

# Council Performance & Budget Summary

October 2016

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

## Appendices

- A. Planning Update
- B. CCTV Contract Update
- B.i CCTV Contract Timescale Draft
- C. Long Term Vacant Properties (Part Two)

## Recommendations

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

## Waste Contractor Recruitment

Post	Update
Collector/Loader x1	Vacancy filled
Heavy Goods Vehicle Driver x1	Post is temporarily filled with agency staff. It is anticipated that this arrangement will become permanent by the end of November.

Note: all operational posts are now permanent St Albans City and District Council contract staff and not being covered by staff from other contracts.

Last updated 16 November.

## Health and Safety Executive (HSE)

- As previously reported to Cabinet and the Audit Committee, the HSE investigated when two Council officers, working as surveyors, fell through a garage roof in September 2014. In February 2016 the HSE notified us that its investigation had identified possible breaches of health and safety legislation. The Council was invited to make submissions before the HSE made its final decision.

The Council responded in March 2016. The response described the actions taken. These actions included:

- review and update of corporate health and safety policy and procedure;
- introduction of a new risk assessment framework;
- organising safety training for staff; and
- introduction of a new compliance framework.

At the same time, progress against the twenty-three recommendations contained in the March 2015 Internal Audit report into Corporate Health and Safety was reported to Audit Committee.

The HSE has now informed us that, based on this response, it has decided to take no further action.

Following an incident at Westminster Lodge Leisure Centre Pool on 4 December 2015, discussions have been held with the HSE regarding enforcement responsibility. The incident is currently subject to an inquest before the Coroner. It has been agreed that relevant enforcement responsibility for health and safety legislation regarding pool activities at Westminster Lodge Leisure Centre will be transferred to the HSE. This took effect from 14 October 2016.

This transfer has been made in accordance with Regulation 5 of The Health and Safety (Enforcing Authority) Regulations 1998.

## **Housing Updates**

Further to recent reports to Cabinet, please see below a number of updates related to housing matters.

### **Martin House**

In April 2016 Cabinet approved the granting of a 60 year lease to Hightown for the use of Martin House, Upper Lattimore Road, subject to the Head of Housing agreeing satisfactory terms, in consultation with the Leader. Satisfactory terms have not yet been agreed, and discussions are ongoing.

### **Housing Support Team Restructure**

In September 2016 Cabinet agreed three potential redundancies as part of implementing the Business Case to restructure the housing support team. The restructure is proceeding as set out in the report and is expected to be complete by January 2017. This restructure aims to increase the support provided to homeless people in temporary accommodation.

### **Homelessness Strategy**

Following the discussion at Resources, Planning and Housing Scrutiny Committee on 3 November, we have been working to update the Strategy and Action Plan. This will pick up the comments and suggestions made at that meeting. We have also identified the need to develop a higher level strategy narrative to guide the new document. This additional work means we now plan to bring the new strategy to December Cabinet.

### **Business Improvement District**

Plans to create a Business Improvement District (BID) in St Albans have been approved by a ballot. Around 530 businesses and other bodies in the designated BID area were eligible to vote. Both a straight majority and a majority based on rateable values were required for the BID proposal to be successful. The result was 97 votes in favour (£6,627,750 rateable value) and 92 against (£5,189,250 rateable value) on a turn-out of 36.9%.

St Albans City Centre Partnership (CCP) launched a campaign to create a BID earlier this year. The BID will be set up in an area that includes St Peter's Street, the High Street, Chequer Street and Holywell Hill. The area also takes in two shopping centres - The Maltings and Christopher Place - along with the Cathedral and the Council's offices.

Among the businesses involved are shops, estate agents, law firms, cafes, restaurants, pubs, hairdressers and hotels. Under the BID plan for St Albans, businesses in the area will pay a levy of 1.8% of their rateable value. Those with rateable values of £10,000 or less will be exempt. Around £500,000 a year will be raised with several projects having already been identified for BID funding.

The BID will start in spring next year and be run by a chair and a board of directors, supported by a small full-time staff. The BID will run for a maximum of five years at which point another vote will be required for it to continue.

## Commentary

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

	Measure	Comments
R	Rent arrears of current tenants as a percentage of rent due	<p>Rent arrears increased to £805,268 in October 2016 (from £773,977 in September).</p> <p>A new Income Team Leader will be starting on 3 January 2017. Once in post, they will review and streamline our collection procedures.</p> <p>The outcome of a recent national court case is causing significant delays in the enforcement process for all social landlords. When a tenant breaches a suspended possession order we now have to go back to court for permission to enforce it prior to applying for a bailiff's warrant. This will add approximately 8 weeks delay to the possession process and in many cases, an additional £1,000 to these rent arrears cases.</p> <p>In October we obtained five eviction dates. Three resulted in all arrears being paid, one warrant was stayed by the court, and one tenant was evicted.</p> <p>The team has been in contact with tenants who are likely to be affected by the benefit cap from November. A public event was held on 24 October, in partnership with the Department for Work and Pensions, where staff from the income team advised affected tenants.</p>
R	Number of households in temporary accommodation and average time in temporary accommodation	<p>90 households have been accepted as homeless from April 2016 (compared to 85 for the same period last year). This continues to put pressure on availability of temporary accommodation. The Council continues to use its own general needs stock to accommodate homeless households in the District.</p>
A	Percentage of repairs completed on time	<p>Contractor staffing issues, particularly around administrative support, continue. The issue of updating the Council's case management system (noted in previous performance reports) persists in spite of efforts to recruit administrative staff and provide training. A meeting is scheduled later in November to discuss ways to improve the interface between the Council's and contractor's performance monitoring.</p> <p>In addition, a subcontractor has been replaced due to issues with quality of works. The work of the new subcontractor is being monitored by the Council to ensure improvement.</p>
G	Days to process Housing Benefit new claims	<p>The Benefits team is now fully staffed and has cleared the backlog of claims.</p>
R	Percentage of Council's	<p>In October, eight planning decisions were received. Of these,</p>

