

Council Performance & Budget Summary

March 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

Work is underway to spread the number of appendices, particularly around quarterly reports, more evenly through the year. The Chairman has therefore agreed to move several quarterly updates to the May performance report. The moved reports will run on a quarterly schedule starting from then (May, August, November and February).

In addition, the quarterly Conveyancing Update will be renamed Property Transactions Update from this month onwards.

- A. Planning Update
- A.i Section 106 Obligations Update
- B. Property Transactions Update (Part One)
- C. Waste Management and Recycling Update
- D. Business Improvement District (BID) Update
- E. IT Managed Service Update
- F. Housing Update
- G. Internal Audits Update (Part One)
- H. Internal Audits Update (Part Two)
- I. Property Transactions Update (Part Two)
- J. SLM Contract Variation (Part Two)

Recommendations

- 1.1 That Cabinet notes the Council Performance and Budget Summary (March and Quarter 4 2015/16) and its appendices.

Claimant Count Performance Indicator

The Office for National Statistics (ONS) has updated its Claimant Count dataset, which is included in this report's performance summary table. This monthly data now includes the ONS's estimate of Universal Credit claimants receiving benefit because they are unemployed. This estimate may include Universal Credit claimants who are not required to look for work, for example due to illness or disability, so remains indicative. All previous data on the performance summary table has been updated in light of these changes.

Westminster Lodge Leisure Centre Contract

Sports and Leisure Management Ltd (SLM) manage the Leisure Management contract at Westminster Lodge Leisure Centre (WLLC). The contract lasts until October 2022. The contract has been successful, with Westminster Lodge performing above expectations.

The Council has been discussing with SLM how to improve the offer at Westminster Lodge, and to deliver further financial benefit to the Council. This includes the provision of a new Hot Yoga Studio. The Head of Community Services, in consultation with the Portfolio Holder for Sport, Leisure and Heritage, has now agreed in principle the terms of

a contract variation with SLM. The variation will be completed by 30 June 16, but will take effect from 1 April 2016.

Further details are in Appendix J: SLM Contract Variation (Part Two).

Vacant Units (City and District)

The table below shows the proportion of vacant retail properties as of 31 March 2016 by parish and the non-parished area (city). The properties are retail only. The information is extracted from the Council's business rates database.

PARISH	NO OF PROPERTIES	UNOCCUPIED	% UNOCCUPIED
UNPARISHED CITY	725	16	2.2%
COLNEY HEATH	33	0	0%
HARPENDEN RURAL	1	0	0%
LONDON COLNEY	50	1	2.0%
REDBOURN	34	1	2.9%
ST MICHAEL	3	1	33.3%
ST STEPHEN	52	1	1.9%
SANDRIDGE	52	1	1.9%
WHEATHAMPSTEAD	38	0	0%
HARPENDEN	248	5	2.0%
TOTALS	1,236	26	2.1%

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

PARISH	NO OF PROPERTIES	UNOCCUPIED	% UNOCCUPIED
UNPARISHED CITY	725	19	2.6%
COLNEY HEATH	33	0	0%
HARPENDEN RURAL	1	0	0%
LONDON COLNEY	50	1	2.0%
REDBOURN	34	1	2.9%
ST MICHAEL	3	0	0%
ST STEPHEN	52	1	1.9%
SANDRIDGE	52	1	1.9%
WHEATHAMPSTEAD	38	0	0%
HARPENDEN	248	7	2.8%
TOTALS	1,236	30	2.4%

Commentary

The table below is 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
G	Forecast budget variance at the year end	The forecast underspend (£209,000) is due to an additional government grant for individual electoral registration (£27,000) and reductions in forecast spend across departments. Additional income is forecast for car parks, land charges and cemeteries.

	Measure	Comments
A	Percentage of rent loss due to voids	The projected rent loss due to voids (empty properties) remains at 1.4% of the annual rent due. A number of properties awaiting sale or disposal remain on the system and show a void rent loss. When they are sold throughout the coming year they will be removed from the system. Excluding these properties, the rent loss due to voids is 0.4%.
A	Rent arrears of current tenants as a percentage of rent due	<p>Rent arrears have increased from £698,809 in February to £746,825 in March. Arrears have therefore increased to 2.8%. This is a marked increase over the month and higher than the increase we usually see in the early part of the year. The Easter period fell earlier than usual, which anecdotally may mean that tenants have not paid rent due to increased expenditure over the long weekend.</p> <p>Out of 13.8 Full Time Equivalent posts in the housing management team, there are now 3 vacancies. A permanent member of staff started on 1st April and is currently undergoing induction and basic training. None of the vacancies are currently covered by temporary workers. Housing Officers therefore have to cover the work of these vacant posts. March is also a peak period for annual leave and for most of the month the team has not been at full strength. The number of tenants with arrears increased from 1,570 in February to 1,996 in March.</p> <p>All vacancies have now been filled and we are awaiting start dates. We anticipate the income team leader will start in post in July 2016.</p> <p>We will work to recoup arrears in the next three months.</p>
A	Number of households in temporary accommodation and average time in temporary accommodation	<p>In 2015-16 we had 2,099 housing enquiries compared to 1,838 in 2014-15. 125 households were accepted as homeless in 2015-16.</p> <p>The Council continues to use its own general needs stock to accommodate homeless households due to the demands on the service.</p>
R	Percentage of repairs completed on time	<p>The low percentage of repairs completed on time is due to a shortage of contractor staff who manually log the completion date on our Orchard management system. They have had major issues with admin staffing throughout March.</p> <p>Despite making offers to several job applicants, three of these failed to start. An experienced member of staff is currently on paternity leave. Another member of staff has been away on long term sickness. Though training is underway to ensure staff are logging completions efficiently and correctly, these combined staffing issues have significantly impacted performance.</p> <p>The contractor is dealing with the backlog and recognises that they have more work to do. A new administrator has started and further recruitment is underway. They have also brought in personnel from their head office to assist in the short term.</p>
R	Days to process Housing Benefit new	New claim performance continues to be affected by the vacancy in the Benefit team. We have attempted to recruit to

	Measure	Comments
	claims	<p>this post, but two offers have been rejected. In the meantime, the work of this post is being shared across the team.</p> <p>New benefit awards and Council Tax bills were issued in March. The work involved in completing these 'year end' processes and answering related queries meant the workload was higher than usual. This leaves the team with less time to process new claims.</p>
A	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	<p>In March, eighteen appeal decisions were received. Of these, eight were allowed and ten dismissed. This equates to 55.6% of Council decisions supported for the month. Appeals were related to householder developments, replacement dwellings, listed building consents and change of use from a shop to a take-away.</p> <p>Most of the appeals allowed were for householder extensions. This is further evidence of the Planning Inspectorate taking a more flexible approach towards extensions in dwellings. The team continues to be briefed on this trend, which aligns with the Government's approach for simplifying minor planning matters.</p>
G	<p>Percentage of planning applications not determined (within time limits or agreed timescale)</p> <p>and</p> <p>Number of planning applications at end of month that have not been determined in time</p>	<p>In spite of the seven vacant posts in Development Management, the agency cover in place combined with the use of overtime has led to improved performance.</p> <p>Capacity has been created in recent months by transferring some telephone calls to the Customer Contact Centre and introducing a new householder pre-application service. Consultants have also been used to respond to pre-application enquires and to drafting appeal statements. This gave technical and professional officers more time to focus on validating and processing applications.</p> <p>We have also been able to reduce our backlog of out of time applications from 184 to 146.</p>
R	Fly-tipping incidents	<p>Fly tipping has increased for March with primarily building waste being dumped throughout the District. Rural roads remain the worst affected areas. Our waste contractors have now dedicated one of their crews to removing fly tips on a full time basis due to the volume. We continue to work with enforcement and the police to investigate any fly tips for evidence and prosecute where evidence is found. As reported at March Cabinet, the Portfolio Holder is working with officers to develop the Council's strategy for enforcement on fly-tipping and other environmental offences.</p>
R	Visits to Tourist Information Centre and www.enjoystalbans.com	<p>The number of visits to the Tourist Information Centre (TIC) and www.enjoystalbans.com is 11% higher than last month and 12% lower than March 2015.</p> <p>On www.enjoystalbans.com, visits to 'what's on' and 'attractions' increased over the period. However, the 'where to stay' and 'eating and drinking' decreased. People may be using alternative websites, such as Trip Advisor or Airbnb, which offer bookings or reviews rather than just listings. Overall, there were 19% more visits to the site in 2015-16</p>

Measure	Comments
G	<p>than in 2014-15.</p> <p>Visits to the Tourist Information Centre have also fallen. The TIC closed on Thursday 24 March 2016 to enable conversion of the Town Hall into the new Museum Gallery. The new Visitor Information Centre (VIC) opened at the Alban Arena on Monday 4 April. This resulted in fewer people being able to visit. We would expect a decline in visits to the VIC while the Town Hall refurbishment is taking place. As part of this City Centre Museum and Gallery project, the VIC will be reviewing its services to ensure it remains relevant and helpful to visitors.</p>
	<p>Percentage of all customers seen within 10 minutes</p> <p>Performance for March is within target. Customer service staff are now more confident in dealing with planning enquiries, so less staff resource and supervision is required on the telephones.</p> <p>A research project is underway to understand why customers choose to come into the Council Offices to access services rather than using other access channels. The insights from this research will be used to shape the introduction of a new appointment service for customers. The findings from the research project will be reported to Cabinet in the June performance report.</p>
R	<p>All crime (in month)</p> <p>And</p> <p>Anti-social behaviour incidents (in month)</p> <p>The all crime figure for March reached its highest level for 12 months – an increase of 11%. Overall crime in 2015/16 was 12% higher than in 2014/15. This is in line with a 12% rise in crime county wide. Anti-social behaviour has also risen 9% in 2015/16.</p> <p>This reflects the same trends that have been seen throughout the year. The biggest rise has been in vehicle related crime, where there has been a 42% increase 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). This has also had a knock on impact on the figures for criminal damage to a vehicle, which saw a 50% rise. A public awareness campaign ran recently to encourage people to ensure vehicles are properly locked. Tackling and preventing theft of all types is the top priority of the Community Safety Partnership in 2016/17.</p> <p>There was also a 23% rise in the number of recorded incidents of domestic abuse crime between March 2015 and 2016. This is likely to reflect a concerted effort across the county to raise the profile of domestic abuse and encourage people to report it.</p> <p>The rise in anti-social behaviour reflects a sharp year on year increase in ‘environmental’ ASB such as fly tipping and graffiti. These incidents have only started to be recorded by the police as ASB in the course of the last year.</p>

	Measure	Comments
R	Percentage of invalid applications received	This indicator is used to illustrate the quality of the applications received by the planning department. We launched a new paid-for pre-application service in February for householder proposals. When this service has become more established over time we expect to see fewer invalid applications. We will also be reviewing the information on our website to help customers.
A	Percentage of all major planning applications determined within 13 weeks (measured over a 2 year period)	Turnover of staff has continued to impact on our performance over the last quarter, as noted in recent monthly Planning appendices. Furthermore, the County Council has lost resource in its legal department which is impacting on the completion of Section 106 Agreements. Appendix A.i shows that we have made good progress recently with finalising S106 agreements, but there are 6 outstanding Section 106 Agreements for major applications following a resolution to grant.
G	Percentage of council tax collected of that collectable in the year	The target for council tax collection has now been achieved. The recovery approach noted in last quarter's commentary ensures that recovery processes are implemented at the earliest opportunity. Since the introduction of this approach 2015/2016 has now seen approximately 35% more reminders issued when compared to 2014/2015. This has contributed towards the overall collection rate.
G	Percentage of business rates collected of that collectable in the year	The target for Business Rates collection has now been achieved. Following on from last quarter's commentary, we are now able to progress liability order hearings again following consideration of the case law surrounding the award of costs. The implementation of the recovery approach mentioned in the council tax commentary has also ensured we attend court on a monthly basis. This allows us to obtain Liability Orders quicker for those non payers who do not adhere to reminder notices
R	Total number of visits to arts and entertainment venues	<p>It is difficult to compare visits to arts and entertainment venues year on year as this depends on whether they manage to secure popular touring acts or not. Efforts are made to secure the top acts every year, but are hampered by the size of the venue and competition from venues in surrounding areas. Due to a biennial touring cycle, some of the more popular acts have not booked shows for 2015/16 and thus the programme has not drawn as many visitors. This was compounded in March due to Easter falling early. Attracting shows over Easter is difficult due to lower sales.</p> <p>Averaged over the year, 2015/16 saw around 220 fewer visits per month, or a 4% drop year-on-year. Venues are consistently advertising and working to attract high quality bookings.</p>
	Headcount actuals	<p>This is the number of people working for the Council. The Full Time Equivalent (FTE) is the approved establishment figure (including all part-time and full-time permanent roles).</p> <p>The overall headcount and FTE have both decreased, due to leavers in Quarter 4. 43% of these were planned leavers such</p>

