

# Council Performance & Budget Summary

January 2016

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

## Appendices

- A. Planning Update
  - A.i Current Section 106 Obligations
- B. Business Friendly Procurement and Services Update
- C. Community Survey Update
- D. Car Parking Update
- E. Pollinator Update
- F. Internal Audits Update (Part One)
- G. Internal Audits Update (Part Two)

## Recommendation

- 1.1 That Cabinet notes the Council Performance and Budget Summary (January 2016) and its appendices.

## Commentary

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

	Measure	Comments
A	Forecast budget variance at the year end	The forecast overspend of £95,000 (0.5% of the general fund budget) relates to 3 main matters outlined in previous reports. These are unforeseen costs resulting from the recent sinkhole related emergency response, extra costs associated with employing staff to deal with planning applications and IT spending brought forward from next year. The reduction in forecast overspend from prior months is largely due to a reduction in the net cost of housing benefit.
A	Percentage of rent loss due to voids	The projected rent loss due to voids (empty properties) is anticipated to be 1.4% of the annual rent due. This is largely because we have moved a further 5 tenants out of properties we are no longer letting as they are awaiting sale or disposal. A number of such properties remain on the system and show a void rent loss. When they are sold they will be removed from the system. Excluding these properties, the rent loss due to voids is 0.4%.
G	Rent arrears of current tenants as a percentage of rent due	Rent arrears have returned to target levels over January. The two rent free weeks over Christmas gave tenants in arrears a chance to catch up with rent payments. We advised tenants in arrears that they should continue paying rent through the rent free period and the majority have done so.  Previous years have shown a small increase between now and year end but we anticipate they will be at target levels by the end of

	Measure	Comments
		<p>March.</p> <p>Recruitment to fill the vacant Housing Income Team Leader post is underway, with interviews taking place in coming weeks for a probable start date in the spring. We will be advertising a Housing Income Assistant vacancy shortly.</p>
A	Percentage of repairs completed on time	The percentage of repairs completed on time rose to 92% in January but is still below the target. This measure is based on the contractor manually logging the completion date on our Orchard management system. The contractor has shown that the percentage of jobs completed on time on their own system is much higher. This suggests that they have not been logging completions correctly on Orchard. We have arranged a training session on 1 March to ensure contractors are logging the completion efficiently and correctly.
R	Days to process Housing Benefit new claims	New claim performance figures were adversely affected because of a vacant case officer post and the long-term sickness of a member of the team. Recruitment for the vacancy is currently underway. The existing case work that would normally be covered by these 2 posts has been distributed to other staff during January. Each member of the team has also had to provide more phone coverage to cover the vacancies. This increased workload means new claims have not been processed as quickly as usual.
A	Number of households in temporary accommodation and Average time in temporary accommodation	<p>So far this year (April to date) we have had 1,721 housing enquiries compared to 1,581 in the same time period last year. 108 households have been accepted as homeless to date this year. In addition, we have received 156 homeless applications this year, compared to 139 for the same period last year.</p> <p>The length of time in temporary accommodation reflects the availability of social housing in the District. There are 592 applicants on the Housing Register and 390 applicants on the transfer list. To date in this municipal year, there have been 331 social housing lettings.</p>
A	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	<p>In January, twelve appeal decisions were received. Of these, seven were allowed and five dismissed. This equates to 42% of Council decisions supported for the month.</p> <p>Successful appeals included removal of internal walls in a listed building, later living accommodation in a conservation area. Several extensions to dwellings, some of which were in the Green Belt, were also allowed.</p> <p>Unsuccessful appeals included proposed dwellings and extensions to dwellings, some of which were in the Green Belt.</p> <p>The majority of the decisions allowed demonstrate that inspectors are taking a flexible approach to design in relation to character and appearance. In one case, the inspector considered the high quality of design provided a benefit that outweighed other harms identified.</p> <p>Officers continue to monitor appeal decisions to shape their approach to similar applications.</p>
R	Number of planning applications at	In January the number of out-of-time planning applications fell from 233 to 200. Turnover of staff continues with the loss of experienced members of the team in recent weeks. Recruitment advertising for

	Measure	Comments
	end of month that have not been determined in time	several posts is underway. Four agency planners have been appointed to cover vacant posts. Further details on recruitment can be found in Appendix A – Planning Update.
R	Fly-tipping incidents	<p>Fly tipping has increased in January compared to previous months and to the rate in January 2015. The incidents show a mixture of waste types being dumped, with refuse sacks and construction waste being the most common materials. Enforcement action is underway at targeted hotspots to catch offenders in the act.</p> <p>Hertfordshire County Council recently conducted a trial where commercial waste could be disposed of at the Ronsons Way site. We have requested information on the number of users to see if this option is known to potential customers.</p>
A	Percentage of all customers seen within 10 minutes	In January the contact centre started taking planning telephone calls on behalf of the planning department. In order to deal with increased call volumes, more customer service staff were made available to answer phones. This meant fewer staff were available to see face to face customers. As staff experience increases, we anticipate fewer staff will be needed to answer planning calls and more will be available to see face to face customers.
R	All crime (in month)	<p>The all crime figure for January reached its highest level for 12 months – an increase of 18%. This reflects a county wide trend for increased crime over the last year (the equivalent county figure for January is 15%).</p> <p>A third of the change is caused by an increase in vehicle related crime compared to the same month last year. This is mainly theft from vehicles (overnight targeting of building vans broken into for tools, or mobile phones being stolen from unlocked cars). There has also been a year on year increase in reported instances of domestic abuse and assault without injury (mainly instances within the home). This is likely to reflect a concerted effort across the county to encourage people to report instances of domestic abuse. More generally, over the past year there has been an increase in instances in house burglary. The District has been targeted by gangs, mainly of foreign nationals, who have been coming in from outside the area.</p> <p>Tackling and preventing theft is the top priority of the Community Safety Partnership. A key aspect is encouraging residents to prevent theft from houses or cars by properly locking vehicles and entry points to houses. The police have run two public awareness campaigns recently (one before Christmas on house burglary and one this month on vehicle crime, “Lock it or Lose it”).</p>

### Key

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

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

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# Council Performance & Budget Summary