	<b>Measure</b>	<b>Comments</b>
	planning decisions supported at appeal (cumulative 12 month)	<p>seven were dismissed and one allowed. This equates to 87.5% of Council decisions being supported the month, and 52% supported over the last 12 months.</p> <p>For dismissed appeals, inspectors gave considerable weight to Green Belt, Listed Buildings and Conservation Area considerations. For several of the dismissed appeals, inspectors supported the Council's reasons regarding design and layout.</p> <p>The allowed appeal was for a new dwelling. The inspector concluded its impact on the street scene and neighbours' amenity was acceptable.</p>
<b>A</b>	Parking Penalty Charge Notices issued	Fewer PCNs were issued in October 2016 in comparison to recent months and the same month last year. This is likely to be caused by two factors. Time taken to train new Civil Enforcement Officers meant there were 50 fewer deployed hours. In addition, enforcement in the area around Alma Road, Alexandra Road and Grosvenor Road was suspended for much of the month due to street lining works.
<b>R</b>	Fly-tipping incidents	<p>The number of fly-tips has decreased slightly for October. The majority of fly tips were the size of a car boot load or less and most were left in more rural areas of the District. These fly tips contain a large number of household goods. These could have been disposed of either through the Council's bulky waste collection service, or at a Household Waste Recycling Centre. The crews continue to check for evidence prior to clearing fly tips and work with the Council's enforcement team to facilitate any investigations.</p> <p>The Council secured prosecution of a local business for fly-tipping in October.</p> <p>An additional two prosecution hearings were held on 2 November where both defendants pleaded guilty. The first was ordered to pay a £375 fine, a contribution to Council costs for waste removal of £559.12 and a victim surcharge of £38. The second was ordered to pay a £265 fine, £300 in compensation to the Council for waste removal, £300 contribution to the Council's costs and a victim surcharge of £25.50.</p> <p>A third case due to be considered was unable to go ahead as the Court was unable to deliver a summons to the defendant. A further case is due to be heard later in November.</p> <p>There have been issues with household waste being left by litter bins. Stickers have been put on the most affected bins. These remind residents that the bins are not for household or commercial waste and provide contact details to report either a full or faulty bin.</p>
<b>R</b>	Number of missed waste collections per 100,000	The number of missed bins has significantly decreased in October. The contractors have provided additional training to collection crews and the contact centre team. This has led to a significant increase in the accuracy of reporting. Crews are being sent back for missed collections and they have

	Measure	Comments
R		<p>received additional training on the on-board devices which has also made reporting more reliable. The contact centre staff have also received training to ensure they log residents' reports correctly as either justified or unjustified missed collections.</p> <p>The number of enquiries to the customer service centre has also steadily dropped as the new service beds in. In October 2016, there were 4,175 calls, compared to 7,466 calls in September and 12,259 calls in August.</p> <p>Work to distribute collection rounds more evenly is almost complete. This means crews are able to complete all their collections on the scheduled day. This also reduces the number of calls from residents at the end of the day reporting missed collections.</p>
	Visits to Visitor Information Centre and www.enjoystalbans.com	<p>The number of visits to the Visitor Information Centre (VIC) and www.enjoystalbans.com is 10% higher than last month (34% lower than October 2015).</p> <p>Visits to the VIC dropped from 7,583 to 1,618 (79%) year on year. As previously reported, the change in location during the redevelopment of the Town Hall, and the reduction in services offered, have impacted on visitor numbers as anticipated. Staff continue to monitor feedback from the public about the VIC.</p> <p>Visits to www.enjoystalbans.com in October fell from 42,880 in October 2015, to 31,370 in October 2016, a 27% reduction. Hits to the site have been lower than last year. This appears to be a result of the public switching to use of sites like Google, TripAdvisor and Airbnb to find events, restaurants and accommodation. The Visit Herts website has probably also had an effect. In addition, the St Albans and Harpenden Food and Drink Festival ran for a shorter period this year compared to last year, which may have had an impact on October website hits.</p>
R	Museum visits	<p>Museum visits have fallen from 17,826 in October 2015 to 15,287 in October 2016. Visitor numbers last year were particularly high because the Sandridge Coin Hoard display had been launched. This resulted in particularly high visitor numbers in conjunction with half term holidays. This year's visitor numbers are more typical when compared to earlier years.</p> <p>In addition, sections of the museum car park were closed for filming during the month, which may have impacted on visitor numbers.</p>
R	All crime (in month) and Anti-social behaviour incidents (in month)	<p>The District continues to see a rise in reported crime.</p> <p>The Community Safety Partnership has been running campaigns to raise awareness of burglary and vehicle crime. Burglary and criminal damage to dwellings has fallen. Safer Neighbourhood Teams are working with shops to improve security measures and enable more timely and effective responses to offences.</p>

Measure	Comments
	<p>An increase in reported domestic abuse incidents is believed to reflect continued efforts to encourage victims to report this type of crime.</p> <p>We do not think the rise in “all crime” is reflective of any particular spikes in criminality.</p> <p>Overall, reported anti-social behaviour has risen compared to last month. An increase in environmental offences (such as fly tipping) makes up the majority of this increase.</p>