	Measure	Comments
		as retirements and fixed term contracts coming to an end. A successful recruitment campaign between January and March has resulted in the majority of vacancies being filled with 25 posts offered. Those new starters will appear in Quarter1 2016/17, subject to pre-employment checks.
	Agency and casual workers	<p>The number of agency and casual workers is the same as Quarter 3, but an increase of 15 over the figure reported in Quarter 4 last year.</p> <p>The factors resulting in that increase were covered in the Quarter 3 report and include 15 workers covering vacancies proving difficult to fill.</p> <p>Please note that this agency/casual worker figure fluctuates within each quarter as well due to the short-term nature of much of the work.</p>
G	Number of working days/shifts lost due to sickness absence per full time equivalent employee (days)	<p>The absence rate has reduced to 1.16 days per employee for Quarter 4 2015/16, a reduction of 0.85 days in comparison to the same quarter last year. This figure shows a reduction of 0.28 days in comparison to the previous quarter in 2015/16 (which was 1.44 days).</p> <p>The Quarter 4 figure includes:</p> <ul style="list-style-type: none"> • 2 long term absence cases (28 days and over), both of these employees have since left the Council. The absence rate excluding long term absence is 0.83 days • 12 cases of medium term absences (7 days and over), the same number as the previous quarter. These included a range of cases including 2 due to stress/mental health issues, 2 due to muscular/skeletal, 4 due to flu or chest infections. • Overall the most common cause for absences this quarter was Cold/Flu. <p>All line managers are required to attend a workshop on Attendance Management to ensure they are aware of the policy and its implementation. Approx. 90% of managers have attended the workshop to date.</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.

Contact for further questions: Harry Graham, Business Analyst
harry.graham@stalbans.gov.uk

Council Performance & Budget Summary

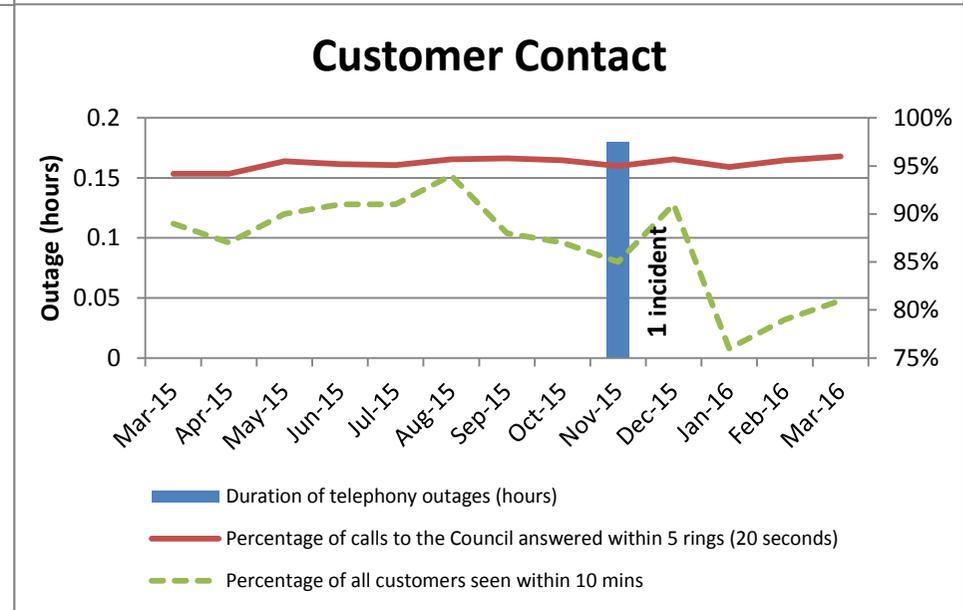
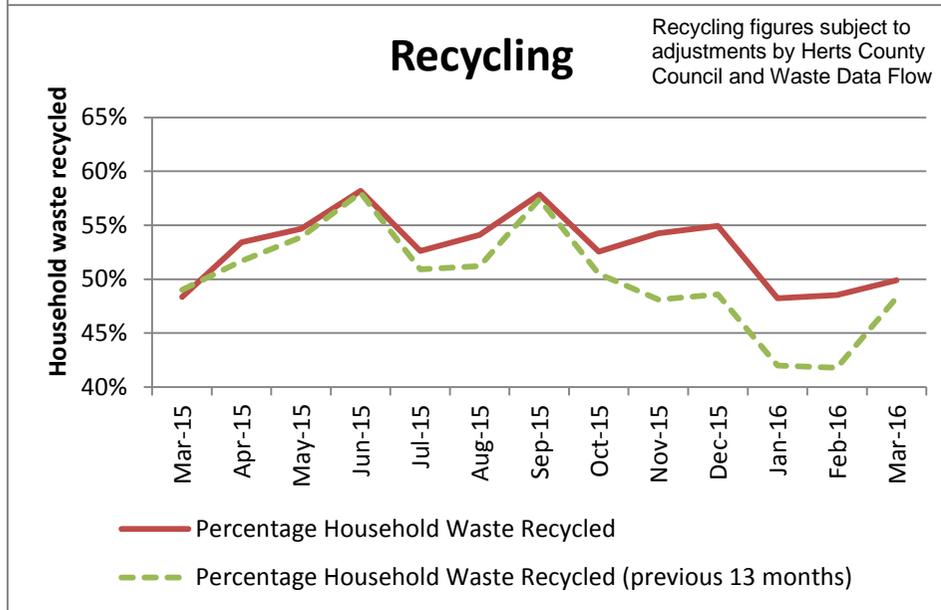
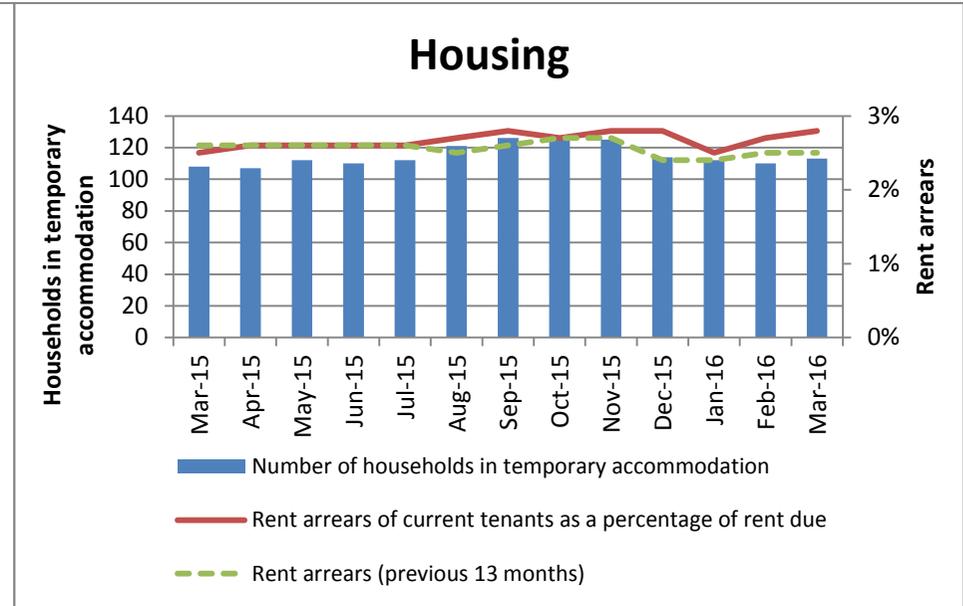
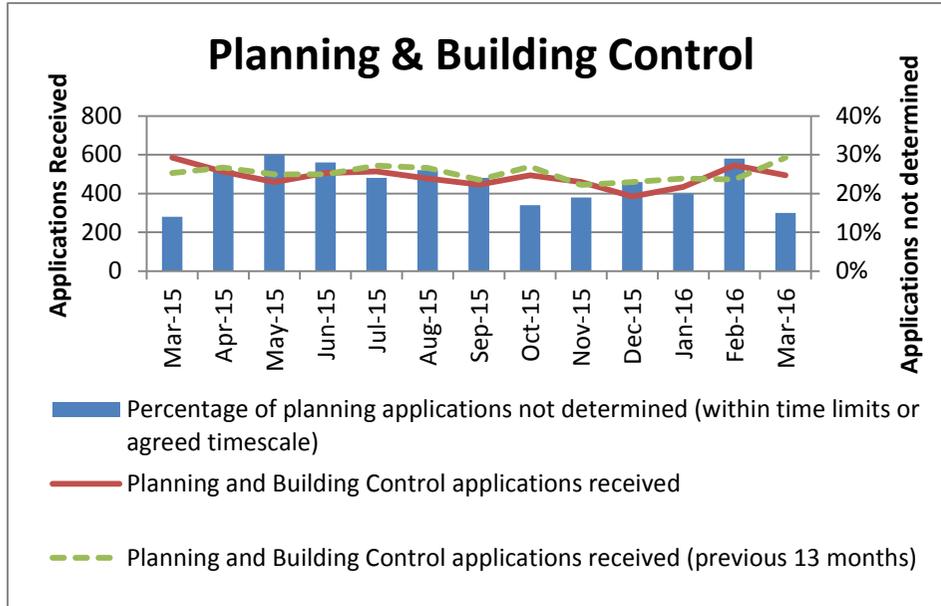
March 2016