## January 2016

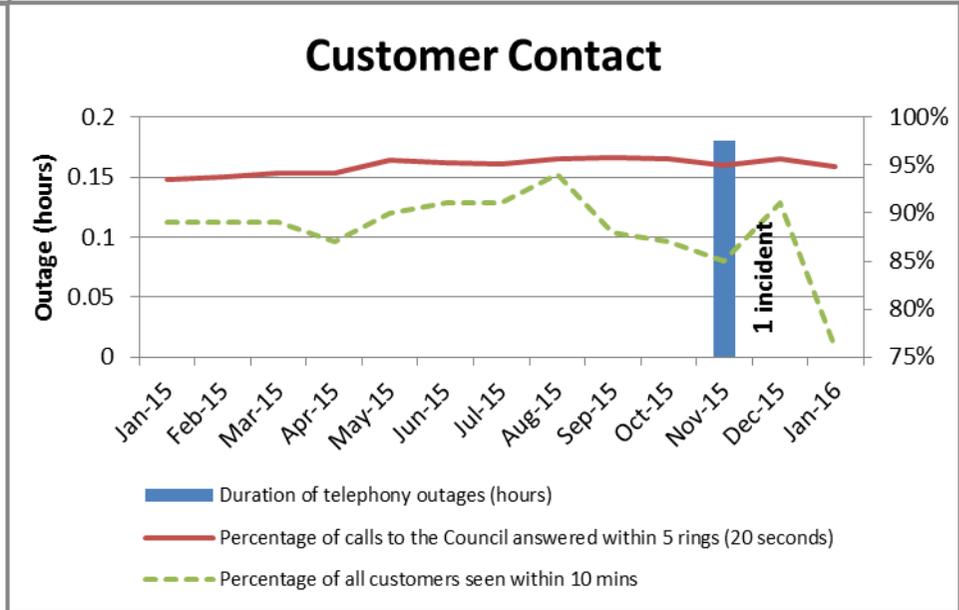
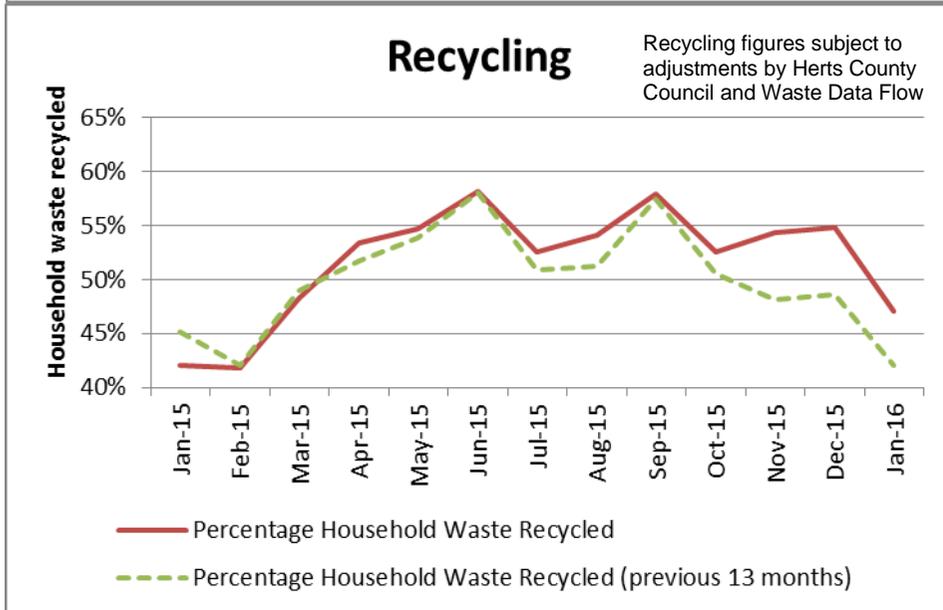
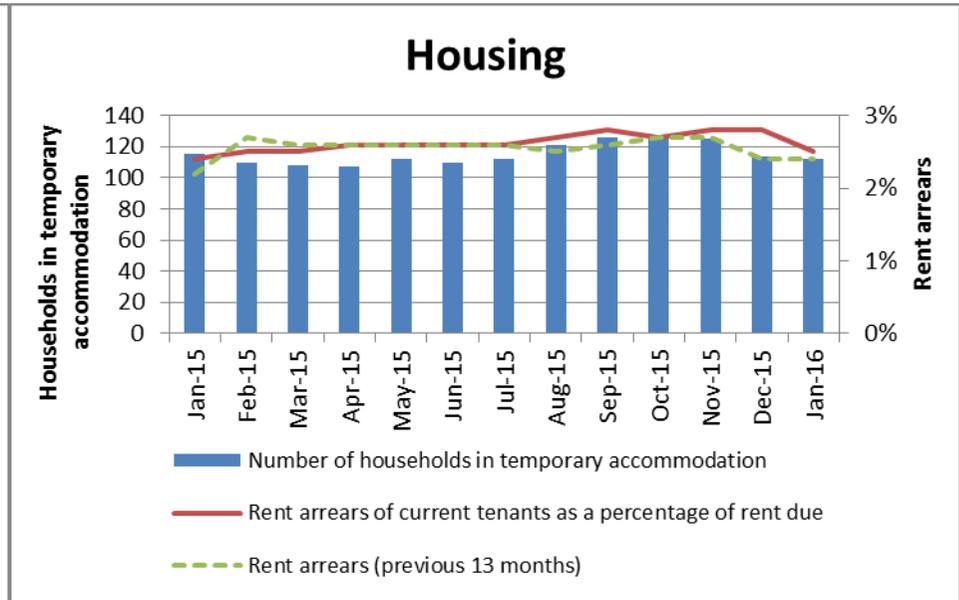
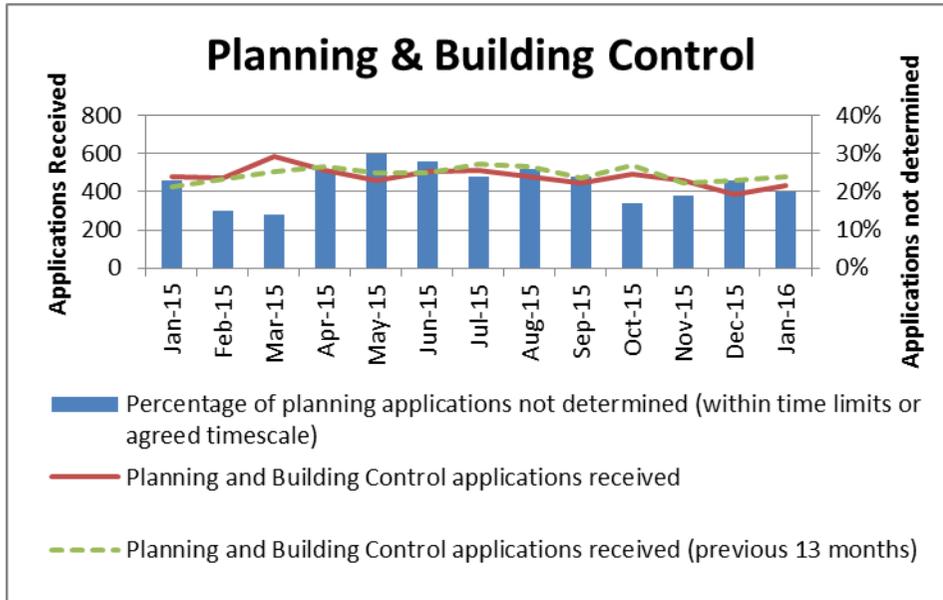


		Bigger or Smaller is Better	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	TARGET	
Finance	Forecast budget variance at the year end (General fund for year in question)	Smaller	1.9%	1.6%	0.8%	0.0%	0.0%	0.0%	0.0%	-0.2%	0.0%	0.7%	1.0%	1.3%	0.5%	0.0%	
Housing	Average time to re-let dwellings (excluding temporary accommodation) (days)	Smaller	33	24	19	29	22	22	21	22	22	23	24	23	24	26	
	Percentage of rent loss due to voids	Smaller	1.15%	1.18%	1.21%	1.51%	1.55%	1.49%	1.41%	1.37%	1.34%	1.36%	1.38%	1.41%	1.40%	Trend	
	Rent arrears of current tenants as a percentage of rent due	Smaller	2.4%	2.5%	2.5%	2.6%	2.6%	2.6%	2.6%	2.7%	2.8%	2.7%	2.8%	2.8%	2.5%	2.6%	
	Number of households in temporary accommodation	Smaller	115	110	108	107	112	110	112	121	126	127	125	114	112	Trend	
	Average time in temporary accommodation (weeks)	Smaller	28	28	26	24	22	22	23	23	24	24	26	27	27	Trend	
	Percentage of repairs completed on time	Bigger	99%	100%	99%	100%	99%	100%	100%	94%	99%	99%	99%	99%	81%	92%	98%
	Housing repairs' satisfaction	Bigger	99%	98%	98%	98%	99%	99%	99%	97%	86%	98%	99%	100%	98%	99%	90%
	Total number of households in receipt of Housing Benefit and/or Council Tax support	Smaller	7,295	7,241	7,248	7,211	7,244	7,222	7,219	7,198	7,156	7,157	7,139	7,104	7,035		
	Days to process Housing Benefit new claims	Smaller	29.6	20.8	23.0	28.7	23.9	23.7	27.7	33.7	42.5	20.9	22.0	34.5	30.2	24	
Days to process Housing Benefit change in circumstances	Smaller	3.2	3.3	8.1	5.5	7.9	9.4	7.3	5.8	7.8	8.0	10.0	7.6	6.1	11		
Planning & Building Control	Planning and Building Control applications received (including pre-app, trees and condition discharge)		478	473	586	512	459	506	514	478	446	494	459	385	435		
	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	Bigger	61%	61%	61%	61%	62%	61%	63%	61%	62%	63%	61%	63%	62%	66%	
	Percentage of planning applications not determined (within time limits or agreed timescale)	Smaller	23%	15%	14%	26%	30%	28%	24%	26%	24%	17%	19%	23%	20%	25%	
	Number of planning applications at end of month that have not been determined in time	Smaller	157	142	122	157	202	231	214	249	261	236	214	233	200	150	
Regulatory	Parking Penalty Charge Notices issued	Smaller	1,597	1,469	1,739	1,511	1,549	1,319	1,716	1,630	1,585	1,787	1,601	1,511	1,581	Trend	
	Percentage of Parking Penalty Charge Notices paid	Bigger	85%	90%	85%	89%	86%	91%	84%	82%	89%	86%	86%	88%	86%	70%	
Community Services	Fly-tipping incidents	Smaller	68	93	96	68	73	124	103	100	102	99	90	87	110*	Year-on-year Trend	
	Number of missed waste collections per 100,000	Smaller	30	30	28	33	34	37	30	10	16	19	12	9	11*	40	
	Visits to Tourist Information Centre and www.enjoystalbens.com	Bigger	32,862	31,953	35,330	31,155	40,556	47,105	42,521	43,131	41,467	50,463	78,135	54,613	32,961	Year-on-year Trend	
	Museums visits	Bigger	12,576	16,016	15,840	15,581	13,248	14,781	14,628	14,343	14,164	17,826	14,996	12,403	14,090	Year-on-year Trend	
Customer Services	Percentage of calls to the Council answered within 5 rings (20 seconds)	Bigger	93.5%	93.8%	94.2%	94.2%	95.5%	95.2%	95.1%	95.7%	95.8%	95.6%	95.0%	95.7%	94.9%	80%	
	Percentage of all customers seen within 10 mins	Bigger	89%	89%	89%	87%	90%	91%	91%	94%	88%	87%	85%	91%	76%	80%	
External	Claimant count (% proportion of population)**	Smaller	0.8%	0.8%	0.8%	0.8%	0.8%	0.7%	0.7%	0.7%	0.6%	0.6%	0.6%	0.5%	0.6%	Trend	
	New jobs	Bigger	3,214	3,024	4,817	6,081	6,955	2,234	2,527	2,522	3,080	4,402	4,569	4,349	5,548	Trend	
	All crime (in month)	Smaller	500	473	574	519	519	559	562	506	531	564	530	539	596*	Trend	
	Anti-social behaviour incidents (in month)	Smaller	161	192	190	254	224	211	313	314	263	232	200	177	208*	Trend	

