style="list-style-type: none"> The Council to support the on-going profile raising and brand awareness of the Green Triangle. Robust links to be developed with Council services in particular Housing, Car parking, Property and Procurement.

Priority Project Update Quarter 1 2015-16

Council Performance & Budget Summary

Quarter 1 2015-16 (April-June)



Portfolio	Q4 2014/15 (Jan to Mar)	Priority Project	Q1 2015/16 (April to June)	Progress	Q2 milestones (2015/16) (July to September)
	G	Develop the District's strengths - professional services	G	<ul style="list-style-type: none"> Professional Services Careers' event held 24 June. Year 2 project planning underway. 	<ul style="list-style-type: none"> Year 2 projects agreed by partners.
	NEW	Strengthen Retail and support the City Centre Partnership	G	<ul style="list-style-type: none"> City Centre Partnership set up. Interim City Centre Manager in post. Discussions started with Visitor Partnership around overlap and duplication – see above “Implement the Visitor Strategy”. 	<ul style="list-style-type: none"> Supported City Centre Partnership on project plan for applying to be a Business Improvement District. Link Business Improvement District with Visitor Strategy.
	NEW	Accelerate the Controlled Parking Zone programme	A	<ul style="list-style-type: none"> Unsuccessful in recruiting to new fixed term post to progress Controlled Parking Zone work programme and post to be re-scoped to provide administrative support to free up other officers to focus on technical aspects. 	<ul style="list-style-type: none"> New recruit in post.
Environment	G	Implement specific proposals to accelerate recycling to and beyond 60%	G	<ul style="list-style-type: none"> Joint communication plan with contractor on food recycling developed and new signage to promote food recycling on collection vehicles. Trial to recycle mechanical street cleansing introduced. Continued monitoring of performance at Agrivert site. 	<ul style="list-style-type: none"> Bin stickers produced reminding residents to recycle food waste and awareness message in Council reception. Joint campaign with contractor to target low performing areas initiated with production of initial ward level participation rates.

Priority Project Update Quarter 1 2015-16

Council Performance & Budget Summary

Quarter 1 2015-16 (April-June)



Portfolio	Q4 2014/15 (Jan to Mar)	Priority Project	Q1 2015/16 (April to June)	Progress	Q2 milestones (2015/16) (July to September)
	NEW	Re-tender the waste management contract	G	<ul style="list-style-type: none"> Contract specification complete and invitation to tender issued to shortlisted contractors. See Appendix G Waste Management and Recycling Update for more details. 	<ul style="list-style-type: none"> Tender and options evaluations substantially complete.
Resources	G	Input into clinical strategy and future decisions on hospital provision in St Albans	G	<ul style="list-style-type: none"> Continued engagement with West Herts Strategic Review through Health and Wellbeing Partnership (HWP). 	<ul style="list-style-type: none"> David Radbourne (Programme Director) presenting to HWP on 8 July and Strategic Partnership on 4 Sept. HWP will then make decision whether to instruct independent partner (in accordance with Council motion), depending on initial outcome of review.
	G	Develop customer service culture	G	<ul style="list-style-type: none"> Citizens Access eBilling launched 1 April. 	<ul style="list-style-type: none"> Review effective use of customer service objectives for staff across the organisation. Analyse customer service themes from Staff Survey and explore through staff focus groups.
	G	Develop IT service and meet Government security standards	G	<ul style="list-style-type: none"> New managed service contract with Northgate implemented. New servers and additional storage capacity procured to support programme of upgrades. 	<ul style="list-style-type: none"> New servers and additional storage capacity installed. Implement a more resilient backup solution.

Priority Project Update Quarter 1 2015-16

Council Performance & Budget Summary

Quarter 1 2015-16 (April-June)



Portfolio	Q4 2014/15 (Jan to Mar)	Priority Project	Q1 2015/16 (April to June)	Progress	Q2 milestones (2015/16) (July to September)
	G	Develop revised financial strategy	G	<ul style="list-style-type: none"> Developed proposals for next phase of Financial Strategy. 	<ul style="list-style-type: none"> Savings for 2016/17 identified by departments and first stage scrutiny of budget proposals underway.
	NEW	Workforce development to meet key service pressures	G	<ul style="list-style-type: none"> Investors in People silver award achieved – see Appendix F for more details. Staff survey completed – see Appendix F for more details. Review of recruitment process completed and new corporate induction session piloted. Recruited 5 to new graduate scheme and 2 to the apprentice scheme. 	<ul style="list-style-type: none"> New workforce planning strategy implemented. Recruitment drive evaluated to inform further improvements. Roll-out of Management Development Programme. Initial scoping of pay strategy review.
Sports, Leisure and Heritage	G	Cotlandswick leisure facility	G	<ul style="list-style-type: none"> Operational plan complete. Cotlandswick soft opening on 27 June. 	<ul style="list-style-type: none"> Official launch September.
	G	New museum and gallery	G	<ul style="list-style-type: none"> Charity Commission Order finalised. Planning application for Museum of St Albans site submitted. 	<ul style="list-style-type: none"> Comprehensive business plan developed. Bid submitted for round 2 Heritage Lottery Fund Planning application submitted for New Museum and Gallery
	NEW	Finalise new leisure provision contract	G	<ul style="list-style-type: none"> Contract extension with 1 Life is being finalised between the Council's legal team and the 1Life legal team. 	<ul style="list-style-type: none"> Signed contract extension achieved by 31 July 2015.

Priority Project Update Quarter 1 2015-16

Council Performance & Budget Summary

Quarter 1 2015-16 (April-June)



Portfolio	Q4 2014/15 (Jan to Mar)	Priority Project	Q1 2015/16 (April to June)	Progress	Q2 milestones (2015/16) (July to September)
Planning and Conservation	G	Progress the Strategic Local Plan ('SLP')	G	<ul style="list-style-type: none"> • Consultation responses reported to Planning Policy Committee in stages. • Completed a full programme of Duty to Co-Operate meetings. 	<ul style="list-style-type: none"> • Technical work progressed on Waste Water and Transport. • Promoters of development at Broad Locations invited to set out their offer concerning economic, social and environmental benefits.
	G	City centre regeneration (City Centre Opportunity Site – 'CCOS')	G	<ul style="list-style-type: none"> • Further negotiations and agreement of development approach. 	<ul style="list-style-type: none"> • Partnership Agreement in place with police and NHS to take forward development approach.

Priority Project Update Quarter 1 2015-16

Council Performance & Budget Summary

Appendix A: Planning Update



Performance Statistics

The Council reorganised its structures and staffing in 2010-2011 to be in a position to respond to central government challenges for Local Government. In 2014 Cabinet agreed to increase the staffing resource in Planning and Building Control recognising the demands on the planning service.

Between December 2014 and July 2015 there have been at least 10 vacant posts in the Planning Department. This has had an impact on the number of days taken to validate planning applications and the number of planning applications decided in time. It has also resulted in greater numbers of applications being delivered out of time.

To cover the job vacancies, contractors have been appointed to assist in delivering minor applications. Other actions taken include appointing agency staff. However, there is a high turnover of such agency staff and they divert permanent staff time to induction and training duties.

Timescales for staff recruitment can be lengthy and the job market in the planning sector is highly competitive. Anecdotally, most of the Hertfordshire Planning Authorities are currently trying to recruit planners.

The table below demonstrates the increase in workload since 2009-2010.

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
PLANNING APPLICATIONS RECEIVED	2,286	2,683	3,275	3,371	3,521	3,736
PLANNING APPLICATIONS DECIDED	2,018	2,243	2,596	2,424	2,426	2,637

Planning Policy Committee

On 11 June the Planning Policy Committee agreed a way to move forward with the consultation draft Strategic Local Plan (SLP). This will involve work with development promoters for the Broad Locations and relevant infrastructure providers. This includes detailed investigation work on the impacts and mitigation measures in respect of waste water and transportation. These were the two main issues highlighted for further investigation in the infrastructure planning work to date. Promoters of development at the Broad Locations will also be invited to set out how they can help deliver the key requirements and aspirations of the draft SLP.

Wheathampstead Parish Council – proposed Neighbourhood Plan Area

Wheathampstead Parish Council has notified us of their intention to produce a Neighbourhood Plan. The Parish Council has applied to designate the entire Parish as a Neighbourhood Plan Area. The Neighbourhood Planning (General) Regulations 2012 have been amended recently. These now require local planning authorities to publish decisions on proposed Neighbourhood Plan Areas within eight weeks of the consultation start date. The consultation is the subject of a report elsewhere on this Cabinet Agenda.