		Bigger or Smaller is Better	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	TARGET
Finance	Forecast budget variance at the year end (General fund for year in question)	Smaller	0.8%	0.0%	0.0%	0.0%	0.0%	-0.2%	0.0%	0.7%	1.0%	1.3%	0.5%	0.1%	-1.0%	0.0%
Housing	Average time to re-let dwellings (excluding temporary accommodation) (days)	Smaller	19	29	22	22	21	22	22	23	24	23	24	24	24	26
	Percentage of rent loss due to voids	Smaller	1.2%	1.5%	1.6%	1.5%	1.4%	1.4%	1.3%	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%	Trend
	Rent arrears of current tenants as a percentage of rent due	Smaller	2.5%	2.6%	2.6%	2.6%	2.6%	2.7%	2.8%	2.7%	2.8%	2.8%	2.5%	2.7%	2.8%	2.6%
	Number of households in temporary accommodation	Smaller	108	107	112	110	112	121	126	127	125	114	112	110	113	Trend
	Average time in temporary accommodation (weeks)	Smaller	26	24	22	22	23	23	24	24	26	27	27	28	25	Trend
	Percentage of repairs completed on time	Bigger	99%	100%	99%	100%	100%	94%	99%	99%	99%	81%	92%	91%	69%	98%
	Housing repairs' satisfaction	Bigger	98%	98%	99%	99%	97%	86%	98%	99%	99%	100%	98%	99%	100%	90%
	Total number of households in receipt of Housing Benefit and/or Council Tax support	Smaller	7,248	7,211	7,244	7,222	7,219	7,198	7,156	7,157	7,139	7,104	7,035	7,044	7,038	
	Days to process Housing Benefit new claims	Smaller	23.0	28.7	23.9	23.7	27.7	33.7	42.5	20.9	22.0	34.5	30.2	27.9	32.8	24
Days to process Housing Benefit change in circumstances	Smaller	8.1	5.5	7.9	9.4	7.3	5.8	7.8	8.0	10.0	7.6	6.1	2.4	5.5	11	
Planning & Building Control	Planning and Building Control applications received (including pre-app, trees and condition discharge)		586	512	459	506	514	478	446	494	459	385	435	546	494	
	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	Bigger	61%	61%	62%	61%	63%	61%	62%	63%	61%	63%	62%	62%	61%	66%
	Percentage of planning applications not determined (within time limits or agreed timescale)	Smaller	14%	26%	30%	28%	24%	26%	24%	17%	19%	23%	20%	29%	15%	25%
	Number of planning applications at end of month that have not been determined in time	Smaller	122	157	202	231	214	249	261	236	214	233	200	184	146	150
Regulatory	Parking Penalty Charge Notices issued	Smaller	1,739	1,511	1,549	1,319	1,716	1,630	1,585	1,787	1,601	1,511	1,581	1,396	1,282	Trend
	Percentage of Parking Penalty Charge Notices paid	Bigger	85%	89%	86%	91%	84%	82%	89%	86%	86%	88%	86%	99%	87%	70%
Community Services	Fly-tipping incidents	Smaller	96	68	73	124	103	100	102	99	90	87	110	116	130*	Year-on-year Trend
	Number of missed waste collections per 100,000	Smaller	28	33	34	37	30	10	16	19	12	9	11	16	11*	40
	Visits to Tourist Information Centre and www.enjoystalbens.com	Bigger	35,330	31,155	40,556	47,105	42,521	43,131	41,467	50,463	78,135	54,613	32,961	27,932	31,181	Year-on-year Trend
	Museums visits	Bigger	15,840	15,581	13,248	14,781	14,628	14,343	14,164	17,826	14,996	12,403	14,090	16,573	24,416	Year-on-year Trend
Customer Services	Percentage of calls to the Council answered within 5 rings (20 seconds)	Bigger	94.2%	94.2%	95.5%	95.2%	95.1%	95.7%	95.8%	95.6%	95.0%	95.7%	94.9%	95.6%	96.0%	80%
	Percentage of all customers seen within 10 mins	Bigger	89%	87%	90%	91%	91%	94%	88%	87%	85%	91%	76%	79%	81%	80%
External	Claimant count (% proportion of population)	Smaller	0.8%	0.8%	0.8%	0.7%	0.7%	0.7%	0.7%	0.7%	0.7%	0.6%	0.7%	0.7%	0.7%	Trend
	New jobs	Bigger	4,817	6,081	6,955	2,234	2,527	2,522	3,080	4,402	4,569	4,349	5,548	5,452	6,864	Trend
	All crime (in month)	Smaller	574	519	519	559	562	506	531	564	530	536	586	562	637*	Trend
	Anti-social behaviour incidents (in month)	Smaller	190	254	224	211	313	314	263	232	200	177	211	190	221*	Trend

* Draft figure subject to final adjustments

Performance Summary March 2016



Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



		Bigger or Smaller is Better	Quarter 4 2014-15	Quarter 1 2015-16	Quarter 2 2015-16	Quarter 3 2015-16	Quarter 4 2015-16	TARGET
Housing	Total affordable housing completions	Bigger	1	9	46	55	2	
	Percentage of invalid applications received	Smaller	2.7%	3.7%	4.3%	3.5%	5.4%	Trend
Planning and BC	Percentage of all major planning applications determined within 13 weeks (measured over a 2 year period)	Bigger	65.6%	65.1%	61.4%	64.3%	64.1%	70%
	Planning obligations (Section 106/CIL) monetary contributions secured		£92,474	£190,527	£30,628	£73,596	£10,734	
Finance	Percentage of council tax collected of that collectable in the year	Bigger	98.8%	30.1%	58.6%	86.1%	99.0%	99%^
	Percentage of business rates collected of that collectable in the year	Bigger	99.1%	29.1%	55.3%	83.6%	99.3%	99%^
Community Services	Recycling rate	Bigger	44.0%	55.4%	54.9%	53.0%	45.5%*	Year-on-year Trend
	Kg per household of residual waste	Smaller	100.4	97.9	95.6	94.7	101.8*	Year-on-year Trend
	Total number of visits to arts and entertainment venues	Bigger	70,562	48,994	35,845	84,392	49,356	Year-on-year Trend
	Total number of visits to sport and leisure centres	Bigger	457,698	468,729	458,406	418,629	484,189	Year-on-year Trend
Website	www.stalbans.gov.uk visits	Bigger	282,145	330,273	280,426	262,907	294,684	Trend
	www.enjoystalbans.com visits	Bigger	78,488	104,158	103,025	163,422	74,178	Trend
Human Resources	Headcount actuals Approved established permanent posts = 365.05 FTE		394 (373 permanent / 21 fixed term) 344.35 FTE	397 (378 permanent / 19 fixed term) 345.43 FTE	397 (374 permanent / 23 fixed term) 343.34FTE	405 (379 permanent / 26 fixed term) 353.99 FTE	387 (350 permanent / 37 fixed term) 340.57 FTE	
	Agency and casual workers (covering vacancies or helping with added workloads)		68	66	65	83	83	
	Number of working days/shifts lost due to sickness absence per full time equivalent employee (days)	Smaller	2.01	1.62	2.00	1.44	1.16	Trend

^ Seasonal Target

* Draft figure subject to final adjustments

Performance Summary Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
Housing	G	Implement the sheltered housing redevelopment programme	G	<ul style="list-style-type: none"> Victor Smith Court in Bricket Wood under construction. Aldwyck Housing Group appointed to redevelop Linley Court and land transferred. 	<ul style="list-style-type: none"> Construction work on Victor Smith Court completed in June. Work underway on Linley Court planning applications. Consultation meeting held to discuss development of Mereden Court in June. Progressed work to consider whether to refurbish or redevelop Wavell House. Legal contract and transfer of Betty Entwistle House agreed. Public consultation and planning application submitted for development of Betty Entwistle House. 	Continues to 2016/17

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
	A	Develop affordable housing on garage sites	G	<ul style="list-style-type: none"> • Planning permission granted for Langley Grove garage site in Sandridge. • Sites including Cotlandswick garage sites identified for fourth phase of project and architects currently working on feasibility studies. • Enabling works including site surveys underway at Batchwood garage sites. 	<ul style="list-style-type: none"> • Construction started on Batchwood sites in June. • Phase 4 garage sites identified for redevelopment. • Start of procurement process for contractor to develop Sandridge garage sites. 	Continues to 2016/17
	A	Procure and implement major housing improvement contract	G	<ul style="list-style-type: none"> • Options appraisal for procurement of main contractor(s) for improvement of Council housing completed in March. 	<ul style="list-style-type: none"> • Way forward for procurement decided and preparation for procurement exercise underway. 	Continues in 2016/17
	G	Implement Universal Credit	G	<ul style="list-style-type: none"> • Long term strategy for delivering 'Universal Support Delivered Locally' presented to Chief Executive Board. • Identified additional needs of residents receiving Universal credit through workshops and fed in to long term strategy. • Evaluated Council's digital skills and identified areas for development. 	<ul style="list-style-type: none"> • Long term strategy for delivering 'Universal Support Delivered Locally' approved by Cabinet. • Impact of Universal Support Delivered Locally on job roles assessed and next steps agreed. 	Now part of ongoing work

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
Community Engagement and Localism	G	Develop three year events' programme	G	<ul style="list-style-type: none"> Delivered Residents: Enjoy St Albans Weekend in January. Delivered Mayor's Pride Awards in March. 	<ul style="list-style-type: none"> Delivered Alban Weekend including Alban Street Festival in June. Initial findings of review of events programme presented to Portfolio Holder in May. 	Now part of ongoing work
	G	Implement the visitor strategy	G	<ul style="list-style-type: none"> Mobile friendly enjoystalbans.com went live in January. Action plan further developed and Visitor Partnership consulted. New group travel packages developed and promoted at travel shows. Welcome Host training is now likely to be delivered by Visit Herts due to low local demand. 	<ul style="list-style-type: none"> Action plan finalised. Group travel packages continue to be promoted at travel shows. 	Now part of ongoing work

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
	A	Implement actions from market review	G	<ul style="list-style-type: none"> Market research completed in March, to be repeated in July. Completed audit of current traders' commodities to understand current mix of goods on sale. This has allowed us to target trader recruitment to fill gaps. Trader recruitment plan developed. Christmas Market interim evaluation completed. 	<ul style="list-style-type: none"> Consultation on new fee structure and regulations held and new fees introduced in June. New trader newsletter launched in April. Options for niche markets explored. 	Continues in 2016/17
	G	Develop the District's strengths - Green Triangle specialist green business	G	<ul style="list-style-type: none"> European Regional Development Fund bid submitted, awaiting outcome. Initial Enterprise Zone meetings with Local Enterprise Partnership and Dacorum held. 	<ul style="list-style-type: none"> Enterprise Zone action plan developed with Local Enterprise Partnership and Dacorum. Support the on-going profile raising and brand awareness of the Green Triangle. 	Now part of ongoing work

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
	G	Develop the District's strengths - professional services	G	<ul style="list-style-type: none"> Agreed that marketing strategy will focus on website and improved member content. City of Expertise attended 2 school career fairs and 2 business breakfasts. 	<ul style="list-style-type: none"> Full meeting with firms held in May. Young Professional networking event held in May. Herts Business Independent spring edition included features on City of Expertise. 	Now part of ongoing work
	G	Strengthen Retail and support the City Centre Partnership	G	<ul style="list-style-type: none"> City Centre Partnership (CCP) launched intention to develop a Business Improvement District (BID). Work progressed on Business Improvement District. 3 internal working groups meeting to progress work on voting, business rates and baselines. See Appendix D Business Improvement District Update. CCP sent BID notice of intention to Council. Meeting focused on Business Improvement District held with landlords in March. 	<ul style="list-style-type: none"> CCP submitted full BID proposals to Council in June, including agreement on Council's obligations. Internal BID meetings held in April and May. 	Now part of ongoing work

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
	G	Accelerate the Controlled Parking Zone programme	G	<ul style="list-style-type: none"> 85% of annual work programme completed. Programme delayed due to Department for Transport legislation blockage impacting on Market Place parking order. Alternative scheme developed to avoid dependency on this delayed legislation. 	<ul style="list-style-type: none"> 2015/16 work programme completed. 	Initial project due to complete early 2016/17 and will be part of ongoing work
Environment	G	Implement specific proposals to accelerate recycling to and beyond 60%	G	<ul style="list-style-type: none"> Street incorporated into new Hertfordshire County Council Contract. Activities identified for continued 'low performing areas' engagement project. See Appendix C Waste Management and Recycling Update for more details. 	<ul style="list-style-type: none"> Commencement of implementation plan for revised services under new Waste Management Contract. Communication and mobilisation plan for revised collection services under new contract agreed and implemented. Continued 'Low Performing Areas' engagement project. 	Continues in 2016/17

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
	G	Re-tender the waste management contract	G	<ul style="list-style-type: none"> Cabinet agreed Tender Award in January. Tender awarded to Veolia Environmental Services in February for waste management services. Separate contract awarded to Urbaser Ltd for cleansing of public conveniences. Mobilisation meetings held with both contractors. 	<ul style="list-style-type: none"> Both contracts signed in May. Mobilisation successfully completed and both contracts commence in June. 	Project to be completed in May 2016
Resources	G	Input into clinical strategy and future decisions on hospital provision in St Albans	G	<ul style="list-style-type: none"> West Herts Strategic Review update presented at Health and Wellbeing Partnership in January and March and Strategic Partnership in February. Continued engagement with West Herts Strategic Review through Health and Wellbeing Partnership. 	<ul style="list-style-type: none"> Hospital (acute care) preferred option to be agreed in the autumn. Roadmap for St Albans District hubs and services now being designed. Regular contact with West Herts Review team, with meetings held in April and May/June. 	Continues in 2016/17

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
	G	Develop customer service culture	G	<ul style="list-style-type: none"> High level Customer Access and Digital Transformation Programme road map agreed by Change Management Board and Business Improvement Board. Development Management telephone calls migrated to the Contact Centre. Reviewed effective use of customer service objectives for staff across the organisation. 	<ul style="list-style-type: none"> Reviewed current face to face customer contact and presented findings to Cabinet. 	Work continues in 2016/17 as part of implementing digital technologies and workforce development projects
	G	Develop IT service and meet Government security standards	B	<ul style="list-style-type: none"> Government Public Service Network compliance submitted on 22 March – Government have confirmed Council has passed. 	<ul style="list-style-type: none"> N/A 	Project completed
	G	Develop revised financial strategy	G	<ul style="list-style-type: none"> Budget agreed by Council in January. 	<ul style="list-style-type: none"> Financial strategy workshop in April to commence planning for 2017-18. 	Now part of ongoing work

