

# Council Performance & Budget Summary

May 2018

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. Section 106 Quarterly Update
- C. Property Transactions Update (Part One)
- D. ICT Service Update
- E. Appraisals Update
- F. Re-let Dwellings Update
- G. Portfolio Holder Responsibilities and Terms of Reference for Scrutiny Committees
- H. Property Transactions Update (Part Two)
- I. Long Term Vacant Properties Update (Part Two)

## Recommendations

That Cabinet notes the Council Performance and Budget Summary (May 2018) and its appendices.

## April Performance and Budget Summary

Please find last month's Performance and Budget Summary here –

[https://www.stalbans.gov.uk/Images/PR\\_PerformanceBudgetSummary201804\\_tcm15-64037.pdf](https://www.stalbans.gov.uk/Images/PR_PerformanceBudgetSummary201804_tcm15-64037.pdf)

## Update on actions arising from Cabinet 26 April 2018

Minute No.	Action	Update
2.	<i>Delegation of authority in the absence of a Head of Service or Portfolio Holder</i>	The Constitution has been amended to include wording agreed by the Leader.
2.	<i>Request for Counsel advice on proposed Thameslink timetable changes affecting Harpenden commuters</i>	Counsel's opinion has been received and communicated to the Planning Portfolio Holder.
3.	<i>Leisure contract property transactions</i>	An update has been included in this performance report.
3.	<i>Customer Service self-scanning facility</i>	Officers continue to investigate the feasibility of providing self-scanning facilities at the District Council offices, and to promote the use of smartphone photography as a less costly alternative to scanning.
3.	<i>Work undertaken to improve turnaround time to re-let dwellings</i>	An update has been included in this performance report.

3.	<i>Consideration of ways of reporting the outcome of appeals decisions to planning committees</i>	This is due to be discussed with the Planning Portfolio Holder.
3.	<i>Significant planning applications – additional commentary to be added to explain the reasons for any delays</i>	This has been included in this performance report.
3.	<i>Street Cleanliness and Detritus Images</i>	The images and descriptions of street cleanliness and detritus were included in induction packs for new Councillors. They were also shared at the Market Place event for new Councillors.
3.	<i>Plastics Recycling at HCC-Operated Household Waste Recycling Centres</i>	Hertfordshire County Council has announced that it resumed collection of rigid plastics at all Household Waste Recycling Centres with effect from Bank Holiday Monday, 28 May. Information on which rigid plastics can be recycled can be found at <a href="http://www.hertfordshire.gov.uk/waste">www.hertfordshire.gov.uk/waste</a>
3.	<i>Spend on Consultants</i>	The suggested improvements to the presentation of the information will be incorporated in the next update at October Cabinet.
5.	<i>Referral from the Community, Environment &amp; Sport Scrutiny Committee – Air Quality Update</i>	Cabinet’s comments have been passed to the scrutiny committee administrator. An update to the scrutiny committee will be scheduled for a future meeting.  The Solicitor to the Council is investigating the legality of applying S106 funding to the support of air quality projects. His advice will be conveyed to Cabinet Members in due course.

## Commentary

The table below provides commentary for indicators giving more detailed explanation and any action the Council is taking to improve performance where appropriate.

	<b>Measure</b>	<b>Comments</b>
	Forecast budget variance at the year end (General fund for year in question)	Budget forecasting work has recently commenced and we are reviewing the savings which were agreed in setting the 2018/19 budget along with the remaining budgets using a risk based approach.
<b>A</b>	Average time to re-let dwellings (excluding temporary accommodation) (days)	The average time to re-let dwellings has reduced from 34 to 27 days over the last month. On average it took 17 days from the point a property became empty (void) until it was ready to let. It then took an average of 10 days covering handover from the void surveyor until the tenancy started.  The figure of 17 days reflects the repairs contractor issues in late March to mid-April. A high number of voids were passed

	Measure	Comments
		<p>to the contractor who was not adequately staffed to deal with the spike in workload. They have since recruited additional staff and sub-contractors.</p> <p>An additional surveyor is starting work with the Council in June. This will mean that the void surveyor will have more time to concentrate on voids rather than covering the work of vacant posts.</p> <p>See Appendix F for an update on current void property management actions.</p>
A	Rent arrears of current tenants as a percentage of rent due	<p>Overall rent arrears in cash terms decreased by £1,000 over the month but the number of arrears cases remained the same. There was a decrease in both the number of cases over £1,000 (from 261 to 244), and the rent outstanding from these cases – a decrease of £13,600.</p> <p>There remain delays in receiving payments from Universal Credit, and discussions with the Department for Work and Pensions continue.</p> <p>The team is now fully staffed which will increase capacity to pursue arrears cases.</p>
R	Percentage of repairs completed on time	<p>Performance has fallen below target due to some contractor administrative staff not updating the status of jobs on the Council's Orchard IT system, which reports on completion rates. This issue has been reported before, and this time is due to staff turnover. For the remainder of June a daily report will be sent from our contractor's IT system to Council staff so that we can check jobs are being correctly completed on Orchard.</p> <p>The Council sets a completion timescale for each repair job. In May, the Contractor has challenged that in some cases these do not match the times specified in the contract. Senior staff are investigating this issue.</p>
R	Days to process Housing Benefit change in circumstances	<p>The target of 7 days is an average of the whole year and accounts for months above and below target. For example, from January to March the benefit team processes a high number of changes before they come in to effect (e.g., rent changes). In other months most changes are processed after they have come into effect. The overall performance for the year is still within target.</p> <p>This month the team processed a significant number of Real Time Information (RTI) Earnings matches received in January and February 2018, but not processed until May 2018. This affected the overall average for the month. RTI is an ongoing project initiated by the Department for Work and Pensions which compares the data we hold with that held by the HMRC. Although there is a dedicated officer, and external funding for this work, the volume and complexity of the matches means processing this information took longer than planned. The team is currently working through this backlog of matches.</p>