### Key

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

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

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## October 2016

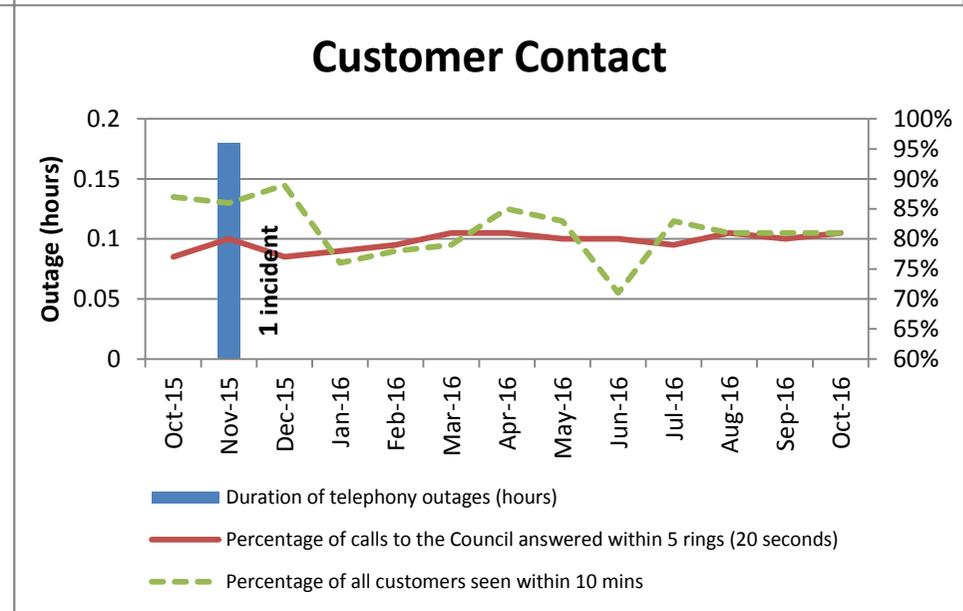
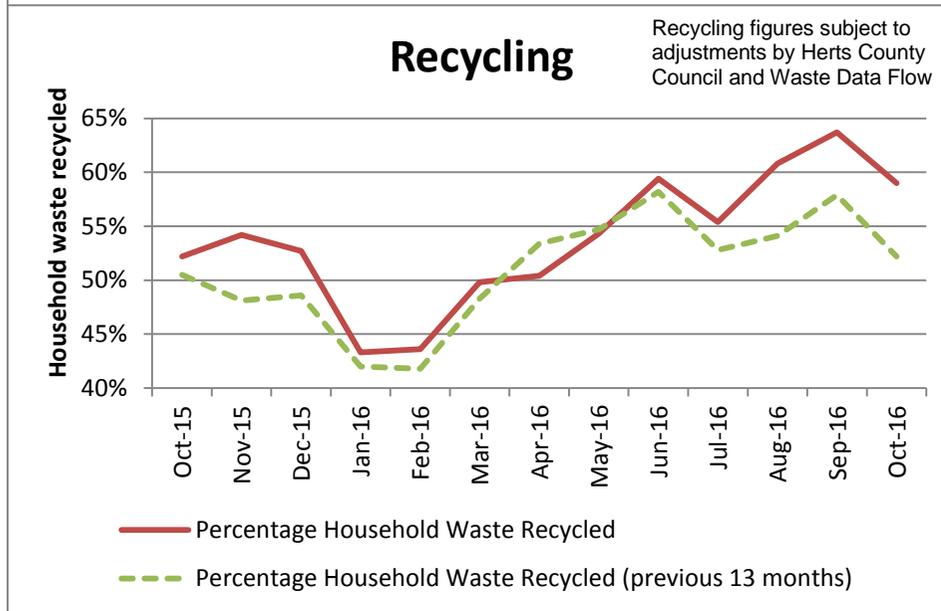
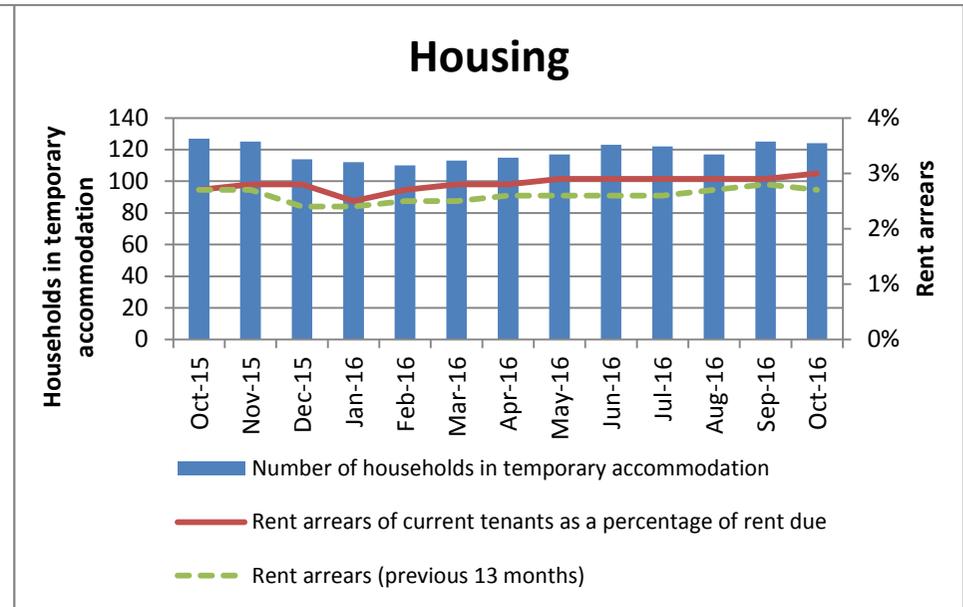
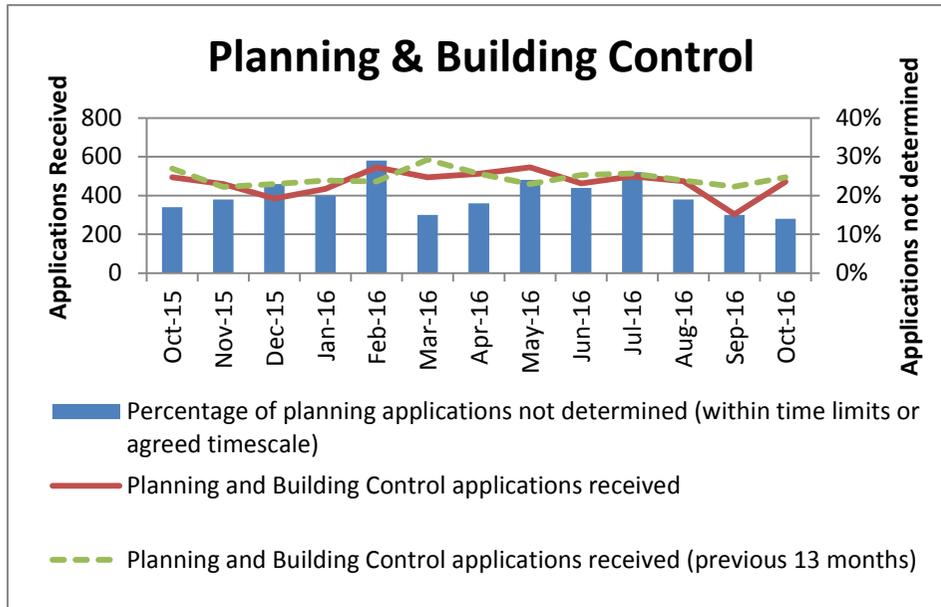