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
	G	Workforce development to meet key service pressures	G	<ul style="list-style-type: none"> • New Year recruitment campaign launched with focused use of social media and digital marketing tools. • Local workforce plans updated as part of business planning process. • 360 degree feedback extended to Principal Officers as part of 2015/16 end of year appraisal process. • Planning Transformation Manager appointed. • New Head of Service Post agreed to take forward commercial and development work. 	<ul style="list-style-type: none"> • Career pathways identified in specialist areas (initially Planning and Building Control). • Commercial and Development Department established and Head of Service appointed. 	Continues in 2016/17
Sports, Leisure and Heritage	G	Cotlandswick leisure facility	G	<ul style="list-style-type: none"> • Several snagging issues rectified. • Received report on noise levels and identified work to reduce this further by planting a hedge or tree line between pitches and houses. 	<ul style="list-style-type: none"> • Building snagging and defect rectification progressed to point that less than 10% are outstanding. • Further noise reduction measures completed. 	Project completed in 2015/16 and outstanding actions due to complete April 2016

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
	G	New museum and gallery	G	<ul style="list-style-type: none"> Design workshops held and contractor has appointed architects and engineers to work up detailed designs. Project Order for Museum of St Albans (MoSTA) site signed in February. Surveys of MoSTA site scheduled with contractor. Lead appointed to develop Major Donor/Big Gift Funding. Funding bids to external bodies submitted. 	<ul style="list-style-type: none"> Contract price agreed and contract signed in June. Detailed costing confirmed in May. Discharge of pre-commencement planning conditions expected in June. MoSTA planning application considered at Planning Referrals Committee in April. 	Continues in 2016/17
Planning and Conservation	G	Progress the Strategic Local Plan ('SLP')	G	<ul style="list-style-type: none"> 6 week formal Regulation 19 consultation completed. SLP representations reported to Planning Policy Committee (PPC) in March. Duty to Cooperate meetings held throughout Quarter 4. Detailed Local Plan initial consultation structure and scope reported to PPC in March. 	<ul style="list-style-type: none"> Initial indicative Detailed Local Plan draft presented to May PPC. Draft Technical Report on Economic Development and Employment land presented to April PPC for finalisation at June PPC. 	Continues in 2016/17

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Quarter 4 2015-16 (January-March)



Portfolio	Q3 2015/16 (October to December)	Priority Project	Q4 2015/16 (January to March)	Progress	Q1 milestones (2016/17) (April to June)	2016/17
	G	City centre regeneration (City Centre Opportunity Site – ‘CCOS’)	G	<ul style="list-style-type: none"> Meetings of landowners held. 	<ul style="list-style-type: none"> Public engagement is likely to take place early in the summer. 	Continues in 2016/17

New priority projects for 2016/17 from Corporate Plan 2016-2021

Portfolio	Priority Project	Comments and Progress to Date
Sports, Leisure and Heritage	Shaping options for the future of Harpenden Sports Centre and Swimming Pool	<ul style="list-style-type: none"> High level business case written.
Sports, Leisure and Heritage	Shaping options for the future of Abbey View athletics track	<ul style="list-style-type: none"> High level business case written.
Resources	Implement digital technologies to make services more accessible and efficient	<ul style="list-style-type: none"> Programme Manager appointed. High level Customer Access and Digital Transformation Programme road map agreed by Change Management Board and Business Improvement Board. Development Management telephone calls migrated to the Contact Centre.

Priority Project Update Quarter 4 2015-16

Council Performance & Budget Summary

Appendix A: Planning Update

Staffing

	Post	Last month	Update
1	Transformation Manager	Interviews took place in March	Post accepted, start date confirmed 18 th April
2	Team Leader (Development Management)	Interviews took place in March	Post accepted, start date confirmed – 1 st April
3	Senior Planning Officer	Interviews took place in March	No offer made – new recruitment drive required
4	Senior Planning Officer	Interviews took place in March	No offer made – new recruitment drive required
5	Planning Officer (Development Management)	Interviews took place in March	No offer made – new recruitment drive required
6	Planning Officer (Development Management - Maternity Cover)	Interviews took place in March	No offer made – new recruitment drive required
7	Graduate Planner (Development Management)	Interviews took place in March	Post accepted, waiting on confirmation of starting date and background checks
8	Graduate Planner (Development Management)	Interviews took place in March	Post accepted, waiting on confirmation of starting date and background checks
9	Building Control Officer	Post offered, awaiting response from successful candidate	Post accepted, waiting on confirmation of starting date and background checks
10	Building Control Officer	Post re-advertised	No offer made – new recruitment drive required
11	Assistant Building Control Officer	Post offered, awaiting response from successful candidate	Post accepted, start date confirmed – 4 th April
12	Tree officer (TPOs)	Post accepted, waiting on confirmation of starting date and background checks	Post accepted, start date confirmed – 18 th April
13	Tree officer (TPOs)	No offer made, other options being considered	Other options being considered after Tree Officer above is in post

Council Performance & Budget Summary

Appendix A: Planning Update

14	Building Control Officer	-	Resignation received – leaving 10 th June - Post to be partially covered for a temporary period by an Assistant Building Control Officer / temporary staff
15	Technical Support Technician (maternity cover)	-	Post to be advertised
16	Technical Support Technician	-	Following promotion – post to be advertised
17	Technical Support Technician	-	Following promotion – post to be advertised

Current Status of Teams

Building Control

Two below establishment. The vacant posts have been filled by 2 temporary staff on a 6 month contract and existing 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. A further member of staff will be going on maternity leave in May.

Development Management Case Officers

Seven below establishment - covered by a part-time casual worker (x1 post), temporary staff (x4 posts) and staff working additional hours.

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.

Planning Application Performance

The target is to deal with 75% of all planning applications within the eight week statutory timescale. At present, we are achieving 74%.

The average decision time for all planning applications is currently 12 weeks. The average for major development applications is 24 weeks and for minor applications, 15 weeks. Householder applications on average are being determined quicker in 11 weeks.

There is a backlog of undetermined planning applications of 146, a reduction from 184 at the end of February and 200 at the end of January. This is a significant achievement taking account of high staff leave in March as well as time lost due to Easter.

¹ Colour coding for Staffing table: Green - post filled. Orange - post advertised/to be advertised. White – on hold

Planning Appeal Performance

The cumulative appeal performance (% of appeals where the Council's decision is upheld) between March 2015 and March 2016 has fluctuated between 61% and 63%. It is currently at 61%, down from 63 % in October and November 2015. The number of live appeals has increased from 43 at the end of March 2015 to 77 at end of March 2016.

Individual Monthly Appeal Performance

Month	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar16
Appeal Decisions Received	12	9	5	17	22	11	10	4	12	12	15	17
Monthly Percentage	58	67	40	76	59	91	70	57	50	42	47	47

The monthly breakdown figures show a decline in appeal performance from a high of 91% in September 2015. Inspectors are generally taking a more relaxed approach than the Council with regard to householder development. Factors behind this include:

- The government's approach to extending permitted development rights for householders
- The age of the St Albans District Local Plan Review 1994 which is not considered up to date.

Appeal decisions are circulated to the team. At section meetings, the team have been briefed on appeal trend and reminded to be cognisant of the approach being taken by Inspectors. The team are reminded to take a positive and proactive approach in considering planning applications in their assessment as well as delivering customer service.

We expect to see improved performance over the next few months.

Strategic Local Plan (SLP) Regulation 19 Consultation

A consultation in October and November 2014 addressed the content of the draft SLP. In early 2016, residents and other interested parties were 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 and ended on 19 February. Officers are now reviewing the responses. During the consultation there were 325 respondents, who made a total of 1,333 comments. Additional reports will be presented to Planning Policy Committee (PPC) in April and June.

Self-build and Custom Housebuilding

From 1 April 2016 Councils are required by the Government to maintain a Self-build and Custom Housebuilding Register. This is a register of individuals or associations of individuals who are seeking to purchase a serviced plot of land upon which to build a house to live in.

Council Performance & Budget Summary

Appendix A: Planning Update



The purpose of the Register is to record the level of demand for this type of house building. Headline data gathered from the Register will be published annually in our Authority's Monitoring Report.

The Council is not aware of any plots currently available for self-build in the district. However, the draft Strategic Local Plan does require "opportunities for self-build housing" as part of the three Broad Locations at East Hemel Hempstead, East St Albans and North West Harpenden. A link can be found at:

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

Council Constitution

Some minor changes to the Scheme of Delegation and Responsibility for Executive Functions in the Council's Constitution will be presented to Annual Council in May for approval. The proposed updates are needed to reflect current committees and national regulations (Town and Country Planning (Local Planning) (England) Regulations 2012). They will also pick up recommendations made by Internal Performance Scrutiny Committee.

Planning Policy Committee (PPC) 19 April

PPC will be considering reports entitled "Responses to the Publication Draft Strategic Local Plan" and "Draft Economic Development and Employment Land Technical Report". Attention is drawn to the second report, in order to invite comment on the draft, which will be taken back to PPC in June for finalisation. A link to the report is below:

<http://stalbans.moderngov.co.uk/ieListDocuments.aspx?CId=459&MId=7974&Ver=4>

This report includes a section that considers the potential for 'Article 4' designations to protect certain locations for employment use.

Building Regulations &c. (Amendment) Regulations 2016

The Building Regulations &c. (Amendment) Regulations were published on 22 March 2016. The Regulations were made after consultation with the Building Regulations Advisory Committee for England and with other bodies representative of the interests concerned. More information can be found here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/509110/dcl-g-circ-0316_web.pdf

Local Plans Expert Group (LPEG)

The LPEG was established by the Communities Secretary, Greg Clark MP and the Minister for Housing and Planning, Brandon Lewis MP with a remit to consider how local plan making can be made more efficient and effective. Its report was presented to Ministers on 16 March 2016. The recommendations include proposals to speed up and simplify the process of making Local Plans. The report is now open for representations. The report can be viewed here:

Council Performance & Budget Summary

Appendix A: Planning Update



https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/508345/Local-plans-report-to-governement.pdf

Office to residential rights

The Government confirmed on 14 March 2016 that permitted development rights to convert offices to homes will be made permanent from 6 April. A new three-year temporary permitted development right for the change of use from light industrial to housing has also been created. This applies to a maximum floorspace of 500 square metres. New permitted development rights for mineral exploration have been introduced.

Housing and Planning Bill

The Housing and Planning Bill is currently going through Parliament. It had its second reading in the House of Lords on 26 January 2016. The Committee stage had its first sitting in the House of Lords on 9 February 2016 and lasted throughout March. The Report stage in the House of Lords is due to begin on 11 April.

For the Council, the key items that have arisen from the Bill, and the Council's position, are set out below. These points have been made at both political and senior official level.

Issue	Council position
Pay-to-stay	Pressing for same minimum threshold as London (£40,000) and tapering according to income to reflect high cost of living. The Government has announced its intention to introduce a taper.
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).
Planning fees	Supportive of pilot where Councils can set local planning fees. Further details of the pilot have now been set out in a consultation paper (see Technical Consultation below) and the Council has met DCLG officials to discuss the proposals.
Alternative providers of planning application processing	Keen to understand and help shape what is proposed to ensure efficiency for customers and providers. As with planning fees, further details have been published for consultation and the Council has met DCLG officials to discuss.
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>

Technical Consultation on implementation of Planning Changes

The consultation runs until 15th April 2016. It includes proposals on various issues, including planning fees, alternative providers, planning performance, local plans and neighbourhood planning, SADC will be responding. The consultation document can be found at the link below.

<https://www.gov.uk/government/consultations/implementation-of-planning-changes-technical-consultation>

Strategic Housing Land Availability Assessment (SHLAA) ‘Call for Sites’ Consultation

The 6 week consultation ended on 4 April 2016. The consultation questionnaire can be found at:

http://stalbans-consult.limehouse.co.uk/portal/planning_policy/shlaa_2016/shlaa_update_2016

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

An appeal by means of a Public Inquiry is scheduled to start on 10 May 2016.