The Planning Inspectorate (PINS) – James Marshall House, Harpenden

An appeal by Pegasus Life is still scheduled to commence on 24 November 2015 at St Albans Council Offices for 6 days. The proposed application is for demolition of existing buildings and construction of later living accommodation consisting of 38 apartments with communal facilities.

The Planning Inspectorate (PINS) - Land at Oakland's College, St Albans Campus

The appeal for this site was received on 28 May 2015. The appellant – VRG Planning has requested an inquiry. The procedure will be determined by the Planning Inspectorate in accordance with Section 319A of the Town and Country Planning Act 1990. The decision will be based on the published criteria and will take account of the views expressed by both the appellant and the local planning authority.

The Council is still awaiting the start date for the Oaklands appeal. Planning Officers are currently in negotiations with the appellant regarding available dates for teams to be available.

New Barnfield

On 22 January 2015 the High Court quashed the Secretary of State's decision dated 7 July 2014 to refuse planning permission for a Recycling and Energy Recovery Facility at New Barnfield. The Judge ruled that in reaching his decision, the Secretary of State had failed to take into account the implications of the allocation of the site in the Waste Site Allocations Local Plan. The decision was sent back to the Secretary of State for reconsideration. The decision is due on 16 July.

Ariston Site, land off Harpenden Road

The submission of Hertfordshire County Council's planning application for this site continues to be delayed. Following pre application discussions in March with the District Council, the County Council are revising the documents. HCC tell us that it now expects to submit the application before the end of August. Following our representations at senior level, a meeting has been arranged for 4 August to discuss the final draft documentation.

Harperbury Hospital, Harper Lane

A planning application for redevelopment including demolition and removal of existing buildings and erection of 206 dwellings is under consideration. It will be reported to the Planning Referrals Committee either on 27 July or 24 August.

Update report on St Albans Green Ring route

The construction of all the sections of the Green Ring cycling and walking route is now completed apart from the section in the common land area at Sandpit Lane, St Albans.

A decision on the application for consent to carry out work at the common land at the Sandpit Lane was expected in the week ending 10 July. The Department for the Environment, Food and Rural Affairs have now confirmed the decision has been delayed

Council Performance & Budget Summary

Appendix A: Planning Update



until the week ending 24 July. A large element of the remaining work at Sandpit Lane is programmed to commence quickly upon receipt of consent. Work to install the new crossing at Sandpit Lane will take approximately three weeks to complete by end October.

TPO 1560 - 72-82 Oakwood Road & 27-29 Hornbeams Bricket Wood

The Order has been served to replace the existing TPO 1184.

Rail Freight

On 14 July 2014, the Secretary of State issued his decision allowing the appeal. The Council challenged the decision in the High Court. The case was heard on 3 and 4 February 2015.

The Council's recent challenge was rejected on 13 March 2015. The Council had then sought leave to appeal to the Court of Appeal. The Council has now received notice, dated 29 June 2015, that permission has been refused. In his decision, Rt. Hon. Lord Justice Sullivan says that he considers the grounds of appeal put forward by the Council do not have a real prospect of success.

The Council has decided not to request that Rt. Hon. Lord Justice Sullivan's decision is reconsidered at an oral hearing before the Court of Appeal.

The Council's decision was taken in light of legal advice received and has the agreement of the leaders of each of the political groups represented on the Council.

Beaumont School and land north of Winches Farm, Hatfield Road

Outline planning permission was granted by the District Council in 2014 for residential development (up to 75 dwellings, sports pitches and new classrooms). Subsequently the County Council granted full permission for a new sports' pitch. The County Council has applied to vary some of the conditions attached to the outline permission to reflect the changes made to the scheme. This is as a result of HCC granting permission for the replacement sports' pitch.

The current application 5/2015/0797 is expected to be determined by 30 July 2015. We are talking to the school to discuss how best to work with them on their schemes in future.

Growth Areas Forums

The Council received an invitation from Hertfordshire Local Enterprise Partnership (LEP) to discuss opportunities and challenges in the M1/M25 Growth Area. Growth Areas have been defined spatially around Hertfordshire principal roads and rail corridors and these include M1/M25, A1(M), A10/M11. The event for the M1/M25 Growth Area took place on Friday 10 July at Rothamsted Conference Centre.

Further information can be found [here](#).

East of England Roundtable with the Greater London Authority

Council Performance & Budget Summary

Appendix A: Planning Update



Councillors at the March 2015 'Wider South East (WSE)' Summit agreed to explore how best South East (SE), East of England (E) and London politically engage on strategic housing, planning, growth and infrastructure investment, including the imminent full London Plan review. At the request of Summit members, political Roundtables have been arranged to help shape future arrangements. The first of the two East of England Roundtable meetings took place on Friday 10th July.

War Memorial Plaques, St Albans

The Secretary of State for Culture, Media and Sport has decided to add the War Memorial Plaques attached to 34 and 36 Albert Street, 11 Pageant Road, 80 and 82 Sopwell Lane and 1 Bardwell Road and 22 Thorpe Road, St Albans to the List of Buildings of Special Architectural or Historic Interest. The plaques are now listed at Grade II.

Staffing

Cabinet discussed the issue of Planning and Building Control Department staffing at its meetings in February, March, June and July 2014 and in October 2014.

On 23 October, Cabinet agreed to increase the Council's team to include four new full time equivalent posts in the Planning Service. These are three posts in Development Management and one in the Spatial Planning team.

The position in relation to the vacant posts is shown in the table below. Green designates posts for which start dates are confirmed. Amber designates posts for which start dates are yet to be confirmed, or are currently filled by agency cover.

	Post	Last month	Update
1	Deputy Development Management Team Leader	Offer made and verbally accepted.	Awaiting confirmation of start date
2	Enforcement Officer – retitled Planning and Building Investigations Officer	Offer accepted and HR checks underway	In post
3	Development Management Planner	Interviews taken place. Offer made and verbally accepted. HR checks being undertaken.	In post
4	Compliance and Monitoring Officer	Interviews taken place. Offer made and verbally accepted. HR checks being undertaken.	In post
5	Senior Spatial Planning Officer	Interviews taken place. Offer made and verbally accepted. HR checks being undertaken.	In post

Council Performance & Budget Summary

Appendix A: Planning Update

6	Spatial Planning Officer	Interviews taken place. Offer made and verbally accepted. HR checks being undertaken.	Start date confirmed 3 August
7	Graduate Spatial Planning Officer	Post currently advertised	Interviews taken place. Offer made and verbally accepted. HR checks being undertaken.
8	Spatial Planning Assistant	Post currently advertised	Interviews taken place. Offer made and verbally accepted. HR checks being undertaken.
9	Technical Support Technician	Currently acting up in secondment as Assistant Development Management Planner	Post to be advertised
10	Technical Support Technician	Currently acting up in secondment as Assistant Development Management Planner	Post to be advertised
11	Technical Support Technician	Due to commence maternity leave June 2015.	Post to be advertised

Council Performance & Budget Summary

Appendix B: Asset Maintenance Quarterly Report



Work done last quarter	Due Date	Date Completed	RAG
Green Ring: Bernard's Heath – DEFRA gave approval and the works commenced on 18 June and completed by the end of June.	March 2015	June 2015	
Ox Lane Bridge Repairs - Planned maintenance works to ensure the safety of the bridge.	May 2015	May 2015	
Clarence Park Pavilion – Treatment of dry rot.	May 2015	May 2015	
Verulamium Park – Repairs to footpath to alleviate flooding.	June 2015	June 2015	
The Hub Civic Centre offices – Worked with our Partners (CVS & CAB) to refurbish the Hub. Including decoration, new flooring and new desks.	June 2015	June 2015	
New landscaping scheme outside Ver Museum/ St Michael's Changing Rooms.	June 2015	June 2015	
35 Market Place, St Albans - Defect to front elevation. The work to rectify the defect has now been completed. We have placed an order for making good internally and will be seeking to market/ re-let the property in July.	July 2015	June 2015	
Westminster Lodge Overflow Car Park - Temporary car park at Westminster Lodge to be upgraded and used as a permanent car park. This work commenced at the end of June and is expected to be completed by the end of July	July 2015	July 2015	