		Bigger or Smaller is Better	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	TARGET	
Finance	Forecast budget variance at the year end (General fund for year in question)	Smaller	0.7%	1.0%	1.3%	0.5%	0.1%	-1.0%	0.0%	0.0%	-2.0%	-1.6%	-1.4%	-1.7%	-2.7%	0.0%	
Housing	Average time to re-let dwellings (excluding temporary accommodation) (days)	Smaller	23	24	23	24	24	24	26	33	24	25	24	23	23	26	
	Average time vacant for current voids (excluding temporary accommodation) (days)	Smaller	New indicator	12	12	17											
	Percentage of rent loss due to voids	Smaller	1.4%	1.4%	1.4%	1.4%	1.4%	1.4%	1.5%	1.5%	1.5%	1.5%	1.4%	1.4%	1.4%	Trend	
	Rent arrears of current tenants as a percentage of rent due	Smaller	2.7%	2.8%	2.8%	2.5%	2.7%	2.8%	2.8%	2.9%	2.9%	2.9%	2.9%	2.9%	3.0%	2.6%	
	Number of households in temporary accommodation	Smaller	127	125	114	112	110	113	115	117	123	122	117	125	124	Trend	
	Average time in temporary accommodation (weeks)	Smaller	24	26	27	27	28	25	28	28	27	26	24	24	23	Trend	
	Percentage of repairs completed on time	Bigger	99%	99%	81%	92%	91%	69%	90%	84%	89%	80%	95%	94%	90%	98%	
	Total number of households in receipt of Housing Benefit and/or Council Tax support	Smaller	7,157	7,139	7,104	7,035	7,044	7,038	7,211	7,039	7,047	7,054	7,048	7,007	7,001		
	Days to process Housing Benefit new claims	Smaller	20.9	22.0	34.5	30.2	27.9	32.8	26.5	29.3	26.0	26.5	27.0	28.1	20.3	23	
	Days to process Housing Benefit change in circumstances	Smaller	8.0	10.0	7.6	6.1	2.4	5.5	5.4	7.1	6.6	7.3	6.0	6.9	7.2	7	
Planning & Building Control	Planning and Building Control applications received (including pre-app, trees and condition discharge)		494	459	385	435	546	494	513	545	462	499	474	494	471		
	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	Bigger	63%	61%	63%	62%	62%	61%	58%	57%	56%	54%	55%	52%	52%	66%	
	Percentage of planning applications not determined (within time limits or agreed timescale)	Smaller	17%	19%	23%	20%	29%	15%	18%	24%	22%	26%	19%	15%	14%	25%	
	Number of planning applications at end of month that have not been determined in time	Smaller	236	214	233	200	184	146	162	170	134	103	77	64	44	150	
Regulatory	Parking Penalty Charge Notices issued	Smaller	1,787	1,601	1,511	1,581	1,396	1,282	1,630	1,763	1,726	1,827	1,826	1,873	1,722	Trend	
	Percentage of Parking Penalty Charge Notices paid	Bigger	86%	86%	88%	86%	99%	87%	84%	85%	88%	86%	87%	88%	86%	70%	
Community Services	Fly-tipping incidents	Smaller	99	90	87	110	116	130	130	**	**	167	145	165	159	Year-on-year Trend	
	Number of missed waste collections per 100,000	Smaller	19	12	9	11	16	11	12	**	**	81	110	172	89	40	
	Visits to Visitor Information Centre and www.enjoystalbans.com	Bigger	50,463	78,135	54,613	32,961	27,932	31,181	27,014	31,617	32,736	36,656	38,775	29,979	32,988	Year-on-year Trend	
	Museum visits	Bigger	17,826	14,996	12,403	14,090	16,573	24,416	15,101	13,314	13,974	13,344	11,672	13,834	15,287	Year-on-year Trend	
Customer Services	Percentage of calls to the Council answered within 5 rings (20 seconds)	Bigger	77%	80%	77%	78%	79%	81%	81%	80%	80%	79%	81%	80%	81%	80%	
	Percentage of all customers seen within 10 mins	Bigger	87%	86%	89%	76%	78%	79%	85%	83%	71%	83%	81%	81%	81%	80%	
External	Claimant count	Smaller	665	640	575	635	680	675	680	705	705	690	710	755	745		
	New jobs	Bigger	4,402	4,569	4,349	5,548	5,452	6,864	5,746	7,128	6,660	5,588	6,480	7,679	5,969		
	All crime (in month)	Smaller	564	530	536	587	556	637	627	611	639	640	648	665	718*	Trend	
	Anti-social behaviour incidents (in month)	Smaller	232	200	177	211	192	221	261	295	315	361	292	280	304*	Trend	