\*draft figure subject to final adjustments

\*\* figures do not include equivalent single people claiming Universal Credit

## Performance Summary January 2016



# Council Performance & Budget Summary

## Appendix A: Planning Update



### Staffing

	Post	Last month	Update
1	Transformation Manager		Post advertised. Closing date February 15
2	Planning Team Leader	Post advertised	Post advertised. Closing date February 15.
3	Senior Planning Officer	Post advertised	Post advertised. Closing date February 15.
4	Senior Planning Officer	Post advertised	Post advertised. Closing date February 15.
5	Planning Officer (Development Management)	Post advertised	Post advertised. Closing date February 15.
6	Planning Officer (Development Management - Maternity Cover)	Post advertised	Post advertised. Closing date February 15.
7	Graduate Planner (Development Management)	Post advertised	Post advertised. Closing date February 15.
8	Building Control Officer	Post advertised	Post advertised. Closing date February 19
9	Building Control Officer	Post advertised as previous offer declined	Post advertised. Closing date February 19.
10	Assistant Building Control Officer	Post advertised	Interviews scheduled week ending 19 February
11	Tree officer (TPOs)	No applicants, post re-advertised	Post has been offered following interview
12	Tree officer (TPOs)	No applicants, post re-advertised	Interview took place 4 February 2016

### Current Status of Teams

#### Building Control

As one vacant post has been filled through a secondment, the Building Control team is currently 2 below establishment (i.e., down by the equivalent of 2 full-time members of staff). This is currently covered by other staff working additional hours.

#### Development Management- Technical Support

One staff member is on maternity leave. This post is currently being covered by officers working additional hours.

<sup>1</sup> Colour coding for Staffing table: Pink- job re-advertised. Blue- candidates shortlisted/ interviews/verbally accepted. Green- post filled. Orange- post advertised/to be advertised

### Development Management Case Officers

Seven below establishment - covered by contractor (x1 post), part-time casual (x1 post), temporary staff (x4 posts) and staff working additional hours. However, two temporary staff will be leaving shortly, one at the end of February and one just before Easter.

There have also been several internal staff promotions and secondments in recent months, reflecting the Council's succession planning strategy, whereby suitably skilled staff progress their careers internally.

We have reviewed, and amended some job titles for posts to be advertised so that they are more in line with industry standards.

### **Planning Application Performance**

The target is to deal with 75% of all planning applications within the eight week statutory timescales. At present, we are achieving 68%. The average decision time for all planning applications is currently 10 weeks. The average for major development applications is 24 weeks, and for minor applications is 12 weeks. Householder planning applications are being considered faster, on average in 10 weeks.

There is a backlog of undetermined planning applications.

### **Strategic Local Plan (SLP) Regulation 19 Consultation**

A consultation in October and November 2014 addressed the content of the draft SLP. Residents and other interested parties are now invited to make representations on whether the draft SLP has been produced in accordance with legal requirements and is sound. A six week consultation began on 8 January. The consultation will end on 19 February 2016.

### **Duty to Cooperate (DTC) meetings**

A series of Portfolio Holder and officer DTC meetings were held with adjoining and nearby Councils in January and February 2016.

### **Strategic Local Plan (SLP) / Detailed Local Plan (DLP) Timetables**

The next steps for the SLP/DLP are highlighted in the tables below. As currently scheduled, there is a decision point for Cabinet in June 2016 when the SLP will be submitted to the Secretary of State. The estimated date of adoption of the SLP is May 2017.

# Council Performance & Budget Summary

## Appendix A: Planning Update

<b>Strategic Local Plan (SLP)</b>	
<b>Role &amp; Subject</b>	This document will set out the overall development strategy for the period to 2031. It will include strategic policies as well as broad locations for strategic housing and employment development and infrastructure. It will provide the policy context for potential Neighbourhood Plans and the EHH AAP.
<b>Coverage</b>	District-wide
<b>Timetable – Key Stages</b>	
Statutory Public Consultation on Draft Plan (Regulation 18) – Oct/Nov 2014 Publication / Statutory Public Consultation on Pre-Submission Draft Plan (Regulation 19) – January / February 2016 Submission to Secretary of State (Section 20 of 2004 Act <sup>3</sup> ) – June 2016 Examination (Section 20 of 2004 Act) – November 2016 Estimated Date for Adoption (Section 23 of 2004 Act) – May 2017	

Work is underway on the Detailed Local Plan (DLP). The Regulation 18 Consultation is currently scheduled to take place in September/October 2016.

<b>Detailed Local Plan (DLP)</b>	
<b>Role &amp; Subject</b>	This document will set out the development management policies and site allocations to complement the SLP. It will also include Policy Maps. It is through the detailed policies, site allocations and policies maps that the DLP will add detail to the Council's long term spatial planning strategy set out in the SLP.
<b>Coverage</b>	District-wide
<b>Timetable – Key Stages</b>	
Statutory Public Consultation on Preferred Approach (Regulation 18) – September / October 2016 Publication / Statutory Public Consultation on Pre-Submission Draft Plan (Regulation 19) – January 2017 Submission to Secretary of State (Section 20 of 2004 Act) – August 2017 Examination (Section 20 of 2004 Act) – November 2017 Estimated Date for Adoption (Section 23 of 2004 Act) – March 2018	

### Housing and Planning Bill

The legislation is currently going through Parliament. The Bill has now passed through the House of Commons and it had its second reading in the House of Lords on 26 January 2016. The next stage (Committee Stage) is yet to be scheduled.

For the Council, the key items that have arisen from the Bill, and the Council's position, are set out below.

<b>Issue</b>	<b>Council position</b>
Pay-to-stay	Pressing for same minimum threshold as London (£40,000) and tapering according to income, to reflect high cost of living
Sale of high value assets	Pressing for the Council to retain sales receipts in return for investment in new housing (as has been agreed for London)

# Council Performance & Budget Summary

## Appendix A: Planning Update



Planning fees	Supportive of pilot where Councils can set local planning fees
Alternative providers of planning application processing	Keen to understand and help shape what is proposed, to ensure efficiency for customers and providers
Starter homes	Supportive as part of a mix of housing needs that should be provided locally, including social and affordable rent

More information can be found at the link below.

<http://www.local.gov.uk/documents/10180/6869714/Housing+and+Planning+Bill+-+Commons+Report+Stage+-+Amendments+Statements>

### Self and Custom House Building Register

The guidance on how councils should meet responsibilities set out in the Self-build and Custom Housebuilding Act 2015 has been released.

More information can be found at the link below:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/497502/160202\\_Web\\_template\\_-\\_Draft\\_planning\\_guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/497502/160202_Web_template_-_Draft_planning_guidance.pdf)

### National Planning Policy Framework (NPPF) Consultation

This consultation covers the following areas:

- broadening the definition of affordable housing
- increasing density of development around commuter hubs
- supporting sustainable new settlements
- supporting delivery of starter homes and transitional arrangements.

The consultation will last until 22 February 2016.