Forthcoming Projects	Due Date
Car Park resurfacing at the Sea Cadet HQ in Westminster Lodge.	August 2015
Alban Arena Renewal of Fascia Panels.	August 2015
Green Ring Route Sandpit Lane – non- highway area.	See below
Redecorating St Michael's Changing Rooms.	September 2015
Redbourn High Street and Luton Road Bridges – planned maintenance & repairs.	Sep – Dec 2015

Council Performance & Budget Summary

Appendix B: Asset Maintenance Quarterly Report



Status of Key Issues

Property/ Asset	Issue	Progress/ Comments
<p>Green Ring: Sandpit Lane (part highway land, part this Council's land)</p>	<p>This is common land and therefore any works carried out on it requires the consent of the Department for the Environment, Food and Rural Affairs (DEFRA).</p>	<p>We applied to DEFRA on 11 November 2014 for Common Land Consent for the Green Ring routes that are proposed through Sandpit Lane. The application was a joint application with the County Council (HCC) and therefore also covers part of the Green Ring route on public highway.</p> <p>In accordance with DEFRA's procedures we were required to consult again on this route. This was in addition to the consultation we had already carried out as part of the Green Ring consultation.</p> <p>A local resident has objected to the shared use of the highway path in front of St Saviour's View. He argues this will be dangerous and has requested that the County Council consider mitigating measures. These include installing a staggered barrier and widening of the path on the north side to help separate cyclists from pedestrians.</p> <p>The Planning Inspectorate inspected the proposed route on 20 April. We are still awaiting his decision. We have a contractor ready to carry out the works on this Council's land if approval is given. The works should take approximately 3 weeks.</p> <p>The works to the County Council land will take part on the highway and will require a 3 month notice period to start. It is therefore unlikely that these works will begin until the Autumn.</p>
<p>Working Across Departments</p>	<p>The Property and Asset Manager is now managing the Corporate Property and Housing Capital Project teams. This allows greater flexibility for cross-team working and joining up services such as asbestos management. Staff also have the opportunity to work on projects for both teams.</p>	

Council Performance & Budget Summary

Appendix C: 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 01/04/15 – 30/06/15

Item	Date Completed	Property	Transaction
1	30/6/15	11 Alder Close	Acquisition of flat for temporary accommodation

Status of key transactions as at 30/06/15

Item	Property	Transaction	Status
1	Former Garage site at Telford Road, London Colney	Sale of freehold land to North Hertfordshire Homes Housing Association Limited	In April, we indicated a 30 June completion date. However, North Herts Homes is currently monitoring access across the site before proceeding with the purchase. We await a new potential completion date from North Herts Homes. Meanwhile, the Council has allowed North Herts Homes to clear the site and to carry out investigations and surveys under licence.
2	Former Garage Sites at 119-132 Cotlandswick and 141-162 Cotlandswick, London Colney	Sale of freehold land to North Hertfordshire Homes Housing Association Limited	North Herts Homes is considering how title issues might impact on the viability of the current planning scheme for each site. North Herts Homes will liaise with owners and occupiers of surrounding flats.
3	Harness Way Playing Fields, St Albans	Transfer to Sandridge Parish Council	The Parish Council has reviewed the model documents we prepared for the transfer of the Council's freehold interest. We are working on the documents with a view to completing the transaction by 30 September 2015.
4	Marshalswick Community Centre, The Ridgeway, St Albans	Transfer to Sandridge Parish Council	In April, we suggested a June delivery date to send out draft documents for approval. Progress on this transaction is

Council Performance & Budget Summary

Appendix C: Conveyancing Update



			subject to Sandridge Parish Council confirming they are content to use the model legal documents used for Harness Way Playing Fields. Council finalisation of the Harness Way documents is needed first. We now anticipate sending draft paperwork for review in late September, subject to timely completion of Harness Way.
5	Sherwood Avenue Recreation Ground, St Albans	Transfer to Sandridge Parish Council	In April, we suggested a June delivery date to send out draft documents for approval. Progress on this transaction is subject to Sandridge Parish Council confirming they are content to use the model legal documents used for Harness Way Playing Fields. Council finalisation of the Harness Way documents is needed first. We now anticipate sending draft paperwork for review in late September, subject to timely completion of Harness Way.
6	William Bell Recreation Ground, Furse Avenue, St Albans	Transfer to Sandridge Parish Council	In April, we suggested a July delivery date to send out draft documents for approval. Progress on this transaction is subject to Sandridge Parish Council confirming they are content to use the model legal documents used for Harness Way Playing Fields. Council finalisation of the Harness Way documents is needed first. We now anticipate sending draft paperwork for review in late September, subject to timely completion of Harness Way.
7	The Ridgeway Car Park, St Albans	Transfer to Sandridge Parish Council	The Parish Council is considering terms for acquisition.
8	91 Lower Luton Road, Harpenden	Transfer to Harpenden Town Council	In April we anticipated a June delivery date for completion. We sent model legal documents for the transfer of the Council's freehold interest to Harpenden Town Council for review in March 2015. We are currently waiting for Harpenden Town Council to approve the documents and to propose a completion date.

Council Performance & Budget Summary

Appendix C: Conveyancing Update



9	Oakley Road Allotments, Harpenden	Transfer to Harpenden Town Council	In April we indicated a June delivery date for producing draft documents. Progress on this transaction is subject to Harpenden Town Council confirming they are content to use the model legal documents used for 91 Lower Luton Road.
10	Heath Close Allotments, Harpenden	Transfer to Harpenden Town Council	In April we indicated a June delivery date for producing draft documents. Progress on this transaction is subject to Harpenden Town Council confirming they are content to use the model legal documents used for 91 Lower Luton Road.
11	Betty Entwistle House	Sale to Bedfordshire Pilgrims Housing Association Limited (bpha)	We anticipate sending draft paperwork to bpha by 31 July with a view to exchanging contracts by 31 August.
12	Cotlandswick Leisure Centre	Lease to 1Life and associated sub-lease to C-Salt and licence	We are working on the suite of lease documents with 1Life and C-Salt which link to the Leisure Management Contract. These will be similar to the documents already in place for the Council's other leisure facilities.
13	Museum of St Albans relocation to the Old Town Hall	Exchange of freehold land and associated leases	The solicitors for the Council and the MoSTA charity are finalising the conveyancing documents and the Charity Commission consent.

Footnote:

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

Council Performance & Budget Summary

Appendix D: Community Right to Bid – Schedule of Decisions



Asset name	Owner	Nominated by and date	Recommended Decision & Date	Reasons	PH Approved/ Date of Final Decision
The Camp Public House, Camp Road, St Albans	Howarth Homes	Save the Camp 6 May 2015	List the Asset 29.06.15	<p>The primary use of the asset, now or in the recent past, furthers or has furthered the local community's social wellbeing or interest in that:</p> <ul style="list-style-type: none"> the asset was a public house serving a well populated residential area. At the time of inspection the pub had ceased trading (believed to have closed on 14 May 2015); the exterior of the property is well maintained and not run down; information provided by local residents suggests that for over 100 years the pub has been used for community activities such as "watching England games"; "birthday celebrations", "family days", "sporting occasions", "music" and "pool and darts teams". It is difficult to verify the extent of this use now that the pub has closed however there is a strong local feeling at the loss of the pub, with a 600+ name petition being submitted; although the pub has ceased trading there is as yet no planning permission for an alternative use (nor any significant planning history save for in connection with the use as a pub) This suggests that there are a number of possible uses to which the building and land could be put, including that of a public house; taking into account recent First Tier Tribunal Decisions, (Moat CR/2014/0014 and Rose Hill Tavern CR/2014/0015 for example) it is not fanciful to imagine that the asset could within the next five years further community purposes again. To quote Judge Peter Lane in the Rose Hill Tavern case (CR/2014/0015) "It is also necessary to emphasise the fact that what is "realistic" may admit a number of possibilities, none of which needs to be the most likely outcome." 	6 July 2015