\* Draft figure subject to final adjustments

\*\* Verified figure unavailable

# Performance Summary October 2016



# Council Performance & Budget Summary

## Appendix A: Planning Update

### Staffing

	Post	Last month	Update
1	Planning Officer (PBC043)	Post advertised. Closing date 18 July	Post filled – starting 31 October
2	Planning Investigations Officer (PBC039)	Post advertised. Closing date 18 July	Post filled – starting 1 November
3	Planning Investigations Officer (PBCF026)	Post advertised. Closing date 18 July	Post filled – starting 7 November
4	Senior Planning Officer (PBC019A)	Post advertised. Closing date 18 July	Post filled – starting 9 January 2017
5	Deputy Planning Team Leader (PBC017)	Post re-advertised	Closing date of 14 November
6	TS Apprenticeship (PBC.C7)	Interviews 12 September – 2 posts offered – no suitable third candidate	Post on hold to 2017
7	Building Control Officer (PBC007)	Resignation received – left on 10 June	Post on hold

<sup>1</sup> Colour coding for Staffing table: Green - post filled. Orange - post advertised

### Planning Application Performance

The success of recent Planning team recruitment campaigns is coming through in the performance monitoring figures.

The number of planning applications not determined in time has significantly reduced from [236 in October 2015] to 44 at the end of October 2016.

The target of having no more than 50 applications ‘out of time’ by March 2017 has now been met. The number of applications not determined in time as of 31 October 2016 was 44.

The table below shows the Council’s performance and trend against Government targets. This shows that current performance is now ahead of Government targets in all areas and the average times to process applications is reducing.

Average decision times for:	Govt. Target	Council Performance (October)	Average Times - October 2016*	Average Times - September 2016*
All planning applications	-	85%	9 weeks	9 weeks
Major planning applications	60% in 13 weeks	100% in 13 weeks	15.5 weeks* **	19.3 weeks*
Minor planning applications	65% in 8 weeks	80% in 8 weeks	11 weeks	11 weeks
Householder planning applications	80% in 8 weeks	87.9% in 8 weeks	8 weeks	8 weeks

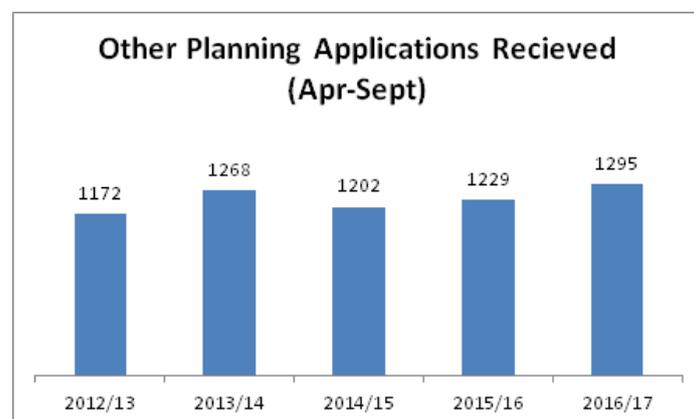
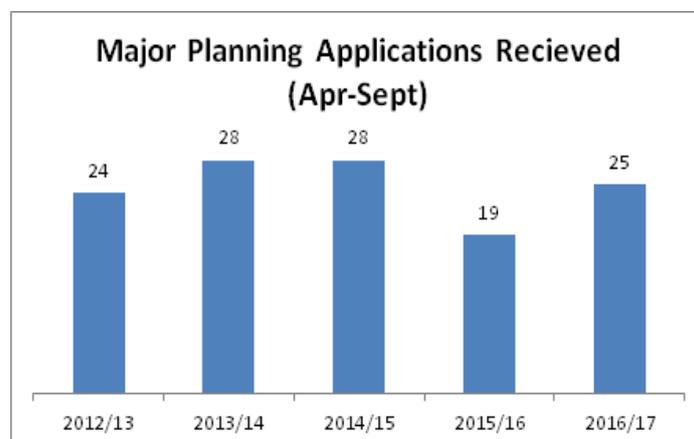
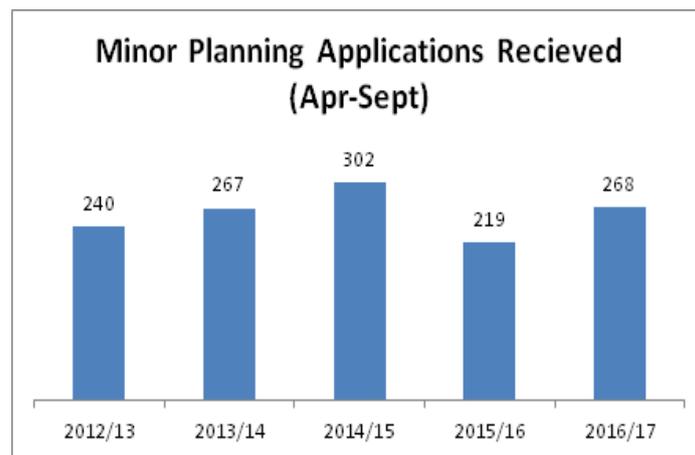
\* Large fluctuations can occur since we deal with relatively few major applications.