More information can be found at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/482889/ConsultationNPPF\\_fin.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/482889/ConsultationNPPF_fin.pdf)

It was agreed at January Planning Policy Committee that there would be a short officer response jointly between planning and housing. This response will be primarily to the proposed new definition of affordable housing.

### Harpenden Town and Harpenden Rural Neighbourhood Plan Area Designation

An application to designate a Neighbourhood Plan Area has been submitted by Harpenden Town and Harpenden Rural Parish Councils. The Neighbourhood Plan Area will cover Harpenden Town and Harpenden Rural Parishes. The council is inviting comments on the designation of this neighbourhood area. The consultation went live on 27 January 2016 and will run for 4 weeks, ending on the 24 February 2016. A report will be submitted to Cabinet on 17 March 2016.

# Council Performance & Budget Summary

## Appendix A: Planning Update



### **The Planning Inspectorate (PINS) – Land at Oaklands College, St Albans Campus**

An appeal by means of a Public Inquiry is scheduled for May 2016.

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

On 19 January 2016, the Inspector made their decision to allow the appeal and grant planning permission.

### **The Planning Inspectorate (PINS) – 270-274 London Road, St Albans**

An appeal by means of Public Inquiry is scheduled to begin on 8 March 2016. It is estimated that it will last four to six days.

### **The Planning Inspectorate (PINS) – Former HSBC Site/Hanstead Park, Smug Oak Lane, Bricket Wood**

An appeal (Public Inquiry) is scheduled to commence on 9 February 2016 at St Albans Council offices, estimated to last 4 days.

### **Beaumont School and land north of Winches Farm, Hatfield Road**

Development of the school playing field relocation is now starting on site. A 'reserved matters application' for the housing layout has been submitted by Charles Church Homes. The application is currently under consideration.

### **Spencers Park, Phase 2, Pre Application**

This relates to a joint application from The Crown Estate and the Housing and Community Agency. 80% of the land is located within Dacorum Borough and 20% within St Albans District. The land in the District is green field, but not Green Belt. The application will need cross boundary co-operation. The joint work required is an example of both councils fulfilling their Duty to Co-operate obligations.

### **Ariston Site, land off Harpenden Road - Sinkhole response**

In the light of the sinkhole incident, HCC has been asked to update the Land Stability Report submitted with the previous planning application. HCC is also carrying out the relevant surveys across the site. This work will need to be completed before a planning application can be submitted. With regard to the Judo Club, Heads of Terms are being finalised for the transfer of the Judo Club to Batchwood Sports Centre. We are working towards completing legal documents by the end of April, following which the Club will take up occupation in their new dojo.

### **Harperbury Hospital, Harper Lane**

Work is progressing to complete the Section 106 Agreement.

### **Museum of St Albans (MOSTA) site**

The application for the MOSTA site is due to be considered by Planning Referrals Committee in March 2016.

# Council Performance & Budget Summary

## Appendix A: Planning Update



### Former Hatfield Aerodrome/Ellenbrook Country Park

The planning application for the mineral workings and restoration works has recently been submitted. Officer discussions are taking place currently. Meetings with Hertfordshire County Council and Welwyn Hatfield Borough Council will be held in due course to agree the approach the three Authorities will take

### Section 106 Agreements

Appendix A.i shows the status of current S106 obligations, including the concurrent build obligations (these are Section 106 agreements used specifically to ensure that neighbours building extensions that would cause harm in planning terms were they to be built separately, will construct those extensions at the same time).

The current process of using the legal teams of local councils to draft S106 Agreement is being reviewed to see if we can improve the speed at which the agreements are processed.

### EZ Update

Work has started to consider the governance and management arrangements of the new Enterprise Zone. The LEP has recruited an Enterprise Zone Manager, Andy Lee, who will be in post from 15 February. Although he will be also working on other projects, a significant proportion of his time will be dedicated to coordinating activity during the implementation stage. The next steps include preparing a Draft Memorandum of Understanding for submission to DCLG by 29 February.

Appendix A.i- Current Section 106 Obligations

	Date of Instruction	Planning Reference	Site Address	Planning decision target date	Lawyer dealing	Current position	Expected Completion date
1	23.2.15	5/2014/3604	Napsbury Village Centre	23.3.15	HCC	Awaiting response from Developer to email 20.1.16 - s106 engrossed and ready to sign. HCC chasing developer to sign agreement.	7.3.16
2	9.6.15	5/2015/0869	Lea Industrial Estate	16.7.15	HCC	Disagreement with developer over parties to deed. Planning officer now allocated has arranged a meeting 11.2.16 to check position with developer. Planning to update Legal by 22.2.16	1.4.16
3	11.6.15	5/2015/0797	Beaumont School	17.7.15	HCC	Executed agreement being held by one of parties pending agreement of matters unconnected with S106 agreement.	15.4.16
4	29.6.15	5/2015/0990	Harperbury	1.9.15	HCC	Developer's solicitors are preparing the draft and this is awaited from them. HCC chasing.	15.4.16
5	14.8.15	5/2015/0722	Copsewood	24.8.15	HCC	Awaiting detailed instructions from planning officer on three aspects of s106 (last email 8.2.16)	29.3.16
6	28.8.15	5/2015/1159	Rose & Crown	5.9.15	NHDC	Awaiting response from Developer's Solicitor. Chased regularly since 7.1.16. Developer's Solicitor awaiting discussion with planning officer.	8.4.16
7	14.10.15	5/2014/2136	270-274 London Road	22.12.15	HCC	Appeal - Unilateral executed - with appellant.	Public Inquiry commences 8.3.16
8	21.10.15	5/2015/2203	The Baton PH	19.12.15	Debenhams Ottaway	Agreed – engrossments being prepared by Developer's Solicitors. Will complete upon receipt.	26.2.16
9	1.12.15	5/2015/2626	143 London Road	12.12.15	NHDC	Signed Engrossments being held by NHDC pending insertion of two details it will be completed. Email exchange between planning & NHDC (8.2.16) to obtain those details. Planning expecting to provide by 12.2.16	17.2.16
10	14.12.15	5/2015/3314	72&74 Cottonmill Lane	10.1.16	SADC	Concurrent build obligation. Draft being checked prior to engrossment.	11.3.16
11	8.1.16	5/2015/2971	Langley Grove Garages	10.2.16	NHDC	Title documents provided 22.1.16. Draft to be sent to SADC as landowners by 11.2.16	24.3.16
12	11.1.16	5/2015/3081	149 London Road	Instructions state "ASAP"	NHDC	Awaiting response from HCC to email sent 21.1.16	24.3.16
13	13.1.16	5/2015/3231	West Way	19.1.16	NHDC	Draft being prepared. Going to committee on 29 February 2016.	1.3.16
14	20.1.16	5/2015/3029	Poplar Field	20.1.16	NHDC	Draft responses from Developer's solicitor being considered this week (w/c 8/2/16).	18.3.16
15	21.1.16	5/2015/	40&42 Grange	15.2.16 extension being obtained	SADC	Concurrent build obligation. Awaiting response from parties.	17.3.16
16	25.1.16	5/2015/3344	Maryland Convent	1.3.16	NHDC	Awaiting details of affordable housing from planning 9.2.16	working to achieve the planning target date
17	25.1.16	5/2015/3573	47&49 Cross Way	9.2.16 extension being obtained	SADC	Concurrent build obligation. Awaiting draft from applicants.	11.3.16
18	28.1.16	5/2015/3348	63&65 Harpenden Road	7.3.16	SADC	Concurrent build obligation. Querying drafting matters with applicants.	working to achieve the planning target date
19	4.2.16	5/2015/3116	Blundell Close Garages	15.2.16	NHDC	Draft being prepared to be sent to Developer's Solicitor	working to achieve the planning target date. Not anticipated before 11.3.16
20	8.2.16	5/2015/3468	The Camp PH	2.3.16	NHDC	Draft being prepared to be sent to Developer's Solicitor	working to achieve the planning target date

Glossary

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

“Engrossment” - the final document for signing/sealing by the parties.

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

HCC – Hertfordshire County Council.

NHDC – North Herts District Council.

# Council Performance & Budget Summary

## Appendix B: Business Friendly Procurement and Services Update



The Council has developed a plan to make it easier for businesses to compete for Council business and to use our services. This was the result of two corporate priority projects for 2013/14. These were:

- To develop a more business friendly Council; and
- To explore ways to give more opportunities for local business in Council procurement

### **This update report:**

1. Highlights key results from a recent on-line survey conducted with business customers
2. Gives a progress update on the Business Friendly Procurement and Services Plan

### **1. Online Business Survey - Update**

The Council undertook an online business survey with members of St Albans District Chamber of Commerce in December. The aim was to seek members' views on the Council and its business friendly activities.