Council Performance & Budget Summary

Appendix D: Community Right to Bid – Schedule of Decisions



Asset name	Owner	Nominated by and date	Recommended Decision & Date	Reasons	PH Approved/ Date of Final Decision
Victoria Playing Fields, St Albans	SADC	Friends of Victoria Playing Fields 10 April 2015	List the Asset 29.06.15	The primary use of the asset, now or in the recent past, furthers or has furthered the local community's social wellbeing or interest in that: <ul style="list-style-type: none"> the asset is a playing field with children's playground. It is very well used by the community and has an active friends group; there is no reason to believe this asset will not continue to be used in this way in the future. 	6 July 2015
The former All Saints Pastoral Centre (SPEC) London Colney	Comer Group	London Colney Parish Council 17 April 2015	Do not List the Asset 29.06.15	The primary use of the asset does not further and has not in the recent past furthered the local community's social wellbeing or interest in that: <ul style="list-style-type: none"> the facility has been closed since May 2014. It is now let to a private language school for 5 years, with the exception of the houses, which are let on assured shorthold tenancies; 	6 July 2015
(SPEC) North London Colney	Comer Group	Pastoral Village 17 April 2015	Do not List the Asset 29.06.15	<ul style="list-style-type: none"> the main use of the buildings was for a religious education centre providing residential courses to catholic primary & secondary schools (within the boundary of the Diocese of Westminster – Hertfordshire, Middlesex & London Boroughs); 	6 July 2015
(SPEC) South London Colney	Comer Group	Pastoral Village 17 April 2015	Do not List the Asset 29.06.15	<ul style="list-style-type: none"> part of the SPEC building was dedicated to residential accommodation for staff members; we are advised that the facility was not available to be used by the local community, but may have been used by schools in Hertfordshire to provide educational courses as part of the school curriculum; The remainder of the site (sports fields, mortuary, burial ground etc.) was used in connection with the main building, not as separate community assets. There is a sign posted at the entrance to Chantry Island saying "Private"; Some of the buildings are purely residential. All are part of the site and ancillary to the main use and do not meet the criteria for the reasons given above. 	6 July 2015

Council Performance & Budget Summary

Appendix D: Community Right to Bid – Schedule of Decisions



Asset name	Owner	Nominated by and date	Recommended Decision & Date	Reasons	PH Approved/ Date of Final Decision
Harpenden Memorial Hospital (Red House) and the Stewart Building, Carlton Road, Harpenden	Herts. Community NHS Trust and Herts Partnership University NHS Foundation Trust	Harpenden Town Council	Do not List the Asset 29.06.15	<p>The primary use of the asset does not further and has not in the recent past furthered the local community's social wellbeing or interest in that:</p> <ul style="list-style-type: none"> • although parts of the building are used to further the social wellbeing of the community (e.g. podiatry, retinal scanning) a large part of the Memorial Hospital is closed off and is a dangerous structure; • the whole of the first floor and some ground floor rooms are offices used by NHS Trust staff from all over the County and not necessarily in connection with the few remaining services operating out of the Red House. The clinical parts of the building are now ancillary to the administrative; • the main Red House building used to house a hospital with surgical facilities and could have been said at one time to further the social wellbeing of the community. However the condition of the building is poor and to bring it up to current standards for clinical care is likely to cost in excess of £4m, in addition to the cost of purchasing the asset and maintaining it as a similar facility. It does not therefore seem realistic that it could ever become a community hospital again; • the Stewart building is an in-patient mental health centre for the elderly. This is separately owned and managed to the main Harpenden Memorial Hospital. It is only one quarter of the site nominated for listing. 	6 July 2015

Council Performance & Budget Summary

Appendix D: Community Right to Bid – Schedule of Decisions



Reviews/ Appeals

Asset name	Owner	Date of Review/ Appeal	Decision & Date	Reasons/ Comments
Bedmond Fields Bedmond Lane	Banner Homes Limited	Appeal hearing on 4 March 2015	First Tier Tribunal dismissed the appeal. Owner has been given leave to appeal to the Upper Tier Tribunal	Appeal at the Upper Tier Tribunal, which is established by the Localism Act to consider appeals by landowners against local authority review decisions regarding the listing of land as an Asset of Community Value. The Tribunal is an independent body administered by HM Courts and Tribunal Service. The Upper Tribunal primarily reviews and decides appeals arising from the First Tier Tribunal.
Park Wood	CP Holdings	Review hearing 17.02.15	Decision Awaited	The decision will be taken by the Head of legal, Democratic and Regulatory Services in consultation with the Leader
Scrubbs Wood	CP Holdings	Review hearing 17.02.15	Decision Awaited	The decision will be taken by the Head of legal, Democratic and Regulatory Services in consultation with the Leader

Scrutiny, Working Party, Portfolio Holder and other Task & Finish Groups 2015 – 2016

The list below gives information about Councillor groups set up to consider various topics. We intend to produce this list every quarter so members and officers know what Councillor groups are in existence, and who is on them.

Scrutiny Groups						
Group	Parent Committee	No. of meetings in last Municipal Year	Average No. of officers attending each meeting in last Municipal Year (to the nearest whole number)	Chair (2014/15)	Lead Officer(s)	Council representatives in 2015/16
Community Safety Scrutiny Working Group	Local Services Scrutiny Committee	2	2	Councillor Swendell	Neil Kieran	Cllrs Featherstone, Harris, Mead, Pawle, A Rowlands, Swendell and White
St Albans Christmas Market & Markets Review T&F Group	Local Services Scrutiny Committee	2	2	Councillor Mills	Richard Shwe	Cllrs Clark, Featherstone, Grover, Mills and Wartenberg
Budget Scrutiny T&F Groups x 6 (Portfolio based)*	Joint Local Services Scrutiny Committee & Internal Performance Scrutiny Committee	2 (x6)	4	Various	Finance Officers	[Please see the final page of this document.]

Council Performance & Budget Summary

Appendix E: Task and Finish Groups Update



Group	Parent Committee	No. of meetings in last Municipal Year	Average No. of officers attending each meeting in last Municipal Year (to the nearest whole number)	Chair (2014/15)	Lead Officer(s)	Council representatives in 2015/16
Leisure Facilities Task and Finish Group (<i>one further meeting due in autumn 2015</i>)	Local Services Scrutiny Committee	3	4	Councillor A Rowlands	Richard Shwe, Tony Marmo, Stuart Foster	Cllrs Bell, Harris, Leonard, A Rowlands, Wood and Zia
Contract Monitoring T&F Group	Internal Performance Scrutiny Committee	New (1 meeting held in current Municipal Year)	N/A (4 at first meeting in this Municipal Year)	N/A (Councillor Bell Chair for 2015/16)	Debbi White/Matthew Devan/Tony Marmo	Cllrs Bell, Featherstone, Harris, Pawle, A Rowlands, White
Voluntary and Community Sector Funding	Joint Local Services Scrutiny Committee & Internal Performance Scrutiny Committee	New (1 meeting held in current Municipal Year)	N/A (3 at first meeting in this Municipal Year)	N/A (Councillor Bell Chair for 2015/16)	Emma Edgell	Cllrs Bell, Day, Gordon, Grover, Leonard, Mead, Zia

Council Performance & Budget Summary

Appendix E: Task and Finish Groups Update



Working Party or Portfolio Holder Task & Finish Group					
Group	No. of meetings in last Municipal Year	Average No. of officers attending each meeting in last Municipal Year (to the nearest whole number)	Chair	Lead Officer(s)	Council representatives in 2015/16
Car Parking WP	3	5	Councillor Read	Maria Stagg	Cllrs Campbell, McHale, Mills, Read, A Rowlands and Weaver
Efficiency & Transformation T&F Group	3	4	Councillor Campbell	Simonne De Vall	Cllrs Bell, Campbell, Daly, McHale, Mills and White
Retendering of Waste Management & Cleansing Contracts	4	8	Councillor Chichester-Miles	Albert Light	Cllrs Chichester-Miles, Davies, Gardner, Gibbard and White
Garages WP	1	3	Councillor Ellis	David Reavill	Cllr Ellis, Leonard, Janet Smith and Swendell
Member Development Working Group (<i>To be reconstituted post-election with membership shown</i>)	N/A	N/A	TBA	Elizabeth Heath	Cllrs Bell, Curthoys, Mead, Mills and White

Council Performance & Budget Summary

Appendix E: Task and Finish Groups Update



Other Working Party or task and finish group					
Group	No. of meetings in last Municipal Year	Average No. of officers attending each meeting in last Municipal Year (to the nearest whole number)	Chair (2014/15)	Lead Officer(s)	Council representatives in 2015/16
City Neighbourhoods Committee Budget T&F Group Note: The Group is comprised of one representative from each of the 8 wards covered by the City Neighbourhoods Committee	4	4	Councillor Donald	Richard Shwe	(Includes one co-opted committee member representing St Peter's ward) Cllrs Donald, Hill, Mills, A Rowlands, Janet Smith and White, plus one representative from Marshalswick South ward.