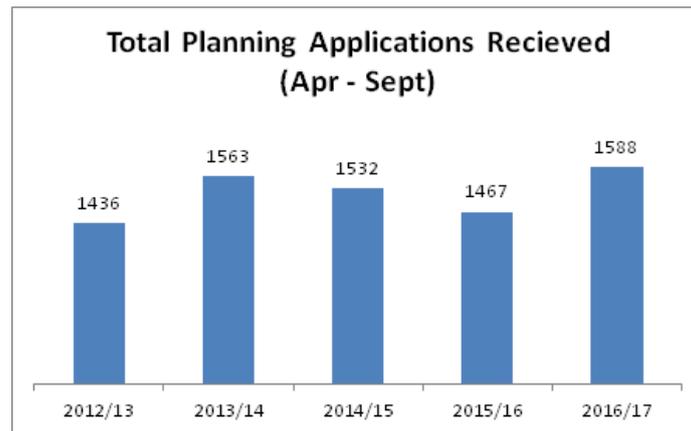
\*\* Applications where extension of times are agreed will have taken longer than 8/13 weeks, but are still considered in time.

Challenges remain to ensure these performance improvements are sustained in the longer term. Senior officers continue to meet regularly with the Portfolio Holder to move forward the Planning Performance Action Plan. This includes projects to increase overall productivity, and to ensure performance improvements are reflected in all aspects of the Department's work.

### Planning Application Volumes

The graphs below provide a year on year, six month comparison of application numbers received (by application type). Application volumes continue to remain at high levels overall.





### Strategic Local Plan (SLP) Examination Update

An Initial Hearing Session took place in the Council Chamber on the afternoon of 26 October. This was to consider whether the Council has complied with the Duty to Co-operate. As a result of discussion at the Hearing, the Inspector allowed some further submissions. Details of these can be found at the link below. Parties to the Hearing have now been allowed until Tuesday 22 November to respond to these submissions.

As a result, we now expect to receive the Inspector's conclusions in early December. If he concludes that we have complied with the Duty to Co-operate requirement, we expect the Examination in Public to start by the end of January.

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

### Detailed Local Plan (DLP) Consultation

The Council is keen to get a Local Plan in place. The SLP and DLP together will constitute the St Albans City & District Local Plan. Although the content of the draft SLP may change as result of the inspection process, there will be many elements that will not be affected.

The Council has therefore decided to proceed with an initial consultation on the DLP. This will provide useful feedback from residents and stakeholders that will be considered with the outcome of the SLP examination. The Council will then be well placed to continue as quickly as possible with its Local Plan process.

Consultation on the DLP began on 9 November. It will run over a 6 week period until 21 December. The consultation can be found at the link below.

<http://www.stalbans.gov.uk/dlp>

### Crown Estate Consultation on East Hemel Hempstead Development

The Crown Estate is consulting on their proposals for this development. For the avoidance of doubt, please note this is **not** a consultation connected with the Council's SLP nor DLP.

The Council has expressed its concern to Crown Estate about the timing of this consultation in relation to the SLP examination and the inclusion of site boundaries which do not match the draft SLP nor DLP.

Information about the Crown Estate's consultation can be found at:

<http://www.easthemel.co.uk/>

**Significant Planning Applications and Appeals**

<b>New Planning applications</b>	<b>Decision/comments</b>
<b>Land at Three Cherry Trees Lane and Cherry Tree Lane (5/2016/2845)</b>	Cross boundary outline planning application falling within Dacorum Borough Council (DBC) and St Albans City and District Council administrative areas (18.6ha in DBC and 5.4ha in SADC). The application proposes up to 600 dwellings, land for primary school, local centre uses (A1, A3, A4, A5, D1, D2), landscaping open space and play areas. It also proposes associated infrastructure and access (all matters reserved except access). The application is subject to an Environmental Statement. Applications have been submitted to SADC and DBC. The application has not been called into committee and will be considered under delegated powers to tie in with DBC's timescale.
<b>BRE, Bricket Wood (5/2016/2857)</b>	Outline planning permission was allowed on appeal in 2014 for up to 100 dwellings (ref: 5/2013/0406). The reserved matters application covering the details of the development has been submitted. The application has not been called into committee and will be determined under delegated powers by 3 January 2017.
<b>Maryland Convent and Residential Home (5/2016/2888)</b>	Following refusal of planning application ref: 5/2015/3344 by Plans Referrals Committee on 8 August 2016, a revised planning application has been submitted. It has been called into committee. It is likely to be considered by planning referrals committee on 28 November 2016.
<b>Railfreight (5/2016/2880, 5/2016/2881, 5/2016/2962, 5/2016/2963, 5/2016/2964)</b>	Two discharge of conditions applications have been submitted as follows: Condition 31 – Countryside Management Plan (5/2016/2880) and Conditions 19 and 20 relate to ecology on the site, specifically 'Ponds and Acid Grassland' (5/2016/2881). Two discharge of conditions applications have been submitted as follows: Condition 17 - Drainage (5/2016/2962) and Condition 25 – Control of Noise (5/2016/2963). An application for Reserved Matters approval for infrastructure works was also submitted. These applications will be considered by the Planning Referrals Committee. It is likely they will come before the Committee in early 2017.
<b>Land to the rear of The Old Electricity Works, Campfield Road, St Albans (5/2016/2285)</b>	Application submitted for the construction of a five storey building consisting of nine one bedroom and twenty five two bedroom flats with underground parking, amenity space and landscaping. The application has not been called into committee and will be determined under delegated powers by 23 November 2016.

<b>Planning Appeals</b>	<b>Decision/comments</b>
<b>Oaklands College</b>	The Inspector's report has been sent to the Secretary of State for consideration. A decision will be issued on or before 30 January 2017.

### **Luton Airport**

There has recently been an increase in concern from residents about noise nuisance from aeroplanes serving Luton Airport.

Some of the views expressed suggest that the level of noise nuisance has increased since the introduction of RNAV (GPS based aircraft navigation technology). The areas affected in particular lie within the Batchwood, Marshalswick North, Marshalswick South and Sandridge Wards. These are areas that are at the southern edge of the RNAV route.

The Council's role on aircraft noise is as a consultee. We have no direct control over these issues. Decisions on air traffic routing are ultimately the responsibility of the Civil Aviation Authority.

Luton Airport and London Luton Airport Consultative Committee have not yet responded to the letter from the Head of Planning which asked a number of questions following Councillor Bert Pawle's briefing on 4 August 2016. A response was requested at the most recent meeting of LLACC on 17 October 2016. This has not yet been received.

A summary and presentations from the 6 October 2016 Luton Airport Review meeting is now available on Luton Airport's website ([Noise in the Community](#)). This includes a list of actions for short, medium and long term (mainly relating to noise mitigation measures). The actions predominantly relate to the altitude of aircraft and the implementation of Required Navigation Performance (RNP).

### **London Luton Airport Mass Passenger Transportation (MPT) System**

London Luton Airport Limited (LLAL) is planning to build a new MPT System to service London Luton Airport. In advance of the planning application being submitted, LLAL are requesting feedback on the project. Two public consultations were held on 2 November and 5 November, as well as online feedback. The Council expressed its concern about the short notification period for this consultation. More information can be found on the link below.

<http://www.llal.org.uk/LLAL-MPT.html>

### **Enviro-Tech Enterprise Zone (EZ), East of Hemel Hempstead**

There is no change to the September update. The Department of Communities and Local Government (DCLG) requires a Memorandum of Understanding (MoU) signed with the LEP and all local authorities involved in the EZ. It is anticipated that the MoU will be signed in December after completion of internal approval processes in Hertfordshire County Council and Dacorum.

# Council Performance & Budget Summary

## Appendix B: CCTV Contract Update



This update relates to plans to re-tender the contract for the monitoring and maintenance of public space CCTV.

### **About the contract**

The current contract began in April 2013 for a period of 3 years, plus a 2 year extension which ends in March 2018.

The contract provides for the proactive monitoring and maintenance of CCTV cameras in St Albans and Welwyn Hatfield Council areas. CCTV services to Welwyn Hatfield are provided through a service level agreement.

The monitoring service is based at the Council's control room at St Albans Civic Centre. Videcom Security Ltd, our contractor, has a separate contract with another Local Authority to monitor their cameras. This service, which generates an income for the Council is provided through our control room.

### **CCTV and community safety**

Councils have a statutory duty, as a responsible authority under the Crime and Disorder Act 1998, Section 17, to do all they reasonably can to prevent crime and disorder. Councils usually take forward this responsibility through their role in convening and running Community Safety Partnerships.

As well as helping with the detection of crime, CCTV plays an important role in preventing crime and disorder and in delivering community safety. For example, CCTV can be invaluable in helping to find missing persons and assisting with vulnerable people who experience problems.

This is why, traditionally, most CCTV provision has been commissioned and funded by councils.

### **How CCTV is used locally**

The CCTV operators use the cameras on a pro-active basis to 'patrol' the areas covered. On a daily basis, constant Police radio contact with our operators enables a quick response to any incidents. Statistics from the control room show that operators deal with an average of 13 incidents every day. Examples of incidents can be found in the last CCTV Annual Report, which is available at:

<http://www.stalbans.gov.uk/community-and-living/community-safety/cctv/>.

This includes examples of where a crime in progress has been interrupted through the use of CCTV. Operators in the control room have prevented a number of burglaries from taking place. Evidence from our cameras has shortened criminal trials due to the quality of the evidence provided.

# Council Performance & Budget Summary

## Appendix B: CCTV Contract Update



The CCTV control room is also a base station for St Albans Business Against Crime (SABAC). This service allows businesses and other agencies to speak to the Police, other members and our CCTV control room via a two way radio system. CCTV plays an important role in quickly sharing information about incidents to enable a proactive response.