35 firms responded to the survey.

#### **Key results are:**

- 94% welcomed the initiative to announce business opportunities through the District Chamber of Commerce
- 88% welcomed the idea of procurement training workshops
- 86% favoured the idea of an improved planning pre-application service
- 80% said that they would welcome a dedicated Twitter feed

The following ideas were also rated as helpful for future improvements:

- 96% would welcome an improvement to our business letters and webpages
- 93% welcomed improvements to online payments services, e.g. rates, planning and permits
- 83% favoured the introduction of a single contact point for building control and development management

Finally, 42% of respondents were aware of the Council – sponsored St Albans City of Expertise initiative ([www.cityofexpertise.com](http://www.cityofexpertise.com)), a group of (currently) 22 organisations working together to promote St Albans as a leading centre for professional services. The results of the survey will be used to inform the Council's approach making the Council more business friendly.

## Appendix B: Business Friendly Procurement and Services Update

### 2. Business Friendly Procurement and Services Plan Progress Update

Since the last update in June 2015 (see link below) we have undertaken the following

<http://stalbans.moderngov.co.uk/documents/s50016980/Appendix%20B%20Business%20Friendly%20Procurement%20and%20Services%20Update.pdf>

Procurement	
Action to help the business community	Update
<b>Breaking up big contracts</b> by geographical areas or specialism	<ul style="list-style-type: none"> <li>• The Council's waste and public toilet cleansing contract has been let as two contracts rather than one.</li> <li>• The preferred waste tenderer has committed to holding 6 monthly meet-the-buyer events for SMEs and will offer the higher wage suggested by the Living Wage Foundation rather than the National Living Wage</li> </ul>
<b>Encouraging consortia of businesses to bid</b>	<ul style="list-style-type: none"> <li>• Tender instructions now permit consortia to bid (e.g. Joint Pest Control and Stray Dog tender)</li> </ul>
<b>Encouraging bidders for major contracts to use local workforce</b>	<ul style="list-style-type: none"> <li>• The Council is encouraging bidders for major contracts to use a local workforce (e.g., Wilmott Dixon on the Cottlandswick Leisure Centre development where. 27% of the labour force was resident within a 10 mile radius against a target of 20%</li> <li>• The Council's Economic Development team will also be reviewing significant tenders to ensure that apprenticeships and employment opportunities are considered</li> </ul>
<b>Extending timescales</b> for bidding	<ul style="list-style-type: none"> <li>• Tenders are given a minimum of 4 weeks to complete tenders once they go live on the Supply Hertfordshire procurement portal subject to circumstances (for example, reactive maintenance work to council property may require a reduced timescale)</li> </ul>

# Council Performance & Budget Summary

## Appendix B: Business Friendly Procurement and Services Update

<b>Customer Services</b>	
<b>Action to help the business community</b>	<b>Update</b>
<b>Introducing more E-services</b> for business - so that businesses can view their business rates, opt for paperless billing payment and report changes on-line	<ul style="list-style-type: none"> <li>● A new Capita payment portal was introduced in October 2015. This extends the range of services that can be paid for on-line such as Council Tax and the provision of business rate information for SMEs</li> </ul>
<b>Extending the range of services which can be accessed online</b>	<ul style="list-style-type: none"> <li>● Introduction of new online forms in January 2016 extending the availability of online services including market-stall applications, pre-planning application enquiries, job enquiries, and grounds-maintenance reporting</li> </ul>

<b>Development Management</b>	
<b>Action to help the business community</b>	<b>Update</b>
<b>Developing a planning pre-application service</b> with clear charges and benefits	<ul style="list-style-type: none"> <li>● Stage 2 to be launched in February 2016 which allows online booking for residential pre-application advice requests</li> </ul>
<p><b>Developing and implementing a planning improvement delivery plan</b></p> <p><b>Introducing one point of contact</b> for building control and development management (development team approach)</p>	<ul style="list-style-type: none"> <li>● A planning improvement delivery plan has been developed</li> <li>● Stage 1 is completed. There is now one point of contact for building control and development management</li> <li>● Stage 2 is completed. This widens the availability of telephone planning advice.</li> </ul>
<b>Developing a code of practice on A-boards and banners</b> to balance the needs of business and a tidy environment better	<ul style="list-style-type: none"> <li>● A Council-wide approach to the use of banners to promote temporary events has been adopted</li> <li>● A code of practice for A-boards remains to be undertaken.</li> </ul>

More detail on progress overall with the Action Plan can be seen in the table below:

<b>Procurement</b>	
<b>Action to help the business community</b>	<b>Update</b>
<b>Extending the use of the County Council's Supply Hertfordshire procurement portal</b> to smaller contracts <a href="http://www.supplyhertfordshire.uk/">http://www.supplyhertfordshire.uk/</a>	<ul style="list-style-type: none"> <li>● Since February 2015, all procurement opportunities that go out to formal tender go via the Supply Hertfordshire portal.</li> <li>● Council business webpages updated with the Supply Hertfordshire portal link.</li> </ul>

# Council Performance & Budget Summary

## Appendix B: Business Friendly Procurement and Services Update

<p><b>Publishing tender opportunities</b> and consultations on a dedicated Twitter feed.</p>	<ul style="list-style-type: none"> <li>● Potential legal issues with some tenders being published on Twitter when others are not. Legal team view expected by end February 2016.</li> </ul>
<p><b>Listening to suggestions</b> made by suppliers and potential suppliers about what would encourage them to bid for a contract, or put them off.</p>	<ul style="list-style-type: none"> <li>● Survey with Chamber of Commerce completed in December 2015.</li> <li>● Procurement workshop scheduled for 17 March</li> </ul>
<p><b>Using a range of communication and engagement activities</b> to proactively engage with small business at an early stage.</p>	<ul style="list-style-type: none"> <li>● The Business Friendly Procurement Group (meeting 23 March) will determine how this is progressing through improvements to the business pages, better signposting to the Supply Hertfordshire portal and procurement</li> </ul>
<p><b>Producing a supplier toolkit</b> specifically for small and medium enterprises.</p>	<ul style="list-style-type: none"> <li>● Supply Hertfordshire portal has an SME toolkit in place.</li> <li>● The Business Friendly Procurement Group (meeting 23 March) will consider the practicality of a St Albans Toolkit to support businesses interested in supplying the Council in non-formal- tender situations.</li> </ul>
<p><b>Organising targeted industry days</b></p>	<ul style="list-style-type: none"> <li>● A targeted industry day is planned for the next housing procurement round in spring 2016.</li> </ul>
<p><b>Running open days</b> prior to some tender opportunities</p>	<ul style="list-style-type: none"> <li>● To avoid duplication and target resources more effectively the plan is to combine open days, targeted industry days and pre-market days into a combined general open day as above.</li> </ul>
<p><b>Providing procurement training workshops</b> for SMEs</p>	<ul style="list-style-type: none"> <li>● The first of these is scheduled at St Albans Enterprise Agency on the 17 March.</li> </ul>
<p><b>Amending contract regulations</b> so that when asking for quotations one of these must be a local or third sector/supplier provider</p>	<ul style="list-style-type: none"> <li>● A view from the Council legal team is expected by the end of February.</li> </ul>
<p><b>Raising the tender value threshold</b> so that smaller contracts do not have to go through formal tendering</p>	<ul style="list-style-type: none"> <li>● Legal team is looking at implementing a change to the threshold as part of a wider update of the Contract Procedure Rules (CPR)</li> <li>● The CPR form part of the Council's Constitution and will require Full Council approval</li> <li>● If approved the threshold is likely to be</li> </ul>