Advisory Groups			
Group	Chair	Nature of Council representation	Council representatives in 2015/16
Quality Network Partnership (also known as Network St Albans)	Stephen Joseph	Portfolio Holder and officers, others at invitation of Chair. SADC Group Leaders to be invited going forward.	Cllr Read

Council Performance & Budget Summary

Appendix E: Task and Finish Groups Update



Group	Chair	Nature of Council representation	Council representatives in 2015/16
New Museum Advisory Group	Maurice Davies	Group representations	Cllrs Brewster, Janet Smith, Turner and White
Visitor Partnership	Vicky La Trobe	Relevant Portfolio Holder	Cllr Read
City Centre Partnership	Phil Corrigan	Relevant Portfolio Holder	Cllr Read
Park Forums <ul style="list-style-type: none"> • Clarence Park • Rothamsted Park • Batchwood • Verulamium Park • Jersey Farm Woodland 	Councillor White Councillor Maynard TBC	Portfolio Holder plus Clarence Ward Cllrs 3 seats drawn from Harpenden Ward Cllrs (+ Jon Green) Portfolio Holder plus Batchwood Ward Cllrs (+ Stuart Foster) Portfolio Holder plus Verulam Ward Cllrs 3 seats in 2015/16	Cllrs Chichester-Miles, McHale, S Rowlands and White Cllrs Farmer, Maynard and Weaver Cllrs Brewster, Mills, Pakenham and T Smith Cllrs Chichester-Miles, Chivers, Hill and Wartenberg Cllrs Churchard and Leonard
Nomansland Common Joint Committee	John Newton Davies (Wheathampstead Parish Councillor)	3 seats in 2015/16 + Nick Sherriff	Cllrs Clark, Wood and one vacancy
Bricket Wood Common Management Committee	John Bell (Parish Councillor)	3 seats in 2015/16	Cllrs Featherstone, Lee and Wright
Strategic Partnership	Julian Daly	Executive Leader	Cllr Daly
Look! St Albans	Vanessa Gregory	John Hoad	Cllr Read
Cathedral / HLF project	Gerald Corbett	Portfolio Holder	Cllr Brewster
Hertfordshire Infrastructure & Planning Partnership	Richard Thake (HCC Councillor)	Portfolio Holder	Cllr Daly
Green Triangle	Julian Daly	Relevant Portfolio Holders	Cllrs Daly, Read
Professional Services	Julian Daly	Relevant Portfolio Holders	Cllrs Daly, Read

Council Performance & Budget Summary

Appendix E: Task and Finish Groups Update



* The 6 Budget Scrutiny T&F Groups are:

Name	Chair in 2014-15	Lead Officer	Council Representatives in 2015-16
Community Engagement and Localism	Councillor Prowse	Finance Officers	Cllrs Prowse, Bell, Crawley, Donald, Farmer, Grant, McHale, Mead, Mills, Rahim and White
Environment		Finance Officers	Cllrs Bell, Churchard, Clark, Day, Gardner, Grover and Weaver
Housing		Finance Officers	Cllrs Bell, Clark, Lee, Mead and Mills
Planning and Conservation (and Executive Leader)	Councillor Weaver	Finance Officers	Cllrs Weaver, Bell, Grant, Leonard, Mead and Yates
Resources	Councillor White	Finance Officers	Cllrs Bell, Clark, Gibbard, Mead, Mills and White
Sports, Leisure and Heritage	Councillor A Rowlands	Finance Officers	Cllrs A Rowlands, Bell, T Heritage, Leonard, Mead and Janet Smith

As at 13 July 2015

The Council has been awarded the **Investors in People Silver standard**, following assessment in Spring 2015. This award demonstrates commitment to realising the potential of an organisation's workforce.

The assessor complemented the Council's purpose and direction, leadership style, and the prominence of workforce development on the corporate agenda. She concluded "without a doubt, St Albans is a progressive and forward thinking organisation that fully embraces challenge and change".

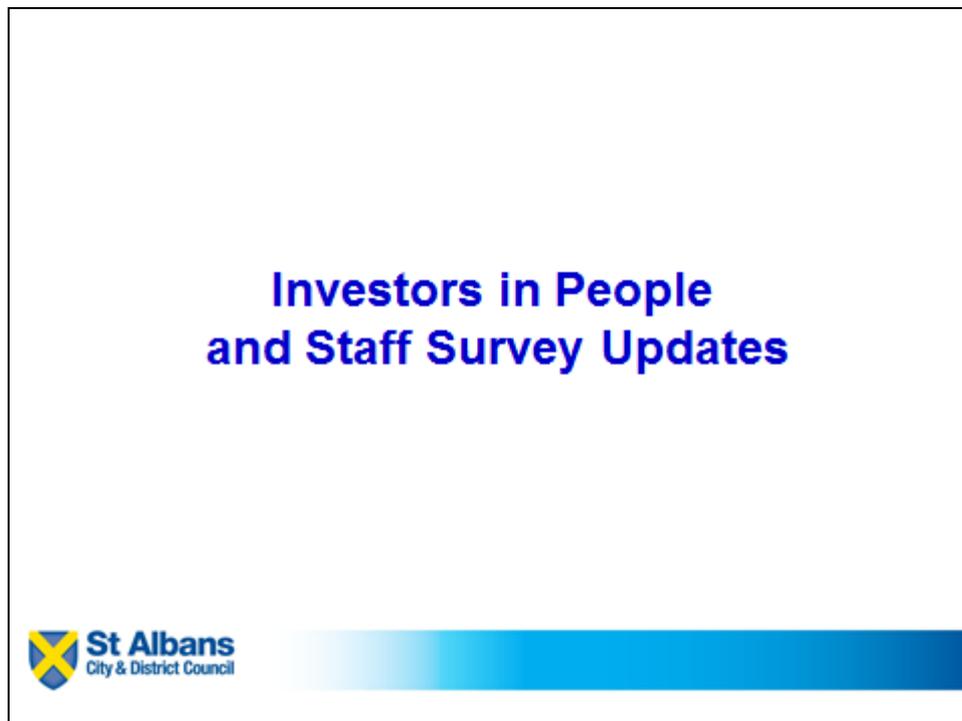
The award was presented at Full Council on 9 July and will be displayed in reception.

The **biennial Staff Survey** was also completed in the spring. The staff response rate of 79% was high (the local government average is 58%).

The headline outcome is that results on 86% of the questions have either improved or stayed the same since the last survey two years ago. This is a very helpful barometer of how staff feel about working at the Council, the areas we do well and where we can do better.

Results are now being considered at departmental and team level.

The following slides were used by the Chief Executive in recent staff briefings. They set out the headlines and next steps on both Investors in People and the Staff Survey.





**INVESTORS
IN PEOPLE**

Silver

St Albans City and District Council
Reviewed April 2015
Accredited since January 2006



Investors in People – Report Findings

- Clear purpose and direction - moving from “good” to “great”
- Strong appreciation and confidence in leadership style
- Corporate vision reflected in priorities and plans - linked to workforce development and improved customer service
- Continuous improvements to ‘people strategies’
- Workforce development - high on corporate agenda (recruitment; talent and succession planning; building capacity, capability and resilience)



Next Steps and Areas for Improvement

Working Environment

- Develop and support managers to effectively manage their team when working remotely
- Encourage more people to work from home

Workforce Development

- Members induction and on-going development should include an understanding of officers' needs and expectations
- Improve the internal induction process



Go for Gold

- Consider applying for Gold Investors in People accreditation in 2016



STAFF SURVEY 2015



Key Messages from the Survey

- 316 responses – a response rate of **79%**
(67% in 2013 & Local Gov. benchmark is 58%)
- Trends when compared to last survey in 2013
 - 41 results improved (**71%**)
 - 9 results stayed the same (**15%**)
 - 8 results fell (**14%**)
- Overall general improvement with a majority of positive results, but still some areas for action



Trends – positive (top 5)

1. I am satisfied with my physical working conditions, 63%
(**up 15%**)
2. I am satisfied with my opportunities for a better job in
the Council, 50% (**up 15%**)
3. I believe that action will be taken on problems identified
in this survey, 43% (**up 11%**)
4. I believe I am valued for what I can offer the Council,
67% (**up 11%**)
5. My manager passes my views on important matters
upwards, 66% (**up 9%**)



Trends – negative (bottom 5)