### Location of cameras

The Council has cameras at 99 locations in the District, as well as 3 mobile systems of 4 cameras each, which can be deployed to address particular problems. We are separately reviewing the existing CCTV locations to ensure that all cameras are needed and are compliant with legislation. All feedback from councillors and residents to date has been in favour of retaining the cameras at any locations where we are reviewing their use.

### Contract re-tender

The current contract costs approx. £131,000 per annum. This cost is currently borne by the Council, and is in the base budget.

Separately, we are working through a programme of investment to gradually upgrade the cameras to digital. This will provide better quality footage and make storage and sharing of information easier.

Issues potentially affecting the costs of the new contract include:

Levels of service: We are currently working on the basis of re-procuring at similar quality levels. The current contract included some reductions to the previous level of service. There are now 2 operators between 1pm-1am and 1 operator between 1am-1pm, reflecting the evidenced on when crimes occur. Reducing the afternoon/night shift to one operator would limit the ability to pro-actively deal with incidents and not provide sufficient capacity to continue to operate Shopwatch.

Scope/size of contract: There are physical constraints on the ability to expand the use of the control room beyond the current three local authorities. Furthermore, by expanding the contract it might be necessary to employ additional staff.

Shared services/outsourcing: Costs would increase significantly if the two other Local Authorities chose not to participate. Both the incumbent contractor and officers have approached other Local Authorities to find out if there is interest in our CCTV services. To date there has been no demand for this. At the last procurement the option to join another Local Authority scheme was considered. However the cost of joining up to another network was felt to be prohibitive.

Financial considerations: Inflation and the national living wage may also affect the cost of the contract.

# Council Performance & Budget Summary

## Appendix B: CCTV Contract Update



### Next Steps

A meeting has been held with officers from Welwyn Hatfield Council to discuss beginning a joint re-procurement process. Welwyn Hatfield Council have been pleased with the performance under the current contract. They are setting up a Member Panel to decide whether to join St Albans in this re-procurement. The Panel is also looking at the alternative options of bringing services in-house, contracting out to another supplier or ceasing public realm CCTV.

A draft timetable for the procurement process is attached at Appendix B.i. Advice from the Procurement and Contract Management Board is that this could be through 'Open Procedure'. This means the process is quicker than a 'restricted procedure' which contains additional steps, such as pre-qualification questionnaires. The market for companies able to provide CCTV monitoring and maintenance is relatively limited. The preferred length of timing for the new contract is 5 years plus an extension of 2 years, based on experience of the existing contract.

The Community Safety Working Group (CSWG) will provide Member oversight of the procurement, reporting to the Community, Environment & Leisure Scrutiny Committee.

The CSWG met on 10 November 2016 to consider this proposal.

The CSWG were in favour of proceeding with re-tendering the service and questioned Officers as to why a control room is retained at the Civic Offices. Officers replied that having a control room owned by the Council provides economy of scale benefits and assists in ensuring day to day control. It also saves a lot of Police time in reviewing and retrieving footage. Officers also advised that having a proactively monitored service prevents a large number of crimes and assists in spotting public safety issues as soon as possible. It also ensures the Police can manage live incidents proportionately.

The CSWG were emphatic that maintaining democratic accountability, including regular scrutiny by Members, was essential.

The CSWG have requested a tour of the control room before their next meeting on 19 January 2017.

<b>Project Toolkit</b>	<b>DRAFT PROJECT PLAN</b>	
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PROJECT NAME		CCTV Contract Procurement																		
KEY ACTIVITIES AND MILESTONES															TIME	LEAD OFFICER				
REF		Nov	Dec	Jan	Feb	March	April	May	June	July	August	September	October	November	December	Jan	Feb	March	(Days)	
<b>1 Stage 1 - Planning &amp; Preparation</b>																				
1.1	SADC Cabinet report outlining recommended process																			
1.2	SADC report to CS Working Group (Member Scrutiny)																			
1.3	WHC setting up Member Panel to review options																			
1.4	SADC and WHC obtain agreement to proceed.																			
1.5	Draft ITT technical & performance docs																			
1.6	Prepare OJEU notice																			
1.7	Draft technical performance specification																			
1.8	Draft contract documents																			
<b>2 Stage 3 - Tender Period</b>																				
2.1	Agree and sign off OJEU and ITT documentation (roundtable)																			
2.2	Issue OJEU Notice																			
2.3	Tender Period – tenderers conference, site visits etc																			
2.4	Tenders opened																			
2.5	Tender evaluation & written report																			
2.6	Clarification of issues (and presentations if required on 3rd Dec)																			
<b>3 Stage 4 - Decision &amp; Contract award</b>																				
3.1	Partner roundtable to consider recommendation																			
3.2	WHC obtain approval to proceed with SLA with SADC																			
3.3	SADC Report to Cabinet																			
3.4	Cabinet call in period																			
3.5	SADC Award letter and regret letters sent out																			
3.6	Standstill period (10 days)																			
3.7	Contract docs signed off & pre contract meeting																			
<b>4 Stage 5 - Contract mobilisation</b>																				
4.1	Contract mobilisation & handover (steps tbc)																			
<b>5 Stage 6 - New Contract Management</b>																				
5.1	New Contract commences																			
5.2	Establish schedule of contract management meetings																			
5.3	Publish Award notice in OJEU																			

Name:	
Date:	