# Council Performance & Budget Summary

## Appendix B: Business Friendly Procurement and Services Update

	raised from £25,000 to £50,000 before SMEs are required to go through formal tendering
<b>Recognising</b> that <b>social value</b> can be part of the value for money of a bid	<ul style="list-style-type: none"> <li>• This was considered as part of the waste and toilet cleansing tenders</li> </ul>
<b>Making sure that tenders do not have a suggested big business bias</b> or ask for inappropriate specific experience	<ul style="list-style-type: none"> <li>• The Procurement Contract Monitoring Board (PCMB) Reviews ensure that questions do not ask for unduly narrow specific experience</li> <li>• The Economic Development team's role in reviewing tender documentation and highlighting potential big business bias, should help</li> </ul>
<b>Encouraging social enterprises</b> e.g. fund to support third sector organisations who wish to run sustainable and socially enterprising activities.	<ul style="list-style-type: none"> <li>• This will be discussed at a cross departmental Business Friendly Procurement Meeting on 23 March</li> </ul>
<b>Researching the market extensively</b> before tendering contracts to small and medium sized businesses	<ul style="list-style-type: none"> <li>• The procurement approach is based on government frameworks specifically designed to facilitate SME involvement</li> <li>• Additionally, the Council is actively considering a new model for its Managed IT Services based on a smaller core with a wider range of supporting specialist IT providers</li> </ul>
<b>Setting targets</b> and aims for SME spend	<ul style="list-style-type: none"> <li>• Information on suppliers from the last 18 months is being updated to include employee numbers and diversity</li> <li>• Once the proportion of SMEs amongst recent suppliers is identified it will be possible to set a base line measurement for SME spend</li> </ul>
<b>Ensuring excellence in procurement and contract management</b> standards across the organisation	<ul style="list-style-type: none"> <li>• The Procurement Contract Monitoring Board (PCMB) meet on a quarterly basis to discuss and challenge forthcoming procurement projects and undertake contract monitoring</li> </ul>

<b>Building Control</b>	
<b>Action to help the business community</b>	<b>Update</b>
<b>Annual external quality check</b> of service to make sure it is meeting the needs of customers	<ul style="list-style-type: none"> <li>• The annual audit of customer feedback and quality checks for kitemark BSI ISO900 external quality accreditation has been completed.</li> </ul>

# Council Performance & Budget Summary

## Appendix B: Business Friendly Procurement and Services Update

<b>Private sector housing</b>	
<b>Action to help the business community</b>	<b>Update</b>
<b>Surveying the views of landlords</b> to find out what they want from the service	<ul style="list-style-type: none"><li>• Expected completion date is April 2016</li></ul>

<b>Regulatory services</b>	
<b>Action to help the business community</b>	<b>Update</b>
<b>Feeding into and introducing initiatives from the Herts Better Business Regulation group</b>	<ul style="list-style-type: none"><li>• A Regulator's Charter, launched in 2014 at Shendish Manor, covers both District and County Council related regulatory services and includes food safety, trading standards, fire safety and licencing</li><li>• In June 2015 the Better Business for All Expo was held at the Alban Arena to introduce the Charter to local businesses</li></ul>

## Appendix C: Community Survey Update

The Community Survey - sent by post to 4,000 randomly selected households across the District in Autumn 2015 - assesses residents' views on Council services and life locally. The survey is commissioned from Opinion Research Services, an independent market research company, and conducted every 2 to 3 years. The last survey was undertaken in 2012.

Survey results are used to measure satisfaction with Council services, shape future service delivery and policy development and gather information about changes in resident perceptions.

The 2015 survey was carried out between 19 October and 4 December 2015. 1,314 responses were received.

### Results In Brief:

#### Satisfaction with Local Area and The Council

- 90% of residents are satisfied or very satisfied with their local area as a place to live, a slight decline since 2012
- More than 7 in 10 (71%) residents are satisfied with the way the Council runs things, and almost half agree that the Council provides value for money. Both these figures are up since 2012
- Three quarters (75%) of residents say that they feel they belong either very strongly or fairly strongly to their local area, up from 2012.

#### Local Public Services

- The services with which residents are most satisfied are parks and open spaces (88%), street markets (83%) and refuse collection (81%).
- Planning and building control (31%), housing services (34%) and parking (41%) received the lowest levels of resident satisfaction.
- However, satisfaction with parking has increased by 13% since 2012. Satisfaction with leisure facilities has also increased by 13%. Satisfaction with museums and galleries has dropped by 6% to 54%.

#### Contact with the Council

- Almost three quarters (73%) of residents agree that they are kept either fairly or very well informed by St Albans City and District Council about the services and benefits it provides – up by 6% since 2012.
- Less than half of residents feel well informed about how to complain about local public services (40%), the standard of service they should expect from local public services (39%), how well local public services are performing (38%), and how to get involved in local decision making (37%) although in all cases these figures have improved since 2012.

#### Respect and Consideration, and Health

- Nearly 9 in 10 (88%) residents agree that their local area is a place where people from different backgrounds get on well together. For non-white residents this figure is 95%.

# Council Performance & Budget Summary

## Appendix C: Community Survey Update

- The majority (86%) of St Albans residents report that their health is either good or very good, while only 3% report having bad or very bad health.

### Community Safety

- Around a quarter (24%) of residents report rubbish or litter lying around as a very or fairly big problem.
- Fewer than two in ten residents think that teenagers hanging around in the streets (16%), people using or dealing drugs (14%), and people being drunk or rowdy in public places (13%) are very or fairly big problems.
- The proportion of residents who say that vandalism, graffiti and other deliberate damage to property or vehicles is a fairly or very big problem has significantly decreased since 2012.
- Three quarters (76%) of residents agree that the police and other local public services are successfully dealing with these (anti-social behaviour) issues in their local area, a slight decline since 2012.

Various high level information is included in the tables below, including comparable data from previous years. The full survey report is available at

[www.stalbans.gov.uk/council-and-democracy/PerformSpendAccount/performance/default.aspx](http://www.stalbans.gov.uk/council-and-democracy/PerformSpendAccount/performance/default.aspx)

### A. Previous National Indicators

	Higher or Lower is better	2008/09	2010/11	2012	2015	Improved since 2012?
NI1 - % of people who believe people from different backgrounds get on well together in their local area	Higher	85.3%	81.4%	86.8%	88.2%	Yes
NI2 - % of people feel that they belong to their local area/ neighbourhood	Higher	60.0%	66.7%	73.9%	75.0%	Yes
NI3 – Civic participation in the local area	Higher	15.5%	16.2%	14.0%	10.3%	No
NI5 – Overall/ general satisfaction with local area	Higher	90.3%	90.1%	93.6%	90.5%	No
NI6 – Participation in regular volunteering	Higher	29.4%	31.8%	26.4%	21.8%	No
NI17 – Perceptions of anti-social behaviour	Lower	10.1%	11.1%	4.8%	4.8%	No
NI41 – Perceptions of drunk or rowdy behaviour as a problem	Lower	18.7%	19.1%	14.8%	12.7%	Yes
NI42 – Perceptions of drug use or drug dealing as a problem	Lower	15.6%	14.6%	11.8%	14.5%	No
NI119 – Self-reported measure of people's overall health and wellbeing	Higher	84.0%	84.5%	85.4%	86.0%	Yes

### B. Satisfaction with local area

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Satisfied with your local area as a place to live	Higher	90%	90%	94% <sup>1</sup>	90%	- 4%
Satisfied with the way that St Albans City and District Council runs things	Higher	42%	54%	70%	71%	Within sampling error
Agree St Albans City and District Council provide Value for Money	Higher	29%	37%	42%	46%	+ 4%
Who feel they very and fairly strongly belong to their local area	Higher	60%	67%	74% <sup>2</sup>	75%	Within sampling error
Satisfied with their home as a place to live	Higher	91%	93%	92% <sup>3</sup>	92%	Within sampling error

<sup>1</sup> A 'Don't Know' response option was added to question in 2012.

<sup>2</sup> 2008 and 2010/11 referred to 'immediate neighbourhood'.

<sup>3</sup> A 'Don't Know' response option was added to question in 2012.