1. Health and Safety is taken seriously in the Council, 75% **(down 7%)**
2. I intend to still be working for the Council in 12 months time, 64% **(down 4%)**
3. I suggest ideas to improve our ways of doing things, 89% **(down 3%)**
4. My performance has improved as a result of skills I have developed over the past year, 58% **(down 3%)**
5. The people in my team co-operate to get the work done, 85% **(down 2%)**



Highlights – top 3 % results

1. I am clear about what I am expected to achieve in my job, **91%** (2013, 92%)
2. I suggest ideas to improve our ways of doing things, **89%** (2013, 92%)
3. We listen to customers rather than just telling them what they need, **88%** (2013, 88%)



Areas for improvement – bottom 3 % results

- Where I work there are enough staff to get the job done, **28%** (2013, 27%)
- Compared to similar jobs in other councils, my pay is reasonable, **35%** (2013, 30%)
- Poor performance is dealt with effectively where I work, **38%** (2013, 32%)



Comments - key themes (positive)

- Good team spirit despite constant pressure of work
- More collaboration and less silo working
- Flexible and home working helps achieve work life balance
- Better development opportunities
- Good channels of communication
- Effective dealing with bullying when identified



Comments - key themes (negative)

- Increasing workload and pressure
- Difficult to recruit in some specialist areas exacerbating workload
- Policy for tackling absence/sick leave considered unfair
- Limitations of ICT and support
- Noise and overcrowding in some areas of open plan office
- Pay and benefits comparison



Building on the positives

- ✓ Celebrate positive results
- ✓ Managers and teams to identify and share good practice
- ✓ Develop case studies to promote good practice outside the council

Acting on the negatives

- ✓ Identify areas to understand in a bit more detail
- ✓ Explore with Unison and staff groups
- ✓ Use outcomes to inform priorities (e.g. management development programme, pay strategy review)



Next steps - corporate

Improvement actions already underway, e.g.-

- ✓ **Management development programme** - include mandatory performance management module
- ✓ **Recruitment** – consider additional staff in priority areas, improve our employer profile, widen reach for candidates
- ✓ **Pay and benefits** – benchmark and explore options

Some new areas for 2015/16

- Pay Strategy Review
- Developing career pathways and promotion opportunities



Next steps - departmental

- Managers to look at detailed department and team reports (where 10 or more people)
- Share key messages with teams
- Celebrate improvements and good practice
- Identify any areas to explore in more detail
- Develop local action plans



Council Performance & Budget Summary

Appendix G: Waste Management & Recycling Update



This update provides a summary of progress on the Council's priority project to move to 60% recycling and beyond. Also included is an update on the priority project to retender the Council's waste management contract.

Key performance highlights in the Financial Year 2014/15

The draft figures for the past financial year were reported to the April Cabinet meeting. Table 1 contains the latest updated figures, along with a comparison with the two previous financial years.

Table 1 - 2014-15 Municipal Waste Management Figures

Material	12 month period April to March Inc.					
	2012/13		2013/14		2014 - 15 Total	
	tonnes	%	tonnes	%	tonnes	%
Glass	3,909	7.7%	3,809	7.4%	3,790	7.4%
Soft Mix (paper and cardboard)	108	0.2%	4,082	7.9%	6,014	11.7%
Paper	4,704	9.2%	1,472	2.8%	161	0.3%
Plastics & Cans	1,457	2.9%	1,676	3.2%	1,829	3.6%
Green Waste	10,950	21.5%	13,394	25.8%	13,746	26.8%
Others - textiles, WEE, Batteries, Third Party.	129	0.3%	266	0.5%	353	0.7%
Total household waste recycled and composted	21,257	41.8%	24,699	47.7%	25,893	50.5%
Total residual waste (not recycled or composted)	29,611	58.2%	27,120	52.3%	25,419	49.5%
Total Household Waste	50,868	100%	51,819	100%	51,312	100%

Performance in Relation to other Hertfordshire Districts

Table 2 below contains a comparison with the performance of other Hertfordshire Districts. St Albans has performed well in relation to the other Hertfordshire Districts. As well as achieving the largest percentage point recycling gain, it is the only authority to have scored a green on all of the key waste indicators.

Table 2 – Comparison to other Hertfordshire Districts

(source - provisional figures published by Hertfordshire Waste Partnership on 23-06-15)

Authority	Recycling	Composting	Residual	Total	Recycling Rate	Difference v 2013/14	Recycling Rate trend	District Ranking
Broxbourne	↑	↑	↑	↑	35.3%	0.3%	↑	10
Dacorum	↑	↓	↓	↓	47.3%	1.1%	↑	6
East Herts	↑	↓	↓	↑	49.5%	1.0%	↑	4
Hertsmere	↑	↓	↓	↓	43.2%	0.1%	↑	7
North Herts	↑	↑	↓	↑	58.5%	1.3%	↑	2
St Albans	↑	↑	↓	↓	50.3%	2.6%	↑	3
Stevenage	↑	↓	↑	↑	37.8%	0.4%	↑	9
Three Rivers	↑	↓	↓	↓	63.2%	0.7%	↑	1
Watford	↑	↓	↓	↑	42.1%	1.5%	↑	8
Welwyn Hatfield	↑	↓	↓	↓	48.0%	1.4%	↑	5

Key performance highlights over the past 12 month period - July 2014 to June 2015 (figures shown in Table 3 and Table 4 overleaf)

Key highlights include:

- Recycling performance improved to 50.6% (from 49.5% for the previous corresponding 12 month period).
- Dry recycling tonnages increased from 11,570 to 12,167 tonnes (5.2%).
- Green waste composting reduced from 14,248 to 13,389 tonnes (-6.0%). As reported in April, this is largely as a result of a reduction in the projected amount of garden waste collected for composting and is linked to the cold/dry late winter/spring. Total organic waste collected for composting, across the County, is also down by around 4% over the last financial year.
- Residual waste to landfill reduced by 1,269 tonnes.

Summary progress on key initiatives completed in quarter 1 (April to July 2015)

- Sustained improved performance of the new cardboard collection service.
- Efficiency gains arising from the rationalisation of the soft mix recycling collection rounds. This has resulted in a full year annual saving to the Council of £85,000.
- Continuing communications campaign including road shows, recycling presentations, waste aware initiatives and regular features in Community News newsletter for residents.
- A video promoting food waste reduction/recycling is now live on the Council website.
- Recycling facebook page is now live.
- Continuation of a trial to recycle street sweeping arisings.
- Production of District wide recycling 'heat maps' from in-cab data. These provide an indication of the range of recycling performance across the District. They provide a visual indication of the 'Green' high performing wards/areas ranging to the 'Red' low performing areas. The map is being used a key aid to help identify and subsequently target low performing recycling areas. A map covering the period October 2014 to March 2015 is attached.

Lessons Learnt and Key Issues for the Next 12 months

The initiatives completed over the past 12 months demonstrate good progress. However, year on year performance is flat. Consequently, further work is required if the Council is to achieve continued progression towards its target of 60% recycling.

The development of future initiatives and strategies, aimed at improving recycling performance, has been based around two key themes:

- 1) Determining what is required to improve returns from current collection services. This is being used to develop planned initiatives between now and the start of the new contract.
- 2) Consideration of the need to change collection services and policies in line with 'best practice' elsewhere. This research has been used to develop options for new/revised collection services include within the new contract tender process.

Council Performance & Budget Summary

Appendix G: Waste Management & Recycling Update



To address the above, a number of sources of information have been collated and analysed. These include:

- Waste audit, waste data flow information and area based recycling data arising from the new in-cab system.
- Experience of other Hertfordshire authorities and the top ten recycling performing authorities in England.
- Views from waste management companies submitted as part of the soft market testing exercise.
- Results of door step recycling survey undertaken last November.

Actions/initiatives arising from the above work have been included in the continuing work plan for the project over the coming 12 months. The campaign and strategy will focus on food waste and improving performance in the lower performing areas. Where appropriate, and specifically in the case of potential options for service change, they form a key element of the new waste management tender.

Initiatives over the next 12 months leading up to the start of the new contract include;

Food Waste

Food waste is the largest proportion of household waste still being sent to landfill. Further work is required to encourage residents to waste less food and use the existing green bins to recycle food waste. Planned initiatives include:

- New Agrippa signs on sides of collection vehicles promoting the food waste recycling message.
- Stickers on green waste bins in low performing areas promoting the recycling of food waste.
- Market stall at the forthcoming food festival.
- Recycling roadshow at current (recent Alban weekend) and future community events.
- Ongoing talks on recycling initiatives to community groups.