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

The Public Inquiry took place on 8 March 2016. The Inspector’s decision is expected next month.

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

A Public Inquiry held at St Albans City and District Council offices lasted for four days in February. The Inspector’s report has been sent to the Secretary of State for consideration. The Secretary of State will issue their decision on or before 30th June 2016.

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 has been assessed and is to be recommended for approval subject to the completion of a satisfactory legal agreement.

Spencers Park, Phase 2, Pre Application

This relates to a proposed future joint application from The Crown Estate and the Homes and Communities 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.

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 relevant surveys across the site. This work needs to be completed before a planning application can be submitted.

Council Performance & Budget Summary

Appendix A: Planning Update



Details of the property transactions relating to the Ariston site are included in Appendix B – Property Transactions Update.

Road outside Ariston Site, land off Harpenden Road

The District Council have been consulted on a retrospective application from the County Council for the emergency road over the Ariston site. This was built to allow access to the roads affected by the sinkhole was submitted by HCC on 17 February 2016. Plans Central Committee considered the application on 21 March 2016 and raised no objection.

Museum of St Albans (MoSTA) site

The application for the MoSTA site was approved by Planning Referrals Committee on 11 April following a deferral.

Former Hatfield Aerodrome/Ellenbrook Country Park

The planning application for the mineral workings and restoration works has been submitted. Officer discussions are taking place in relation to the restoration scheme, particularly the balance between public access and biodiversity. 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.

Hertfordshire Enviro-Tech Enterprise Zone (EZ)

Terms of reference for the Programme Board have been drafted. It will oversee the operation of the EZ; approve the annual Project Delivery Plan; and be the decision making body. The proposal is to meet quarterly to receive updates from the Project Team; Planning and Development Group; and the Marketing and Communications Group. Membership of the Board will be drawn from Herts LEP, Hertfordshire County Council, Dacorum Borough Council and St Albans City and District Council. Membership will also be drawn from the Building Research Establishment, University of Hertfordshire, Rothamsted Research and a business representative from Maylands.

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



No.	Date of Instruction	Planning Reference	Site Address	Planning decision target date	Lawyer dealing	Previous position	Previous expected Completion date	Current position	Expected Completion Date
1	23.2.15	5/2014/3604	Napsbury Village Centre	23.3.15	HCC	Application changed significantly. Likely to require fresh application according to Planning. Update on whether s106 will be signed expected by 21.3.16	21.3.16	Developer has not signed the S106 agreement. Planning Department will report this back to Plans South on 8.5.16	9.5.16
2	9.6.15	5/2015/0869	Lea Industrial Estate	16.7.15	HCC	Disagreement with Mr Browning, Lodge Park Construction Ltd, (developer) over parties to deed. Lydia Grainger now allocated officer. Lydia Grainger (LG) discussing position with Mr Browning working on discharge of conditions on various applications. LG will update Legal & HCC on current position by 7.3.16	1.4.16	Update from Lydia Grainger (LG) - there are five live applications on the site. Developer resolving discharge of conditions before s106 agreement. Extension requested by LG to facilitate the provision of the agreement.	29.4.16
3	11.6.15	5/2015/0797	Beaumont School	17.7.15	HCC	Executed agreement being held by Developer, Charles Church, pending agreement of matters unconnected with S106 agreement.	15.4.16	Complexities re the implementation of the permission necessitated some changes to the sale contract and deed of transfer. Documentation is close to finalisation and expected to be completed prior to 21.4.16	21.4.16
4	29.6.15	5/2015/0990	Harperbury	1.9.15	HCC	Developer's solicitors (Wragge & Co.) are preparing the draft. We are waiting for this from them. HCC chasing.	15.4.16	Draft from Gowling WLG (new name of Wragge & Co) provided to HCC 11.2.16. Affordable housing agreed by SADC. Proposed phasing being considered by SADC & HCC. Draft being considered by HCC - awaiting Highways response.	15.4.16
5	14.8.15	5/2015/0722	Copsewood	24.8.15	HCC	HCC are awaiting detailed instructions from Gillian Donald on three aspects of s106	29.3.16	Gillian Donald provided updated instructions. Draft with new solicitor at Developer's Solicitors, Debenham Ottaways as at 21.3.16	12.4.16
6	28.8.15	5/2015/1159	Rose & Crown	5.9.15	NHDC	Waiting for title docs from Pitmans. Pitmans are waiting to discuss with planning officer. Sarah Ashton has taken over case and she will update Legal by 10.3.16	8.4.16	Draft currently with HCC for comment.	8.4.16

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



No.	Date of Instruction	Planning Reference	Site Address	Planning decision target date	Lawyer dealing	Previous position	Previous expected Completion date	Current position	Expected Completion Date
7	14.10.15	5/2014/2136	270-274 London Road	22.12.15	HCC	Appeal - Unilateral executed - with appellants.	Public Inquiry commences 8.3.16	Completed 14.3.16	
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	Completed 2.3.16	
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. William Allwood expecting to provide by 12.2.16	17.2.16	Completed 13.1.16. Date of resolution to grant inserted 2.3.16	
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	Completed 24.3.16	
11	8.1.16	5/2015/2971	Langley Grove Garages	10.2.16	NHDC	SADC as landowners provide comments on drafts 2.3.16	24.3.16	Draft to HCC for comments - chased on 16.3.16	15.4.16
12	11.1.16	5/2015/3081	149 London Road	Instructions state "ASAP"	NHDC	With HCC for approval. 23.2.16 - HCC state awaiting instructions from their other client departments.	24.3.16	Document agreed and circulated for signature 4.4.16. Time for completion extended to allow execution by all parties.	18.4.16
13	13.1.16	5/2015/3231	9 & 11 West Way, Land at rear 3-13 West Way	19.1.16	NHDC	Applicant told NHDC 24.2.16 he is waiting for outcome of planning committee on 29.2.16 before instructing solicitor. Application granted and NHDC notified 3.3.16	1.3.16	Chased applicant's solicitor, David Barney & Co, on 22nd March for response.	14.4.16
14	20.1.16	5/2015/3029	Poplar Field	20.1.16	NHDC	Draft responses from Developer, Mr M Paradise's solicitor, being considered this week (w/c 8.2.16)	18.3.16	completed 17.3.16	
15	21.1.16	5/2015/3585 & 2586	40&42 Grange	17.3.16	SADC	Concurrent build obligation. Awaiting response from parties.	17.3.16	Decision on planning application expected by 15.4.16	15.4.16

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



No.	Date of Instruction	Planning Reference	Site Address	Planning decision target date	Lawyer dealing	Previous position	Previous expected Completion date	Current position	Expected Completion Date
16	25.1.16	5/2015/3344	Maryland Convent	18.4.16	NHDC	Affordable Housing provisions now provided. Lydia Grainger now advises updated Leisure contributions required. LG to update instructions so draft can be amended. Revised target date 18.4.16	working to achieve the planning target date	Document sent to Developer's solicitor and HCC for approval on 23.3.16	18.4.16
17	25.1.16	5/2015/3573	47&49 Cross Way	5.4.16	SADC	Concurrent build obligation. Awaiting draft from applicants.	11.3.16	Completed 30.3.16	
18	28.1.16	5/2015/3348	63&65 Harpenden Road	5.4.16	SADC	Planning application for No.65 re-submitted. Mortgagee for No.63 discussing additional clauses.	working to achieve the revised planning target date	Completed 4.4.16	
19	4.2.16	5/2015/3116	Blundell Close Garages	15.2.16	NHDC	Engrossments circulated 23.3.16. Leisure contributions to be returned to Committee to agree new CIL compliant amounts before s106 can be completed.	working to achieve the planning target date. Not anticipated before 11.3.16	HCC amendments agreed. Jackie Phillips to refer matter back to Committee for agreement of new s106 CIL compliant Leisure contributions (Referrals 18.5.16). Agreement to be held subject to the Committee's agreement.	19.5.16
20	8.2.16	5/2015/3468	The Camp PH	2.3.16	NHDC	Draft sent to SADC 2.3.16 - Affordable Housing information required	working to achieve the planning target date	Affordable Housing details agreed 17.3.16 Draft document sent to HCC & Developer on 17.3.16 for comments.	18.4.16
21	12.02.16	5/2014/3250	Smug Oak/Hanstead	11.3.16	SADC	Inspector wants evidence of whether contributions comply with CIL Regs. Finalising.	11.3.16	Completed 15.3.16	
22	24.2.16	5/2015/2871	223A Hatfield Road	24.3.16	NHDC	Draft being prepared. Awaiting details of HCC requirements (29.2.16)		Completed 24.3.16	
23	7.3.16	5/2013/2589	Oaklands	Public Inquiry starts 10.5.16	NHDC	Waiting for title documents and cost undertaking. Email sent 17.3.16. Draft received from Developer 22.3.16	Public Inquiry starts 10.5.16	Currently going through draft submitted by other side to submit to PINs 11.4.16. Waiting for instructions from Sarah Ashton & David Reavill re contributions and triggers.	Draft to be with PINs by 11.4.16
24	30.3.16	5/2013/2589	57A Cowper Road	Stat Deadline Expired.	NHDC			Instructions sent to NHDC 30.3.16.	27.4.16

Council Performance & Budget Summary

Appendix A.i Section 106 Obligations Update



No.	Date of Instruction	Planning Reference	Site Address	Planning decision target date	Lawyer dealing	Previous position	Previous expected Completion date	Current position	Expected Completion 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.

PINs - Planning Inspectorate

Key



On target to complete S106 agreement by planning target date

S106 agreement has been completed

S106 agreement currently being worked on

Council Performance & Budget Summary

Appendix B: Property Transactions Update (Part One)



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

Completed transactions during period 01/01/16 – 31/03/16

Item	Date Completed	Property	Transaction
1	30/03/16	19 Clifton Street, St Albans	Sale of freehold house. This will fund acquisition of traditional housing stock properties or support delivery of affordable housing.
2	31/03/16	46 Abbots Avenue West, St Albans	Acquisition of flat for temporary accommodation.
3	31/03/16	Linley Court, Valley Road, St Albans	Sale of freehold site to Aldwyck Housing Association for £1M for redevelopment as affordable housing. This was an urgent transaction which Aldwyck had to complete by 31/03/16 to use Homes and Communities Agency grant funding. Aldwyck will submit an application for planning permission for the redevelopment.

Status of key transactions as at 31/03/16

Item	Property	Transaction	Status
1	Former Garage site at Telford Road, London Colney	Sale of freehold land to North Hertfordshire Homes Housing Association Limited	On 23 July 2013 Cabinet resolved to transfer the site to North Herts Homes. Transferring the land has been complicated by North Herts Homes' wish to monitor current use of the site. After monitoring this for several months, North Herts Homes can now proceed with the purchase. We await confirmation of a timescale for completion.
2	Harness Way Playing Fields, St Albans	Transfer to Sandridge Parish Council	Completion was scheduled for October 2015. This was deferred pending clarification of the extent of the land to benefit from the restrictive covenants and reserved rights in the Transfer document. Statutory advertisements required for

Council Performance & Budget Summary

Appendix B: Property Transactions Update (Part One)



			a disposal of open space were posted and no objections were received. We anticipate completion will take place by 30/04/16.
3	Marshalswick Community Centre, The Ridgeway, St Albans	Transfer to Sandridge Parish Council	Sandridge Parish Council has confirmed it is content to use the model legal documents used for Harness Way Playing Fields. We asked solicitors at North Herts District Council to prepare draft documents ready to send to Sandridge Parish Council. We anticipate that the draft documents will be ready to send by 30/04/16.
4	Sherwood Avenue Recreation Ground, St Albans	Transfer to Sandridge Parish Council	<p>Sandridge Parish Council has confirmed it is content to use the model legal documents used for Harness Way Playing Fields. We asked solicitors at North Herts District Council to prepare draft documents ready to send to Sandridge Parish Council. We anticipate that the draft documents will be ready to send by 30/04/16.</p> <p>Statutory advertisements required for a disposal of open space were posted and no objections were received.</p>
5	William Bell Recreation Ground, Furse Avenue, St Albans	Transfer to Sandridge Parish Council	<p>Sandridge Parish Council has confirmed it is content to use the model legal documents used for Harness Way Playing Fields. We asked solicitors at North Herts District Council to prepare draft documents ready to send to Sandridge Parish Council. We anticipate that the draft documents will be ready to send by 30/04/16.</p> <p>Statutory advertisements required for a disposal of open space were posted and no objections were received.</p>
6	The Ridgeway Car Park, St Albans	Transfer to Sandridge Parish Council	The Council is considering a business case which Sandridge Parish Council submitted in December 2015.