### C. Your Local Public Service

Percentage of residents very or fairly <u>satisfied</u> with the following services run by the district council	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Keeping public land clear of litter and refuse	Higher	60%	72%	72%	69%	Within sampling error
Refuse collection	Higher	74%	78%	78%	81%	Within sampling error
Doorstep recycling	Higher	72%	75%	76%	79%	Within sampling error
Sport/leisure facilities	Higher	43%	48%	53%	66%	+ 13%
Museum / galleries	Higher	54%	55%	60%	54%	- 6%
Theatres/concert halls	Higher	53%	55%	61%	59%	Within sampling error
Parks and open spaces	Higher	86%	90%	91%	88%	- 3%
Street Markets	Higher	Not asked	82%	81%	83%	Within sampling error
Planning and building control	Higher	Not asked	28%	27%	31%	+ 4%
Housing services	Higher	Not asked	26%	29%	34%	+ 5%
Parking	Higher	Not asked	41%	28%	41%	+ 13%
Events and festivals	Higher	Not asked	57%	59%	63%	+ 4%

### D. Information

Percentage of residents who feel very or fairly well informed	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
About the services and benefits the Council provides	Higher	Not Asked	Not Asked	67%	73%	+ 6%
On how and where to register to vote	Higher	96%	96%	94%	96%	+ 2%
On how Council Tax is spent	Higher	66%	68%	67%	69%	Within sampling error
On how they can get involved in local decision making	Higher	32%	32%	31%	37%	+ 6%
On what standard of service they should expect from local public services	Higher	35%	36%	36%	39%	Within sampling error
On how well local public services are performing	Higher	32%	34%	37%	38%	Within sampling error
On how to complain about local public services	Higher	33%	36%	35%	40%	+ 5%

Percentage of residents who...	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
In the past year, have seen a copy of Community News	Higher	Not Asked	54%	75%	80%	+ 5%
Read all or most of Community News	Higher	Not Asked	49%	62%	56%	- 6%

### E. Helping out and getting involved

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Over the last 12 month, have given unpaid help at least once a month	Higher	29%	32%	26%	22%	- 4%

### F. Respect and consideration

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Agree that the local area is a place where people from different backgrounds get on well together	Higher	85%	82%	87% <sup>5</sup>	88%	Within sampling error

<sup>5</sup> Question options have changed (removal of "too few people in local area")

### G. Community Safety

Percentage of residents who say .... is <u>not</u> a problem	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Noisy neighbours or loud parties is a problem	Higher	93%	91%	92%	94%	Within sampling error
Groups hanging around the streets is a problem <sup>6</sup>	Higher	71%	77%	85%	84%	Within sampling error
Rubbish or litter lying around is a problem	Higher	70%	72%	79%	76%	Within sampling error
Vandalism, graffiti and other deliberate damage to property or vehicles is a problem	Higher	80%	85%	88%	92%	+ 4%
People using or dealing drugs is a problem	Higher	84%	85%	88%	86%	Within sampling error
People being drunk or rowdy in public places is a problem	Higher	81%	81%	85%	87%	Within sampling error
Abandoned or burnt out cars is a problem	Higher	95%	95%	98%	98%	No change

<sup>6</sup> Previously worded as "Teenagers hanging around the streets" in 2008 and 2010/11

Percentage of residents that	Higher or Lower is better	2008/09	2010/11	2012	2015	% pts change since 2012
Agree that the Police and other local public services are successfully dealing with these issues in their local area	Higher	37%	58%	80% <sup>7</sup>	76%	- 4%

<sup>7</sup> Using valid responses only. The option to 'Neither agree or disagree' was removed from the question in 2012, after being included in 2010/11 and 2008. 21% of residents selected 'Don't know' in 2015, compared to 24% in 2012 and just 10% in 2010/11.

# Council Performance & Budget Summary

## Appendix D: Car Parking Update

Legal, Democratic & Regulatory Services  
Parking Services

Maria Stagg

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# Update to September 2015 Cabinet Report Covering:

- Parking Equipment Roll Out – Off Street
- Parking Equipment Roll Out – On Street
- Minor On Street Tariff Changes (from April 2016)
- Implementation of Off Street Tariff Changes (as reported in Sept 2015)
- Permit Tariff Changes (from April 2016)
- Penalty Charge Notices (PCNs) – Capacity and Revenue

# Context

- **Parking Strategy:**
  - “Parking in St Albans City and District is a service for residents, businesses and visitors” (Key Principle: SADC Parking Strategy 2014 -19)
  - “Making the most of existing car parking spaces, and to create more where practical, both on-street and off-street, for the benefit of residents, businesses and visitors.”
- **New NCP contract – tariffs and investment.**
- **Annual discussion on tariff changes and investment based on volumes in previous year.**
- **Investment geared to maximise use of car parks, helping keep prices lower in future.**
- **Tariff changes (reported to Car Park Working Party on 10<sup>th</sup> February 2016) set to encourage use of Car Parks over On-Street Parking.**
- **Permit changes to match costs of CPZ schemes.**

# New Parking Equipment Roll Out Off-Street (Car Parks)

**Total Investment £0.3 m (as reported to Cabinet in September 2015)**

- 6 new payment machines and new entry / exit barriers installed in St Albans multi-storey car parks in early November 2015.
- 14 new payment machines installed at surface car parks - January 2016
- New signage installed to Council's NCP managed car parks
- Credit card 'go-live' start of February 2016 – for new equipment.
- Detailed management information will be available in February

# New Parking Equipment Roll Out On-Street

**Total Investment c £75 k (not £63 k\* as reported to Cabinet in Sept 2015)**

- New Pay and Display machines installed at 18 locations across the District in early November 2015.
- Removal of old machines delayed as needed to be disconnected by UK Power Network (& added to costs\*).
- Last Pay & Display machines scheduled to be removed by 19<sup>th</sup> February 2016.
- Detailed management information available from December 2015 – will aid future management and tariff setting.

# On-Street Car Parking Tariff Changes

On-Street		Current Tariff	New Tariff
<b>ST ALBANS</b>			
<b>1hr bays</b>	Cross St / Spencer St Holywell Hill (Upper) Hall Place Gardens Market Place	Up to 1 hour £1.20	<b>Up to 30 mins £0.60**</b> Up to 1 hour £1.30
	Russell Ave Britton Ave Keyfield Terrace Essex St. Clarence Rd	Up to 1 hour £1.20	Up to 1 hour £1.30
<b>ST ALBANS</b>			
<b>2 hrs bays</b>	Verulam Road Romeland Hill Abbey Mill Lane London Rd Holywell Hill (Lower) Hall Place Gdns Bricket Rd St Peter's St	Up to 1 hour £1.20 Up to 2 hours £2.40	<b>Up to 30 mins £0.60*</b> Up to 1 hour £1.30 Up to 2 hours £2.60
	<b>HARPENDEN</b>		
<b>2 hrs bays</b>	Sun Lane Carlton Rd Breadcroft Lane Devonshire Rd Milton Rd	Up to 2 hours £2.40	<b>Up to 30 mins £0.60*</b> Up to 2 hours £2.60

\*\*Pilot New Tariff

\*New tariff

- On-street tariff last reviewed and increased in April 2011.
- Change will take place on 1<sup>st</sup> April 2016.
- Introduce 30 minute, 60p tariff to all St Albans and Harpenden 2 hour bays helping local business.
- Introduce 30 minute, 60p tariff to some St Albans 1 hour bays helping local businesses (6 month pilot period - Cross St, Holywell Hill 2, Hall Place Gardens and Market Place).
- Increase 1 hour tariff from £1.20 to £1.30, and 2 hour tariff from £2.40 to £2.60 (in line with Parking Strategy). Removes price incentive to park on-street and helps alleviate congestion.

# Off-street Car Parking Tariff Update

- Planned alterations to the tariffs (as reported to Cabinet in September 2015) implemented from Monday 2<sup>nd</sup> November 2015.
- Covers all NCP managed, SADC managed and Harpenden Town Council's Lydekker Car Parks.
- New 1 hour tariff introduced to Keyfield Terrace Car Park.
- Sunday enforcement of the car parks changed to start from 10am.

# New Permit Charges– St Albans

To help cover the cost of running CPZ schemes

CURRENT CHARGES						
St Albans Permit Charges						
Permit Type & Zone	Cost (annual)			Cost (quarterly)		
	1st Car	2nd Car	3rd Car	1st Car	2nd Car	3rd Car
Residents' permits - Type A (2hrs) this is for the following zones: C, CA, K, O, P, R, T, PR1 & PR2	£19.38	£67.32	£146.88	N/A	N/A	£36.72
Residents' permits - Type B (All Day) This includes the following zones: A, B, D, F, G, H, L, M, N, Q, S, HA, HR, OC & HC	£38.76	£134.64	£293.76	N/A	N/A	£73.44
Zone E & U	£51.00	£179.52	£326.40	N/A	N/A	£81.60
Downes Road, St Albans	£10.00	£33.00	£72.00	n/a		
Business Permits - Type A (2hrs)	£255.00					
Business Permits - Type B (All Day)	£510.00					
Dispensation Permits - Type A (2hrs)	£146.88					
Dispensation Permits - Type B (All Day)	£293.76					
<b>Health Care permits</b>	£10.00					

NEW CHARGES - 4 <sup>th</sup> April 2016					
St Albans Permit Charges					
Cost (annual)			Cost (quarterly)		
1st Car	2nd Car	3rd Car	1st Car	2nd Car	3rd Car
£19.77	£68.67	£149.82	N/A	N/A	£37.45
£39.54	£137.33	£299.64	N/A	N/A	£74.91
£52.02	£183.11	£332.93	N/A	N/A	£83.23
£10.20	£33.66	£73.44	n/a		
£260.10					
£520.20					
£149.82					
£299.64					
£20.00	* this new charge to cover admin costs				