Difference in recycling performance across the District

Some areas in the District are performing close to the 60% target, while others are as low as 40%. We are currently working with Amey to understand the reasons for this disparity in performance and to work with residents in the lower performing areas to improve performance. The intention is to work on development of intensive campaign starting in one or two of the low performing areas.

Misunderstanding over what materials can be recycled.

The indications from the door step surveys are that there is still some confusion amongst residents over what materials can be placed in recycling boxes. This is particularly the case with some of the plastic packaging materials which the Council did not originally collect for recycling. The intention is to use future communications campaigns to clarify and reinforce details of what can be recycled.

Initiatives included in the new contract

An analysis of the top performing authorities, combined with the results of an independent options appraisal, has shown the need to consider modifying current collection systems. Depending on the option chosen, potential future service changes include; the introduction of a separate weekly food waste collection, the use of wheeled bins to collect co-mingled dry recyclables and the use of smaller bins for non-recyclable refuse.

Recycling of Street Sweeping Arisings

A trial to recycle arisings from mechanical street cleansing arisings has been in place for the period April 2015 to June 2015. During this period 215 tonnes of material have been collected from the Council's Sandridge Gate Depot for processing at a specialist treatment plant. While it is positive that this level of material has been diverted from landfill, overall volumes are less than originally anticipated and we are working with Amey to understand the reasons for this.

A full update on the performance of the trial will be produced once six months figures are available.

Update on Retendering Waste Management Contract

The Environment Portfolio Holder's working group met in May and approved the various documents to be issued as part of the Invitation to Tender (ITT).

The group also approved the short listing of the seven companies to be invited to submit bids.

The ITT was issued on 9th June 2015 with a tender return date of 4th August 2015. Returned tenders will be evaluated during August and early September.

The working group are next due to meet in September with a view to making a recommendation on the preferred tender/collection service option. A report will be submitted to Cabinet in October or November for approval of the preferred tender and the future approach to recycling collections.

The aim will be to award the contract by the end of the year to allow a suitable mobilisation period of no less than 6 months for the successful tenderer. This will allow sufficient time for the contractor to organise the purchase of new vehicles and plan effectively to mobilise the new contract.

The Tender document provides for capital funding of the new collection/cleansing vehicles by the Council. In this way the Council will aim to use its ability to obtain preferential capital borrowing rates to reduce the overall service cost to the taxpayer.

Council Performance & Budget Summary

Appendix G: Waste Management & Recycling update



Table 3 - 60% Recycling Project - 12 month's figures for July 2014 to June 2015

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	July 14 to June 15 Total	July 13 to June 14 Total	
<u>Material Recycled/Composted (tonnes)</u>															
Glass	248	282	441	265	285	303	445	276	324	323	306	306	3,804	▲	3,740
Soft Mix (paper and cardboard)	500	443	514	571	525	513	635	466	527	519	478	494	6,186	▲	5,840
Plastics & Cans	165	139	154	158	141	149	175	139	150	154	151	150	1,826	▲	1,712
Others - textiles, WEE, Batteries, Third Party.	5	4	85	2	2	80	2	2	86	3	4	75	351	▲	278
Total Dry Recycling (tonnes)	918	868	1,194	997	954	1,045	1,257	883	1,088	999	940	1,025	12,167	▲	11,570
Total Green Waste (tonnes)	1,539	1,087	1,274	1,408	999	716	729	509	715	1,102	1,851	1,460	13,389	▼	14,248
Total Mec. Street Cleansing Recycling (tonnes)	0	59	37	56	151	▲	0								
Total household waste recycled and composted (tonnes)	2,457	1,955	2,468	2,405	1,953	1,761	1,986	1,392	1,803	2,160	2,827	2,540	25,707	▼	25,818
Total residual waste (tonnes)	2,372	1,865	1,833	2,353	2,104	1,864	2,740	1,935	1,926	1,904	2,374	1,852	25,122	▼	26,391
Total Household Waste (tonnes)	4,829	3,820	4,300	4,757	4,057	3,625	4,725	3,327	3,729	4,064	5,201	4,393	50,829	▼	52,209
% Dry Recycling	19.0%	22.7%	27.8%	20.9%	23.5%	28.8%	26.6%	26.5%	29.2%	24.6%	18.1%	23.3%	23.9%	▲	22.2%
% Green Waste Composted	31.9%	28.4%	29.6%	29.6%	24.6%	19.8%	15.4%	15.3%	19.2%	27.1%	35.6%	33.2%	26.3%	▼	27.3%
% Mechanical Street Cleansing Recycled	0.0%	1.4%	0.7%	1.3%	0.3%	▲	0.0%								
% TOTAL HOUSEHOLD WASTE RECYCLED	50.9%	51.2%	57.4%	50.5%	48.1%	48.6%	42.0%	41.8%	48.3%	53.2%	54.4%	57.8%	50.6%	▲	49.5%

Council Performance & Budget Summary

Appendix G: Waste Management & Recycling update



Table 4 – Comparison of Tonnages Collected for the 12 month period July 2014 to June 2015 and July 2013 to June 2014

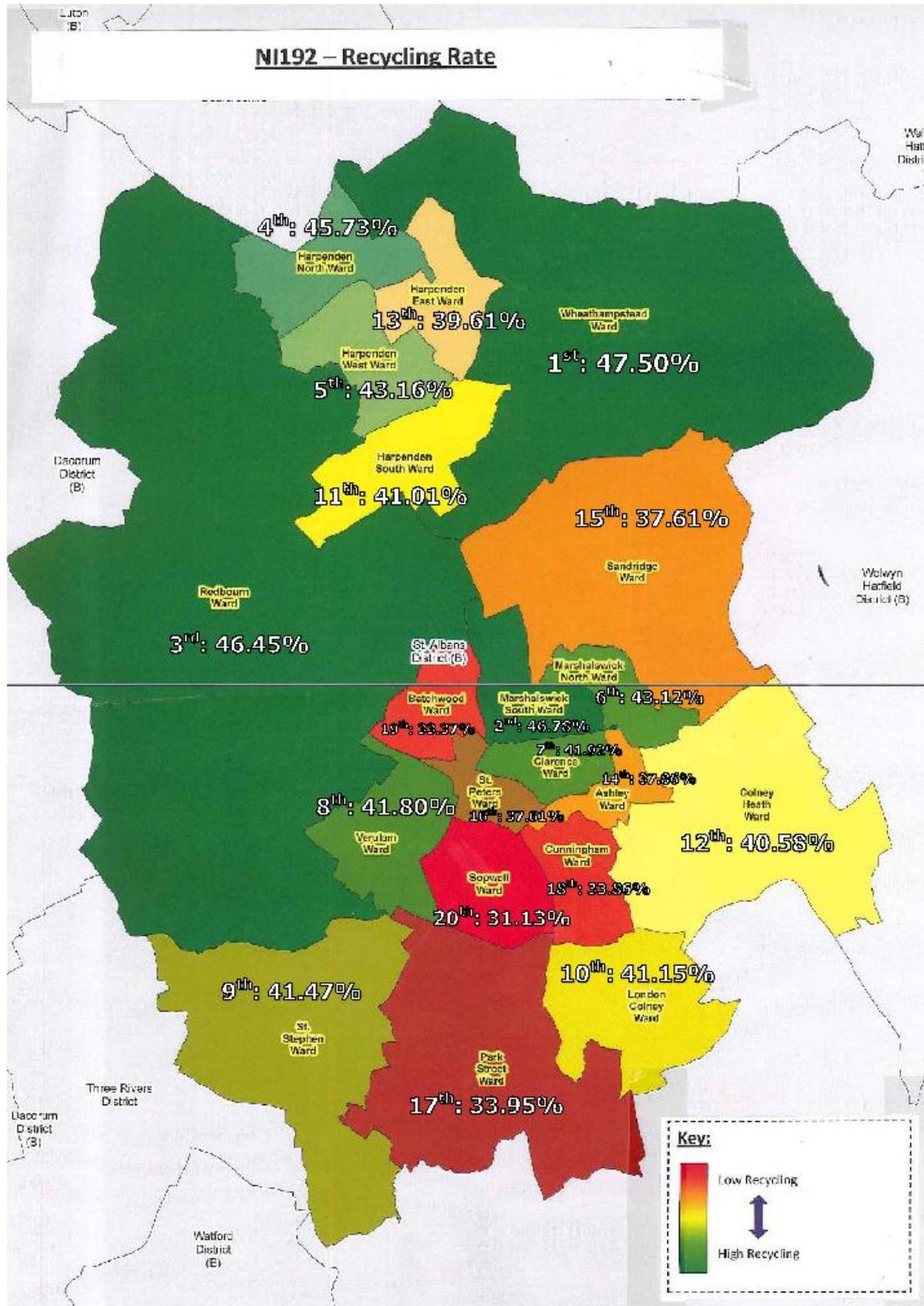
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	July 14 to June 15 Total
Total Residual Waste (tonnes)	2,372	1,865	1,833	2,353	2,104	1,864	2,740	1,935	1,926	1,904	2,374	1,852	25,122
Total Dry Recycling (tonnes)	918	868	1,194	997	954	1,045	1,257	883	1,088	999	940	1,025	12,167
Total Green Waste Recycled (tonnes)	1,539	1,087	1,274	1,408	999	716	729	509	715	1,102	1,851	1,460	13,389
Total Mec. Street Cleansing Recycling (tonnes)	0	0	0	0	0	0	0	0	0	59	37	56	151
Total household waste recycled and composted (tonnes)	2,457	1,955	2,468	2,405	1,953	1,761	1,986	1,392	1,803	2,160	2,827	2,540	25,707
% TOTAL HOUSEHOLD WASTE RECYCLED	50.9%	51.2%	57.4%	50.5%	48.1%	48.6%	42.0%	41.8%	48.3%	53.2%	54.4%	57.8%	50.6%