Council Performance & Budget Summary

Appendix B: Property Transactions Update (Part One)



7	Oakley Road Allotments, Harpenden	Transfer to Harpenden Town Council	We have circulated the documents for signature and anticipate completion by 30/04/16.
8	Heath Close Allotments, Harpenden	Transfer to Harpenden Town Council	We have circulated the documents for signature and anticipate completion by 30/04/16.
9	Betty Entwistle House, Holyrood Crescent, St Albans	Sale to Bedfordshire Pilgrims Housing Association Limited (bpha)	<p>Following a request from bpha, the Council has agreed revised terms for the transaction that still comply with Cabinet's decision of 22 July 2014. We anticipate exchanging contracts by 31/05/16. bpha taking ownership of the property is subject to them having a satisfactory planning permission. bpha aims to submit planning application by 30/09/16</p> <p>We have given bpha a licence to carry out site surveys before they exchange contracts.</p>
10	80, 82 and 84 Sopwell Lane, St Albans	Compulsory Purchase	The Council has submitted the Compulsory Purchase Order it made on 19 June 2015 to the National Planning Casework Unit (NPCU) for confirmation. The owner was to carry out works to the properties to make them available for letting by the end of November 2015. Following a joint request, the NPCU agreed to take no further action on the CPO until 29 December 2015. The NPCU has given a further extension until 12 May 2016. In the absence of progress with the properties, the Council will proceed with the CPO.
11	Batchwood Dojo	<p>Lease to the St Albans Judo Club</p> <p>Agreement between St Albans City and District Council and Hertfordshire County Council</p> <p>Agreement between Hertfordshire County Council and Judo Club</p>	The Lease is dependent on an Agreement with Hertfordshire County Council and an Agreement between the Judo Club and Hertfordshire County Council about vacating their current premises. Terms have recently been agreed for these three transactions and we are working towards completion by 30/4/16 or as soon as possible thereafter. All three transactions will complete simultaneously.

Council Performance & Budget Summary

Appendix B: Property Transactions Update (Part One)



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.

The entry relating to the former Garage Sites at 119-132 Cotlandswick and 141-162 Cotlandswick, London Colney transactions, proposed with North Hertfordshire Homes Housing Association Limited, has been removed from the list as these are no longer active.

Council Performance & Budget Summary

Appendix C: 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 over the past 12 months - April 2015 to March 2016 (figures shown in Table 1 and Table 2 overleaf)

Total recycling performance for the period is 52.4%, up from 50.5% for the previous year. This bucks the national trend. Figures recently released by Defra, show that the recycling rate for England fell to 44.3% for the 12 months to June 2015. This was down from 45% in the 12 month period to June 2014.

The new waste management contracts are designed to ensure further gains are made. Total recycling performance (including recycling street cleansings), is projected to increase to 57% during 2016/17, 62% in 2017/18 and peak at 64%.

Update on new Waste Management Contract

The new waste management contract has been awarded to Veolia ES. The contract starts on 13th June and new collection services will be introduced on a phased basis from the middle of July.

The contract will introduce a weekly food waste collection service. The current boxes will be retained for the continued collection of paper and card. Plastic, cans and glass will be collected together using existing wheeled bins. A slightly smaller 180 litre bin will be introduced for landfill waste. Textiles and batteries will now be collected at the kerbside.

The Council is providing capital funding for new vehicles and bins. Veolia is providing investment to improve and make better use of the Council's Sandridge Gate depot. Veolia will provide an outlet for the processing and sale of all recyclable material using their site in Acrewood Way.

New vehicles, bin and containers required for the new service have been ordered. Staff employed by Amey will transfer to Veolia in accordance with TUPE regulations. A meeting has been held with Amey's staff to make them aware of the process. Veolia has plans to hold further staff meetings leading up to start of the contract.

A joint communications plan is being developed to update members and residents on the new service. Planned initiatives include:

May - briefing notes and Frequently Asked Questions for members and Council staff. Adverts in local newspapers and regular updates to the Council website.

June - 'ice breaker' leaflets explaining new service will be delivered to all households. A series of road shows will be held throughout the District.

Late June, and early July - further adverts containing full details of new service. Information leaflets delivered to all households.

Council Performance & Budget Summary

Appendix C: Waste Management & Recycling Update



July - first new containers will start to be delivered. This will be immediately prior to the new service starting on a phased basis.

Veolia will provide dedicated customer support before, during and after the roll out of the new service. This includes the launch of a dedicated help/information line, along with further web-based self-help.

Green Waste

The amount of garden and food waste collected has picked up substantially over the past 8 months, following a slow start earlier in the year.

This followed a mild weather in autumn and early winter. Additionally, the Council has encouraged residents to recycle more food waste. This includes placing stickers on green bins that appear to have a lot of food waste or on green bins with no food waste. A compost giveaway event held on 20th March at the Council depot resulted in 10 tonnes of compost being taken in 2 hours.

Meetings have been held with Sustainable St Albans to discuss raising awareness on food waste. As a result a number of initiatives are planned over the coming year and in Sustainability Week in November. The organisers are keen to contribute to the communication plan being developed with Veolia.

Recycling of street sweeping waste

From January, all mechanical street cleansing waste from St Albans has been processed in accordance with a new Hertfordshire County Council contract. The Council will continue to receive the benefit of the recycling gain from this, along with a share of the savings in landfill costs.

During the past 12 months, the initiative has diverted around 1,212 tonnes of material from landfill. It has added an estimated 1.8% to the Council's overall recycling performance.

Project to improve recycling performance in low performing areas

The joint communication plan being developed with Veolia, will also specifically target low performing areas. Based on the information gained from earlier studies, the main issue is contamination in the recycling. This means residents either put unsuitable items out for collection or failed to separate them appropriately. Accordingly the campaign will include messages designed to address these issues. A targeted campaign within schools will also be undertaken in these areas.

Other initiatives completed during quarter 4

- successfully coordinated 14 clean up events as part of the national 'Clean for the Queen' initiative.
- 2 'big belly' solar powered compactor litter bins installed for a trial month in heavily littered areas.
- Council's Recycling Officer gave recycling presentation to morning assembly at Skyswood Primary School.

Council Performance & Budget Summary

Appendix C: Waste Management & Recycling update



Table 1 - 60% Recycling Project - 12 month's figures for April 2015 to March 2016

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	April 15 to March 16 Total	April 14 to March 15 Total	
<u>Material Recycled/Composted (tonnes)</u>															
Glass	315	296	307	360	276	324	292	301	313	427	288	325	3,824	▲	3,790
Soft Mix (paper and cardboard)	520	494	494	538	430	566	527	547	544	603	493	526	6,282	▲	6,175
Plastics & Cans	154	152	152	172	134	168	149	151	150	184	148	150	1,864	▲	1,829
Others - textiles, WEE, Batteries, Third Party.	5	5	77	6	7	83	5	4	90	5	4	81	372	▲	353
Total Dry Recycling (tonnes)	995	948	1,029	1,076	846	1,141	974	1,003	1,097	1,218	933	1,082	12,342	▲	12,147
Total Green Waste (tonnes)	1,106	1,856	1,465	1,491	1,189	1,304	1,482	1,164	724	739	520	685	13,723	▼	13,746
Total Mec. Street Cleansing Recycling (tonnes)	59	37	56	59	43	113	125	126	65	99	61	74	915	▲	0
Total household waste recycled and composted (tonnes)	2,159	2,841	2,550	2,625	2,078	2,559	2,580	2,292	1,885	2,056	1,513	1,842	26,980	▲	25,893
Total residual waste (tonnes)	1,882	2,355	1,833	2,351	1,762	1,858	2,364	1,936	1,694	2,712	1,929	1,853	24,527	▼	25,419
Total Household Waste (tonnes)	4,042	5,196	4,383	4,976	3,839	4,416	4,944	4,228	3,579	4,767	3,443	3,695	51,507	▲	51,312
% Dry Recycling	24.6%	18.2%	23.5%	21.6%	22.0%	25.8%	19.7%	23.7%	30.6%	25.5%	27.1%	29.3%	24.0%	▲	23.7%
% Green Waste Composted	27.4%	35.7%	33.4%	30.0%	31.0%	29.5%	30.0%	27.5%	20.2%	15.5%	15.1%	18.5%	26.6%	▼	26.8%
% Mechanical Street Cleansing Recycled	1.5%	0.7%	1.3%	1.2%	1.1%	2.6%	2.5%	3.0%	1.8%	2.1%	1.8%	2.0%	1.8%	▲	0.0%
% TOTAL HOUSEHOLD WASTE RECYCLED	53.4%	54.7%	58.2%	52.8%	54.1%	57.9%	52.2%	54.2%	52.7%	43.1%	44.0%	49.9%	52.4%	▲	50.5%

Council Performance & Budget Summary

Appendix C: Waste Management & Recycling update



Table 2 – Comparison of Tonnages Collected for the 12 month period April 2015 to March 2016 and April 2014 to March 2015

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	April 15 to March 16 Total
Total Residual Waste (tonnes)	1,882	2,355	1,833	2,351	1,762	1,858	2,364	1,936	1,694	2,712	1,929	1,853	24,527
Total Dry Recycling (tonnes)	995	948	1,029	1,076	846	1,141	974	1,003	1,097	1,218	933	1,082	12,342
Total Green Waste Recycled (tonnes)	1,106	1,856	1,465	1,491	1,189	1,304	1,482	1,164	724	739	520	685	13,723
Total Mec. Street Cleansing Recycling (tonnes)	59	37	56	59	43	113	125	126	65	99	61	74	915
Total household waste recycled and composted (tonnes)	2,159	2,841	2,550	2,625	2,078	2,559	2,580	2,292	1,885	2,056	1,513	1,842	26,980
% TOTAL HOUSEHOLD WASTE RECYCLED	53.4%	54.7%	58.2%	52.8%	54.1%	57.9%	52.2%	54.2%	52.7%	43.1%	44.0%	49.9%	52.4%

	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	April 14 to March 15 Total
Total Residual Waste (tonnes)	2,005	2,538	1,884	2,372	1,865	1,833	2,353	2,104	1,864	2,740	1,935	1,926	25,419
Total Dry Recycling (tonnes)	899	1,060	985	918	868	1,194	997	954	1,045	1,257	883	1,088	12,147
Total Green Waste Recycled (tonnes)	1,246	1,912	1,612	1,539	1,087	1,274	1,408	999	716	729	509	715	13,746
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)	2,145	2,972	2,597	2,457	1,955	2,468	2,405	1,953	1,761	1,986	1,392	1,803	25,893
% TOTAL HOUSEHOLD WASTE RECYCLED	51.7%	53.9%	58.0%	50.9%	51.2%	57.4%	50.5%	48.1%	48.6%	42.0%	41.8%	48.3%	50.5%

Council Performance & Budget Summary

Appendix D: Business Improvement District Update



This report gives a further update on the proposed St Albans Business Improvement District (BID) following the Cabinet report on 28th January.

The Council's Economic Development strategy is focused on four priority areas, one of which is to work with local retailers to support retail growth. One aspect of this is to support the establishment of a St Albans City Centre Partnership (CCP) led by the local business community.

The St Albans CCP has announced its intention to establish a Business Improvement District (BID).