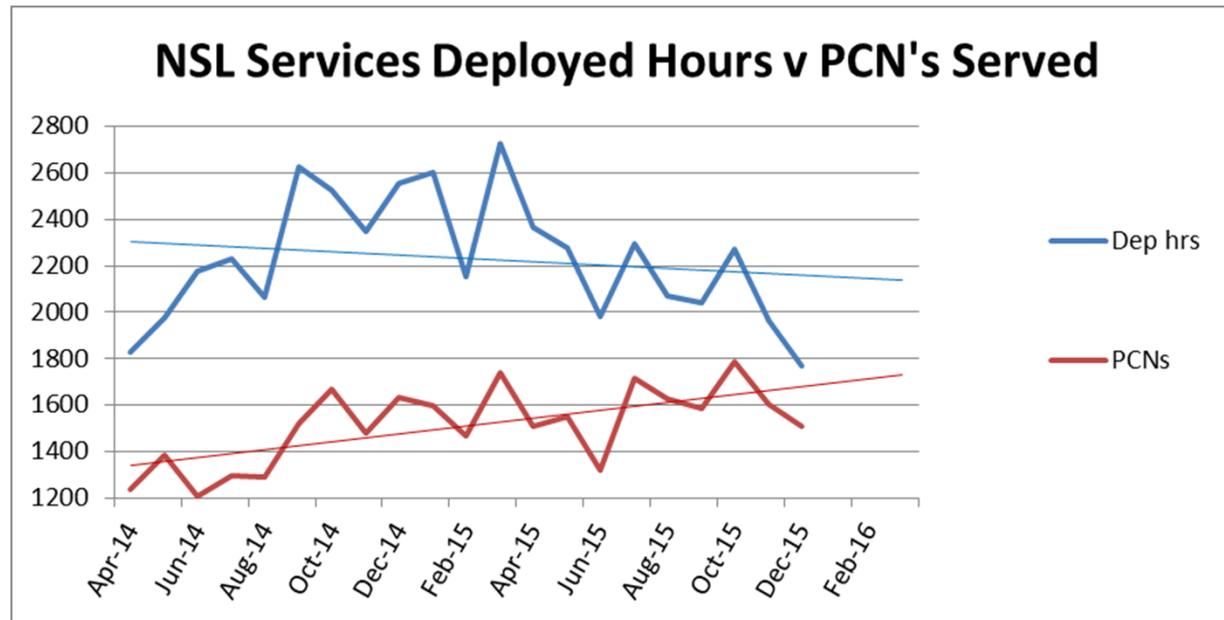
# New Permit Charges– Harpenden & General

To help cover the cost of running CPZ schemes

CURRENT CHARGES			
Harpenden Permit Charges			
Permit/Voucher Type	Cost (annual)		
	1st Car	2nd Car	3rd Car
Residents' permits - All Harpenden Zones	£30.60	£61.20	£137.70
GENERAL			
Administration / Refund charge	£10.00		
Visitors Permits			
Up to 4hrs = 36p Sold in books of 10 vouchers	£3.60		
All day - over 4 hours = 72p Sold in books of 10	£7.20		
Suspensions			
Residents' only bays	£17.34		
Shared use bays (P&D bays and residents' bays)	£21.00		
P&D bays only	£24.70		
Works Permits	£5.10		
Parking Vouchers			
Up to 1hr = £1.20 sold in books of 10 vouchers	£12.00		
Season Ticekts	£245.00	per quarter	

NEW CHARGES - 4 <sup>th</sup> April 2016			
Harpenden Permit Charges			
Permit/Voucher Type	Cost (annual)		
	1st Car	2nd Car	3rd Car
Residents' permits - All Harpenden Zones	£31.21	£62.42	£140.45
GENERAL			
Administration / Refund charge	£10.20		
Visitors Permits			
Up to 4hrs = 36p Sold in books of 10 vouchers	£3.70		
All day - over 4 hours = 72p Sold in books of 10	£7.30		
Suspensions			
Residents' only bays	£17.69		
Shared use bays (P&D bays and residents' bays)	£21.42		
P&D bays only	£25.19		
Works Permits	£5.20		
Parking Vouchers			
Up to 1hr = £1.20 sold in books of 10 vouchers	£13* *to match on-street P&D charges		
Season Ticekts	£249.90	per quarter	

# Civil Enforcement Officers



- CEO deployed hours down but PCNs up suggests improved efficiency.

Pollinators (bees and other pollinating insects) are important to UK agriculture, wildlife and the natural environment. This update outlines the Council's approach to protecting insect pollinators and reversing their decline locally.

### **Context**

England's pollinators are facing widespread serious decline caused by a combination of factors. These include the loss of pollinator habitat and habitat fragmentation, loss of wildflowers and diverse food sources, increased use of harmful chemicals (pesticides and herbicides), changes in beekeeping and the spread of disease.

### **Action being taken**

As a semi-rural environment with agricultural land, common land and many parks and green spaces, St Albans District will be affected by this decline. In response, the Council is undertaking a number of low cost initiatives including:

- Creating meadow areas and habitats for bees to nest, in all Parks and Green spaces.
- Creating land links and nectar/wildlife corridors across the District.
- Introducing softer landscaping into parks, green spaces and new developments and specifying the planting of pollinator friendly trees and shrubs.
- Replacing bedding plants with annual/perennial seeding schemes that have nectar and pollen producing species.
- Planting trees with flowers that are attractive to pollinators where opportunities in public spaces arise.
- Minimising the use of non-residual chemicals and pesticides - the avoidance of chemicals associated with bee decline is specified in the Grounds Maintenance Contract.
- Seeking to reduce air pollution through the Council's Air Quality Action Plan.
- Encouraging partners such as the Herts and Middlesex Wildlife Association to assess the scale of pollinator decline so we can monitor the situation effectively.
- Encouraging children to understand the issues by including a Best Pollinator Friendly Garden in our annual Schools in Bloom competition.
- Including related content in the draft Local Strategic Plan (Chapter 10).

# Council Performance & Budget Summary

## Appendix F: Internal Audits Update (Part One)



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><b>1. Houses In Multiple Occupation (HMOs)</b></p> <p>Issued January 2016</p> <p>Limited Assurance</p> <p>14 High Risk recommendations included.</p>	<p>Context.</p> <p>St Albans has a small number of HMOs relative to other Local Authorities (approx. 80 with 6 currently licensed and a further 4 under review). No significant problems have been reported by or complaints received from residents</p> <p>Key areas for improvement:</p> <ul style="list-style-type: none"> <li>• Better documentation to evidence licensing and inspection processes have been satisfactorily undertaken;</li> <li>• Rigorous follow up of identified inspection and health and safety issues;</li> <li>• Stronger management oversight in identifying, monitoring and prioritising outstanding issues;</li> </ul>	<p>Licensing and inspection procedures to be adequately documented and recorded.</p> <p>Checklist to be developed and all HMOs to be re-inspected and all issues followed up and evidenced.</p> <p>Regular management checks to be put in place and resources allocated.</p>	<p>Agreed. To be implemented by 31<sup>st</sup> March 2016.</p> <p>Agreed. To be implemented by 31<sup>st</sup> March 2016.</p> <p>Implemented 31<sup>st</sup> January 2016.</p>

# Council Performance & Budget Summary

## Appendix F: Internal Audits Update (Part One)



	<ul style="list-style-type: none"> <li>Ensuring landlords provide evidence of health and safety checks;</li> <li>Better resilience and cover arrangements across the Council where expertise or specialist knowledge are invested in single officers.</li> </ul>	<p>Landlord checks to be included in checklist and all outstanding paperwork to be obtained and scanned in.</p> <p>The Chief Executives Board to review effective management of specialist roles within the Council.</p>	<p>Agreed. To be implemented by 31<sup>st</sup> March 2016.</p> <p>Agreed. To be implemented by 29<sup>th</sup> February 2016.</p>
<b>Reports relating to possible contractor over-charge</b>	<ul style="list-style-type: none"> <li>Over the past year the Internal Audit team have found instances of overcharging in relation to two of the Council's contracts.</li> </ul>	<p>These concentrate on improving the contract management framework. This includes the need to carry out frequent detailed checks of works undertaken and invoices received against contract specifications. They also advise that the Council takes steps to recover any possible over-charging or have deficient works remedied.</p>	<p>The recommendations have been agreed and followed up. Further information is in the Part Two report.</p>

### 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.