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	July 13 to June 14 Total
Total Residual Waste (tonnes)	2,635	1,961	1,979	2,501	2,170	1,890	2,814	2,005	2,008	2,005	2,538	1,884	26,391
Total Dry Recycling (tonnes)	844	815	1,016	922	820	917	1,402	869	1,020	899	1,060	985	11,570
Total Green Waste Recycled (tonnes)	1,417	1,117	1,032	1,575	1,165	766	910	589	908	1,246	1,912	1,612	14,248
Total Mec. Street Cleansing Recycling (tonnes)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total household waste recycled and composted (tonnes)	2,261	1,932	2,048	2,498	1,986	1,682	2,312	1,458	1,928	2,145	2,972	2,597	25,818
% TOTAL HOUSEHOLD WASTE RECYCLED	46.2%	49.6%	50.9%	50.0%	47.8%	47.1%	45.1%	42.1%	49.0%	51.7%	53.9%	58.0%	49.5%

Council Performance & Budget Summary

Appendix G: Waste Management & Recycling update

Figure 1 – Recycling Performance by Ward – October 2014 to March 2015



Council Performance & Budget Summary

Appendix H: Maltings Arts Theatre Update



On 15th March 2012 Cabinet agreed to enter into a 3 year agreement with a theatre company, OVO, to provide the programming of the Maltings Arts Theatre.

Portfolio Holder Decision to Extend the Agreement

The Portfolio Holder for Sports, Leisure & Heritage has agreed to extend the existing agreement for 5 years from 1st April 2015. In 2015-16 the Council will no longer provide a subsidy to support the programme (£7,225) but will continue to meet other overhead costs (£27,454). From 2016-17 OVO have agreed to cover the utilities and business rates cost (£12,667), but the Council will continue to meet the other overhead costs (£14,787). A longer term agreement will enable OVO to fund-raise to achieve a number of physical improvements that would benefit the venue. The company believes it can sustain an equivalent level of operation without receiving further subsidy.

Report on Performance

The agreement has been subject to annual review by officers. OVO has provided annual accounts on performance against the programming agreements.

OVO has performed well against the agreement. It has built up strong partnerships with local organisations which use the venue on a regular basis. It has maintained the venue to a good standard and invested its own resources in upgrading equipment and facilities. The programme over the last three years has seen a mix of genres including, drama, comedy, dance and film. The venue was used for the St Albans film festival in both 2013 and 2014.

OVO has placed a particular emphasis on attracting younger people to the theatre. It has developed positive relationships with local schools which have yielded regular group bookings, especially for texts on the Drama and English curricula. The theatre company has also set up a new youth theatre company.

The theatre is also made available for hire. Regular day classes take place for pre-school children in dance and music. There are also primary school aged drama classes after school. The venue is also hired out for parties.

OVO is a volunteer run theatre company with four part time paid roles. All other management and operational duties, including front of house duties at performances are delivered by volunteers. It is estimated that in excess of 5,000 hours of volunteer time has been required to sustain the programme over the period of the agreement. At an average of £10/hour this represents a contribution of £50,000 in kind support.

Funds available for marketing have been relatively low. OVO has targeted its promotional activity through their website and a season brochure produced 3 times per year. They have benefited from good coverage in both local papers and regularly secure reviews and editorial in the Herts Advertiser.

Attendance and Audience Analysis

In February 2014 OVO surveyed their customers and found the following:

- 64% are from St Albans
- 10% are from London
- 22% are from Hertfordshire

Council Performance & Budget Summary

Appendix H: Maltings Arts Theatre Update



The table below sets out the numbers of performances and analyses the audience levels between 2012 and 2014.

	No performances	Total audience	Average audience
2012 – 13	77	4,279	56
2013 – 14	89	4,983	56
2014 – 15	73	4,551	67

Premises and equipment

The following improvements have been made by OVO:

- Significant improvements to the reception and bar/hospitality area.
- Painting of various areas with the support of the Community Payback team providing labour and materials donated by local suppliers.
- Purchase of new projector and screen (first used for the St Albans Film Festival in 2013).
- Purchase of new lighting desk to replace old equipment from the 1980s.
- Upgrade to the security system, including installation of new locks and a key coded front door entry system enabling flexibility when hiring out the venue.

Funding before 2012

Before the agreement with OVO, the Council ran the theatre itself. The annual net yearly expenditure of the Council is outlined below:

Year	(£'000)
2008 – 09	139
2009 – 10	139
2010 – 11	175
2011 – 12 (part year with OVO)	72

Funding since 2012

The annual net yearly expenditure of the Council during the past 3 years was:

Year	(£'000)
2012 – 13	78
2013 – 14	43
2014 – 15	35

Estimated future funding

The estimated annual net yearly expenditure of the Council during the next 2 years is:

Year	(£'000)
2015 – 16	27
2016 – 17	15

Conclusion

The agreement with OVO has been beneficial to the Community and to the Council. We have been able to continue to provide opportunities local groups and organisations to present work to audiences in the Maltings Arts Theatre. At the same time, we have been able to reduce the level of subsidy provided.

Council Performance & Budget Summary

Appendix I: Internal Audits Update



Internal Audit undertakes audits across the Council's activities. Areas selected for audit are based on a risk assessment. This identifies those which are most important to the Council, where there are or have been problems or where there are opportunities to improve processes or efficiency. All reports go to the Council's Audit Committee, and include a management commentary on how the Council intends to respond to any recommendations.

This appendix summarises any significant findings emerging from recent Internal Audit work undertaken by the Council, along with the management response.

Audit	Key Findings	Audit Recommendations	Management Response
<p>Cashiers and NNDR</p> <p>Both issued June 2015 and,</p> <p>Both given Acceptable Level of Assurance</p>	<ul style="list-style-type: none"> - The Cashiers and National Non Domestic Rates (NNDR) sections continue to be well run with dedicated staff and documented procedures. - The cash reconciliations for Council Tax and NNDR (business rates) have not been fully completed and independently reviewed since April 2014 when the Business Support Team succeeded the Control Team. 	<ul style="list-style-type: none"> - Finance and Revenues Management needs to ensure that the Business Support Team undertakes all reconciliations on a monthly basis and they are independently reviewed and signed off. - There should be a paper or electronic audit trail evidencing review. 	<ul style="list-style-type: none"> - Agreed – August 2015.

Additional note: Internal audit has undertaken an audit and found that a contractor may have over-charged for works undertaken on behalf of the Council. Management are working with the contractor to address this. Further information is Part II of this report.

Assurance Levels

Full Assurance – all internal controls are operating as expected.

Acceptable Assurance – most internal controls are operating as expected, but some are not.

Limited Assurance – most internal controls are not operating as expected, but some are.

No Assurance – internal controls are either not present or those that are, do not operate as expected.