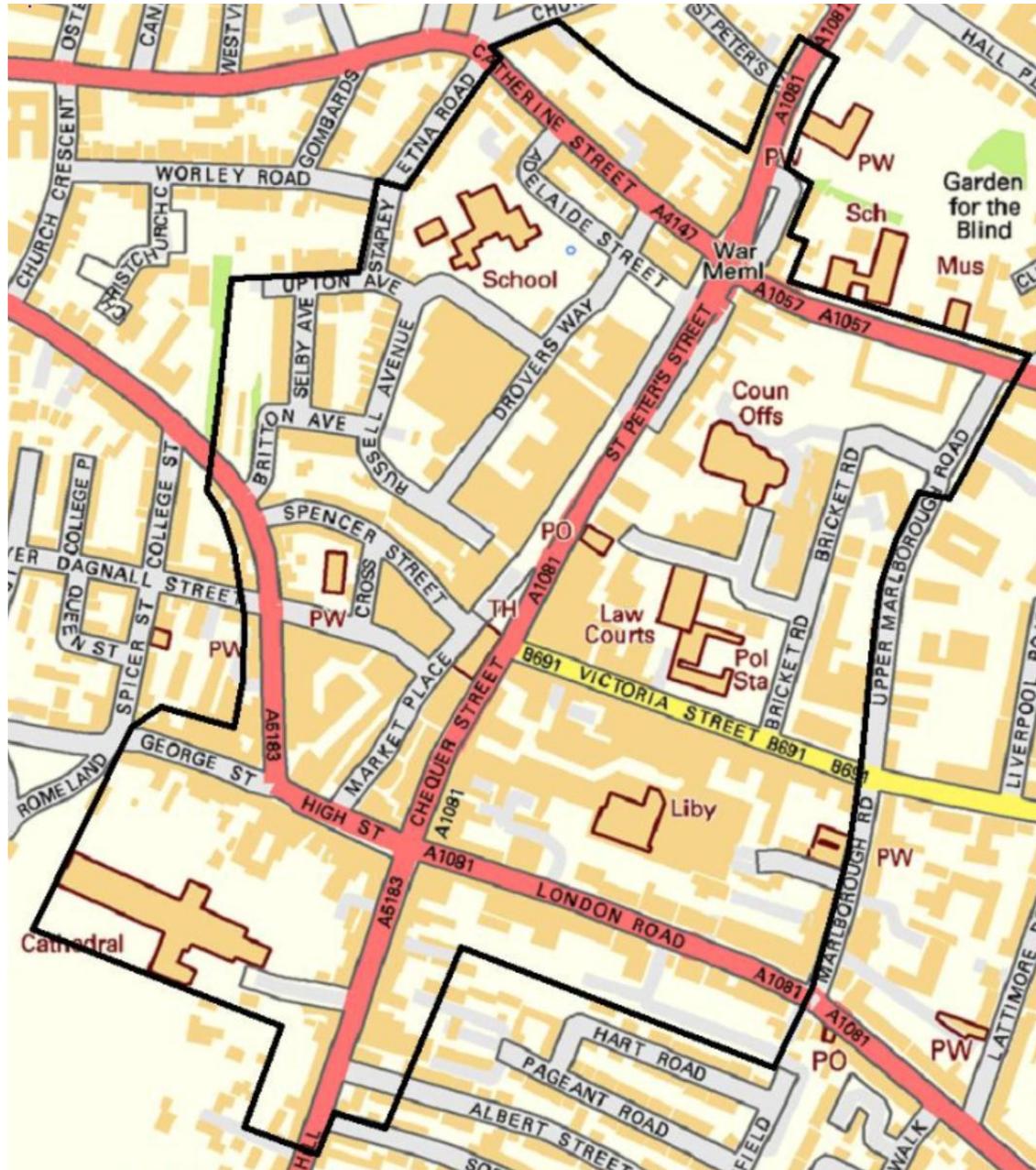
There are approximately 500 eligible businesses in the St Albans BID area. The area is shown in the map below.

The CCP has indicated that it expects to propose a levy of 1.8% of the rateable value of businesses in the BID area. This would generate around £500,000 a year for 5 years to support economic development activity in St Albans City centre.

More information about the BID can be found at <http://www.stalbansbid.com/> . For an example of a recent successful local BID see <http://watfordbid.co.uk/about.html>. The table below shows key dates and steps in the BID process.

Council Performance & Budget Summary

Appendix D: Business Improvement District Update



Council Performance & Budget Summary

Appendix D: Business Improvement District Update



St Albans Business Improvement District - Key Dates and Steps Required

Activity	Date due	Comment
CCP consultations with businesses.	These started in January and are timetabled to end by July.	CCP (the BID proposer) plan an event for Holywell Hill in the near future and key shopping centres would host consultations on 25 th , 26 th , 28 th and 29 th April. Catherine Street would also follow. Details to be circulated shortly by CCP.
Notice of Intention to go to vote sent to Council from BID proposer (the CCP).	21st March 2016.	Received on 23 March 2016. We also have a copy of the Notice sent to the Secretary of State.
CCP to confirm the precise BID area. There are 518 hereditaments on the proposed BID map. They are forecast to generate around £500,000 p.a. This is based on a levy of 1.8% on the rateable value (rv) of each eligible hereditament (property). The Council currently owns 14 hereditaments in the BID area, contributing potentially circa £25,000 per annum of the total.	30th March. BID map submitted.	The BID map from the CCP shows defined boundaries. The Council will confirm the area and the total hereditaments within it following a meeting with the CCP Manager on 14 th April.
Council to contact list of known voters in the BID area to ensure accurate voter details.	30th May.	This will take the form of a joint communication from the Council and the BID proposer.
Baselines to be determined by District Council and County Council (where relevant) These are amounts that local authorities already contribute on services such as events, markets and Christmas lights. A baseline figure ensures that levies raised are adding value rather than replacing existing services.	Drafts completed 11 th March.	Work has already started to develop these. We will involve the County Council where proposed CCP projects involve the public realm/highways. Updates on the draft baselines expected on 20 th April.

Council Performance & Budget Summary

Appendix D: Business Improvement District Update



Decision to determine the arrangements for the BID company (CCP) to reimburse the Billing Authority (St Albans City and District Council). This is approximately £15,000 for billing collection, administration and enforcement costs each year. In addition there is an estimated one off £10,000 cost for billing software and £1,000 p.a. maintenance cost. The Council are to pay the costs associated with the BID ballot. These are estimated to be £5,000.	End April 2016.	Portfolio Holder to agree with CCP how the costs will be recouped. This is required so that it informs the BID proposal. This is likely to be paid out of the total revenue raised from the levy.
Council to agree levy collection arrangements This will include the terms for collection, arrangements for billing and the method of charging (daily or chargeable day).	15 th May.	Council officers are meeting with Watford Council (who agreed a BID in 2015) on 15 th April to explore options.
City Neighbourhoods Committee.	8th June 2016.	Reports to be submitted based on the latest CCP update, or early draft proposals. For information and feedback.
Local Services Scrutiny Committee.	9th June 2016.	Reports to be submitted based on the latest CCP update, or early draft proposals. For information and feedback.
Submission of CCP's full BID Proposals and business plan to the Council.	By 15th June 2016.	The proposals must include the essential elements of Schedule 1 of the BID Regulations (see footnote).
Cabinet ratification of BID Proposals and business plan and instruction to Returning Officer to hold the ballot.	21 st July 2016.	Report to Cabinet will assess the BID Proposals against the relevant BID regulations (see footnote).
Voting List confirmed.	By 29th September 2016.	Final date (including any updates to hereditament data).
Notice of ballot by Ballot Holder (Mike Lovelady, St Albans City and District Council).	By 29th September 2016.	Needs to be at least 42 days before the day of ballot.

Council Performance & Budget Summary

Appendix D: Business Improvement District Update



Ballot papers sent to voters.	By 13th October 2016.	
Day of ballot.	10th November 2016.	Decision on how the Council casts its votes to be made by the Property and Asset Manager in consultation with the Portfolio Holder for Housing.
Ballot result announced.	11th November 2016.	Ballot Holder.
Implementation, if supported.	December 2016 onwards.	Council will need to include £25,000 BID payment in Budget for 2017-18 onwards.
BID Company in operation.	1 st April 2017.	

Note: The BID Regulations set out the detailed requirements of local authorities in relation to the BID process. The Government has published a technical guide for local authorities which is available at the following link:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/415990/BIDs_Technical_Guidance.pdf

Regulation 12 explains the circumstances in which the Council might need to veto proposals. The veto may only be exercised within 14 working days from the day of the ballot.

- 1) Where there is *“conflict to a material extent with any policy formally adopted by an contained in a document published by the authority”*.
- 2) Where there is *“a significantly disproportionate financial burden on any one person or class or persons (as compared to the other non domestic ratepayers in the geographical area of the bid)”*. This would usually be because of manipulation of the BID geographical area or the structure of the levy.

In making an assessment, the authority is advised to consider the extent to which they were included in discussions with the proposer in advance of their submission. Should the Council not agree the proposals, they must write as soon as possible to the proposer.

Council Performance & Budget Summary

Appendix D: Business Improvement District Update



The Council must also check if the Proposer has complied with what is fully required in the BID proposal. This includes details of additional services, the existing baseline, a map of the area, the amount and structure of the levy, and the duration and start date of the BID. Full details are set out in Schedule 1 of the BID Regulations.

Council Performance & Budget Summary

Appendix E: IT Managed Service Update



The Council's IT Managed Service contract with Northgate expires in March 2017. The Council has conducted a review of options for the future IT service with market research carried out by specialist IT company, Foresight Consulting (UK) Ltd.

Background

During 2015/16, the internal IT Project Manager, Northgate and the systems support team completed 72 individual IT projects. These ranged from upgrades of the Council's IT infrastructure to departmental business applications. The outcome is that our IT now complies with the Government's security standards and achieved PSN (Public Services Network) certification for 2016. This work has provided the impetus for the team to review the future service and to look for further efficiency and improvement.

The IT team developed a model for the future of the service with input from external partners. The model suggested a move away from a large, single-managed service contract. Instead, the Council can carry out basic functions in house, but use separate, specialist IT providers for more complex and technical work. The team commissioned market research to test the feasibility of the model and to gather further data on current and future IT market conditions. Following a tender, Foresight Consulting was appointed to carry out the market research.

Review Findings

Foresight Consulting supported the move away from a large, single-managed service contract. The market evidence demonstrated that long-term managed services arrangements are no longer the optimum way of delivering IT for a District Council. It recommended an in-house team of 9 staff to support the day-to-day operational IT functions, with recruitment of a permanent IT manager.

In addition, Foresight recommended strengthening the Council's disaster recovery by co-locating back up infrastructure at another council site more than 15 miles away.

Why move away from a managed service?

Foresight Consulting and the Council's experience is that managed service providers are keen on long-term arrangements that deliver a wide range of ICT services. This approach enables the managed service provider to offer savings over the life of the contract. In contrast, specialist IT providers work in a much narrower field of expertise. They are set up to work on project and support work, usually contracted for short periods of one year. Short contracts allow any upcoming changes in technology to be built quickly into new contracts. This also avoids being locked into a fixed contract with additional charges for these projects. Specialist IT providers can offer greater value-for-money in a competitive market place. In addition, this approach means the Council will not need to go through an OJEU (European Union) procurement process.

Next steps

The next stage is to further develop the project plan. We will continue working with the Portfolio Holder for Resources to agree the business case for the in-house team, and will take a report to Internal Performance Scrutiny. A timetable is listed below:

Council Performance & Budget Summary

Appendix E: IT Managed Service Update



High level Timetable

Recruitment of in house team

Benchmark IT in-house team salaries	April
Recruitment of a permanent IT Manager	mid –April
Develop business case for the increased in-house team	End April
Cabinet approval of increase to the Establishment	June
Internal Performance Scrutiny	July
Recruitment of new team	July to Sept
New team fully in place	December

Move to specialist IT providers (e.g. of IT security skills)

Develop exit and transfer plan with current managed service provider,	April to June
Develop detailed project plan	May
Agree procurement approach	May
Finalise the short tender brief and publish	June
Review and shortlist providers	July
Appoint specialist providers	Sept
Start transition	Oct
Contract ends	March 2017

New affordable housing

A number of section 106 sites in the district have completed in 2016/17. The sites located at the Glen Eagle Manor Hotel in Harpenden and the Oaklands College sites, Hatfield Road, have delivered 43 affordable units. Of these, 38 were available for rent to applicants on the Council's Housing Register.

Street Purchase Programme

The Housing Department continues with its street purchase programme to increase the supply of affordable housing in the District. In 2015/16 the Council purchased 6 properties. Since the programme started, the Council has bought 18 properties that are now used as both temporary and permanent accommodation.

87 Kings Road, London Colney

The redevelopment of a Council-owned bungalow into 2 new 2 bedroom houses is due for completion in May. This will be the first brand new Council housing built in the district for over 25 years.

Homelessness Strategy

The Homelessness Strategy is due for renewal in July 2016. A workshop was held with stakeholders on 2 February. The outcomes from this workshop, along with customer feedback, will help inform the objectives of the next Homelessness Strategy and Action Plan. Recurrent themes include rough sleeping, welfare reform, domestic violence and dealing with people with complex needs, including those with mental health issues. The Homelessness Strategy will be reported to Cabinet later this year.

Hertfordshire Building Futures Award

The redevelopment of Parkside View, formerly Caroline Sharpe House, won the Design Excellence award at the Hertfordshire Building Futures Awards ceremony. The awards recognise and reward projects that demonstrate sustainability, innovation, and high quality design in response to environmental challenges.

This award, won by Kyle Smart Associates, demonstrated excellence in architectural design, build quality and landscaping

St Claire's

Planning permission was granted for the redevelopment of St Claire's into 10 self-contained 1-bedroom units on 22 September 2015. A meeting was held on 8 February 2016 to discuss the proposed terms of the licences and the contract with Hightown Housing Association.

Specific points discussed were a) management of the service; b) what will be allowable under the licence; c) the process that will be in place to deal with any problems and the response; and d) the shift patterns of the staff. In attendance were the Council's Head of Housing and Strategic Housing Manager, District Councillors for Batchwood and St

Council Performance & Budget Summary

Appendix F: Housing Update



Peter's wards, the County Councillor for St Albans Central division, the Leader of the District Council, and the Chief Executive of Hightown Housing Association.

The Heads of Terms are in the process of being drafted and have yet to be agreed.

Hightown Housing Association are currently out to tender for the building works. Redevelopment is expected to commence in summer 2016 with completion of the project anticipated in spring 2017.

Housing Allocations Policy

In January, Cabinet agreed changes to the Housing Allocations Policy, subject to views from Local Services Scrutiny Committee (LSSC). LSSC set up a sub group which met on 2 March to consider both the minor and major changes.

The matter was referred back to LSSC on 22 March. The minutes of this meeting and the resolution can be found at <http://stalbans.moderngov.co.uk/ieListDocuments.aspx?MId=7865&x=1&>. The minutes include the proposed changes to be introduced. The Portfolio Holder agrees with the proposed changes recommended by LSSC and we will now implement them.

Proposed amendments to the Scheme of Delegation will be presented for approval to Annual Council in May.

Syrian Refugee Update

Following the recent update to March Cabinet, further progress is set out below:-

- The service level agreement between District partners and Refugee Council has been finalised;
- Repairs are progressing on the 2 x 2-bedroom London Strategic Housing properties. A legal agreement has now been approved;
- A third 5-bedroom private rented property is being assessed and is likely to be suitable;
- Officers have access to the Home Office portal to view details of families that are suitable and two have been identified for the above 2 bed properties;
- Meetings have been held with the Refugee Council to discuss support arrangements;
- The first families are expected to arrive end of May/early June.

Staffing Update

The Capital Projects team has two vacancies for surveyors. One is a senior surveyor working on Disability Facility Grants and Adaptations. The other is a project surveyor

Council Performance & Budget Summary

Appendix F: Housing Update



working on windows and door replacements. We are filling these posts with agency surveyors at the moment.

A business case for a mini-restructure is being prepared. This should be finalised during the next two weeks.

The Housing Repairs team have vacancies for two permanent surveyors and one temporary surveyor filling an acting-up post. We advertised for permanent surveyors and arranged to interview 3 candidates. All 3 withdrew their applications before the interview. These posts are being covered by agency staff.

The post of Repairs Team Leader has been reviewed and is filled on a temporary basis until 1st July. This is pending a restructure of the repairs team. A fixed-term Customer Relationship Officer has also been appointed to provide additional support. There is also one vacancy for an Asset Management Support Officer taking repairs calls and enquiries.

In the Housing Management team, there is one housing officer vacancy and we have a new starter for the week commencing 11th April. We have also recently recruited to the post of Housing Income Assistant. The post of Tenant Consultation Support Officer has recently become vacant and will be advertised shortly. We have recruited to the post of Housing Income Team Leader. We anticipate that the successful candidate will start in July.

Housing Investment Programme (HIP) Spend

During 2015/16 we carried out the following works to the Council's housing stock:

- 591 Boiler replacements
- 199 UPVC window replacements
- 406 doors to properties (average of 2 doors per property)
- 266 Kitchens
- 209 Bathrooms
- 324 Roof replacements (including 75 garages at Thirlestane and Telford Court)
- 182 Pointing and Chimney works
- 7 Solar panels at Marford Road
- 20 Belfry repairs (in Marshalswick and Park Street)
- 35 Electrical re-wires
- 576 External re-decorations

The total HIP spend over the last three years is set out below.

- 2013/14 - £11.5 million
- 2014/15 - £13.5 million
- 2015/16 - £11.2 million (predicted spend)

Council Performance & Budget Summary

Appendix F: Housing Update



Sheltered Housing Review

COMPLETIONS

Sheltered Scheme	Previous Accommodation	Development	Completion	Housing Association	Scheme Cost	Grant Funding	
						Homes and Communities Agency (HCA)	SADC
Eric Steele House (Rosewood Court)	33 units	34 units Flexible accommodation for older people with support- 34 x 1 bed	January 2012	North Herts Homes (NHH)	£4.4m	£2.2m	None (Gifted site to NHH)
Laelia House (Fielding Place)	19 units	18 units general needs rental units- 12 x 1 bed 6 x 2 bed	November 2011	Hightown	£1.9m	£0.6m	None (Sold site for £740,000)
The Grange (Jasmine Court)	23 units	16 units general needs rental units- 8 x 1 bed 7 x 2 bed 1 x 3 bed	August 2014	Hightown	£1.1m	None	None (Gifted site to Hightown)
Leacroft (Lea Springs)	23 units	38 units flexicare- 22 rental- 18 x 1 bed 4 x 2 bed 16 shared ownership- 3 x 1 bed 13 x 2 bed	November 2014	Housing and Care 21	£4.7m	£0.4m	£180,665 (Gifted site to Housing and Care 21)
Caroline Sharpe House (Parkside View)	30 units	35 flexicare units for rent- 25 x 1 bed 10 x adaptable flats (1 or 2 bed)	August 2015	NHH	£5.5m	£1m	None (Gifted site to NHH)

Council Performance & Budget Summary

Appendix F: Housing Update



Thomas Sparrow House (Sparrow Court)	22 units	13 units for older people for rental (55 & over)- 8 x 1 bed 5 x 2 bed	October 2015	Retained by SADC and refurbished	£1.7m	N/A	N/A
Victor Smith Court (Choristers Court)	23 units	18 units general needs units for rental- 10 x 2 bed 8 x 1 bed	June 2016	NHH	£1.8m	None	None (Gifted site to NHH)
TOTAL	173 units	172 units			£21.1m	£4.2m	

NB Units in the previous accommodation were mostly bedsits.

SCHEMES IN PROGRESS

Sheltered Scheme	Previous/Current Accommodation	Proposed Development	Comments	HA	Scheme Cost-Estimated	Grant Funding	
						HCA	SADC
Betty Entwistle House	33 units	41 units for mixed use flexi-care for people of all ages. To be a mix of rented and shared ownership units.	Planning consultation event to be held Spring 2016	Bedford Pilgrims Housing Association	£5m	£3.3m	None (proposed capital receipt of £150,000)
Linley Court	28 units	28 units for rent- 14 x 1 bed flats 14 x 2 bed flats	Flexibility in provision for general needs and housing for older people.	Aldwyck Housing Group	£3m	None	None (Capital receipt of £1million)
Wavell House	32 units		SADC currently considering development proposals.	Retained by SADC and refurbished	£2m	N/A	N/A

Council Performance & Budget Summary

Appendix F: Housing Update



SCHEMES AWAITING REDEVELOPMENT

Mereden Court	29 units	Proposed residents' consultation to be held in summer 2016 to consider future redevelopment options.
Cyril Dumbleton House	28 units	No redevelopment proposals at present.

Garage Sites Redevelopment (2013/14 to date)

COMPLETIONS

Garage Site	Number of garages	Development	Completion	Housing Association	Scheme Cost	SADC Grant
White Hedge Drive, St Albans (Batchwood)	17	4- 2 x 2-bed houses for rent 2 x 2-bed houses for shared ownership	June 2013	Hightown	£0.7m	Land sold to Hightown for £120,000
Beech Crescent, Wheathampstead	7	2- 2 x 2-bed houses for shared ownership	January 2014	Hightown	£0.3m	None
Housden Close, Wheathampstead	17	4- 4 x 2-bed flats for rent	March 2014	Hightown	£0.4m	None
Offas Way, Wheathampstead	50	6- 4 x 2-bed houses and 2 x 2-bed flats for rent	July 2015	North Herts Homes (NHH)	£0.7m	None
Land at Alexander Road, London Colney	N/a	3- 2 x 3-bed houses and 1x1 adapted bungalow for rent	September 2015	NHH	£0.7m	None
30-59 Cotlandswick, London Colney	30	4- 3 x 1-bed flats and 1 x 2-bed flat for rent.	December 2015	NHH	£0.8m	None
TOTAL		23 units			£3.6m	

Council Performance & Budget Summary

Appendix F: Housing Update



SCHEMES IN PROGRESS

Garage Site	Number of garages	Proposed Development	Estimated Completion	Housing Association	Estimated Scheme Cost
Telford Road, London Colney	50	7- 5 x 2-bed houses and 2 x 1-bed flats for rent	December 2016	NHH	£0.8m
Blundell Close, St Albans (Batchwood)	33	7- 3 x 3-bed flats and 3 x 1-bed flats and 1 x 2-bed adapted bungalow for rent	September 2017	To be developed by SADC	£1.5m
Ladies Grove, St Albans (Batchwood)	66 (of which 43 are being retained)	4- 2 x 2-bed and 2 x 1-bed flats for rent	September 2017	To be developed by SADC	£0.5m
Partridge Road, St Albans (Batchwood)	57	13- 11 x 2-bed flats and 1 x 1-bed flat and 1 x 3-bed adapted flat for rent.	September 2017	To be developed by SADC	£2.5m
Langley Grove, Sandridge	Garages already demolished	15- 4 x 3-bed house 3 x 2-bed house 4 x 1-bed flat 4 x 2-bed flat		To be developed by SADC	£3m
St Leonards Crescent, Sandridge	Garages already demolished	8- 4 x 1-bed flat 4 x 2-bed flat		To be developed by SADC	£1.4m
TOTAL		54 units			£9.7m

Council Performance & Budget Summary

Appendix G: 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>1. Houses In Multiple Occupation (HMOs)</p> <p>Issued January 2016</p> <p>Limited Assurance</p> <p>14 High Risk recommendations included.</p>	<p>Context – 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 were highlighted in the report to Cabinet in February 2016. Cabinet asked for an update on implementation in April.</p>	<p>Key areas for improvement were highlighted in the report to Cabinet in February 2016.</p>	<p>Housing management has confirmed that all but three recommendations have been fully implemented. Progress on the three outstanding recommendations is at an advanced stage and will be completed by the target dates.</p>
<p>Reports relating to possible contractor over-charge</p>	<ul style="list-style-type: none"> Over the past year the Internal Audit team have found instances of possible overcharging in relation to two of the Council's contracts. 	<p>Reported to Cabinet in February 2016.</p>	<p>The recommendations have been agreed and followed up. Further information is in the Part Two report.</p> <p>The Council has agreed remedial measures with both contractors. This will see both deficient works being remedied and recompense for</p>

Council Performance & Budget Summary

Appendix G: Internal Audits Update (Part One)



			<p>the overcharges.</p> <p>The Head of Housing has also put in place new staffing arrangements to strengthen significantly contract management processes for the repairs contract.</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.