	Measure	Comments
R	Parking Penalty Charge Notices issued	More drivers used roads and car parks in the month due to the warm weather, particularly over the bank holiday weekends, with an increase too in non-compliant parking. Civil Enforcement Officer staffing levels are close to a full complement, and the redesigned beat has resulted in more efficient detection.
R	Fly-tipping incidents	<p>The number of reported fly-tips increased in May, mainly made up of household waste and black bags. The large amounts of construction waste and white goods dumped in lanes reported previously has reduced considerably. We continue to check the waste for evidence.</p> <p>The Enforcement team currently has 76 open fly-tipping cases. 1 case is being prepared as a potential court case awaiting authorisation from the Solicitor to the Council.</p>
A	Visits to Visitor Information Centre and www.enjoystalbans.com	<p>Visits to www.enjoystalbans.com have been flat, with a slight fall from 23,555 in May 2017 to 23,459 in May 2018. With the Business Improvement District, the Council continues to explore how visitor website marketing, along with social media marketing and PR, could be improved.</p> <p>Visitor Information Centre (VIC) visits decreased from 1,228 in May 2017 to 790 in May 2018. Where before customers were coming to the VIC for bookings, their needs have now changed and there is much less demand for that service. To meet these changes, there will now be Visitor Information Points at the new Museum and Gallery, Verulamium Museum and the Cathedral (staffed by volunteers). The Alban Arena will no longer perform VIC functions.</p> <p>It will be impossible to separate visitors to these points from visitors to the attractions themselves. In future, this indicator will change to cover visits to enjoyalbans.com and visitor information query emails received.</p>
R	Museum visits	<p>Visits to Verulamium Museum itself are flat compared to last year, dropping slightly from 7,138 in May 2017 to 7,105 in May 2018. General Admission increased, while private hire and school visits dropped slightly. The latter is due to more private school bookings, which typically have smaller classes.</p> <p>The main reduction is in visits to the Hypocaust. The team are still working to resolve counting issues to ensure that visits can be recorded as accurately as possible. This continues to affect the figures reported. All visitors to Verulamium Museum staff promote the Hypocaust to all visitors, along with the Roman theatre.</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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	Bigger or Smaller is Better	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	TARGET	
<b>Finance</b>	Forecast budget variance at the year end (General fund for year in question)	Smaller	0.0%	-2.2%	-3.6%	-3.8%	-4.4%	-3.9%	-3.4%	-3.6%	-4.0%	-3.3%	-7.0%	0.0%	N/A	0.0%
<b>Housing</b>	Average time to re-let dwellings (excluding temporary accommodation) (days)	Smaller	37	34	34	36	35	35	34	33	33	33	33	34	27	26
	Average time vacant for current voids (excluding temporary accommodation) (days)	Smaller	30	23	24	25	26	28	33	25	24	25	24	27	22	26
	Percentage of rent loss due to voids	Smaller	1.0%	0.9%	0.8%	0.8%	0.8%	0.9%	0.9%	0.8%	0.8%	0.8%	0.7%	0.7%	0.7%	Trend
	Rent arrears of current tenants as a percentage of rent due	Smaller	2.9%	2.9%	3.1%	3.2%	3.2%	3.4%	3.3%	2.8%	3.0%	3.1%	3.1%	3.5%	3.4%	3.1%*
	Number of households in temporary accommodation	Smaller	116	117	129	128	129	130	137	131	125	117	117	118	118	Trend
	Average time in temporary accommodation (weeks)	Smaller	28	27	25	24	25	24	26	27	27	26	26	25	27	Trend
	Percentage of repairs completed on time	Bigger	99%	98%	99%	97%	92%	100%	100%	97%	100%	99%	100%	95%	88%	98%
	Total number of households in receipt of Housing Benefit and/or Council Tax support	Smaller	6,896	6,899	6,861	6,836	6,831	6,812	6,778	6,678	6,705	6,642	6,640	6,640	6,654	
	Days to process Housing Benefit new claims	Smaller	22.4	21.3	17.4	26.3	23.1	24.6	24.1	28.6	17.9	15.5	17.2	10.2	14.9	22
	Days to process Housing Benefit change in circumstances	Smaller	6.8	7.1	6.0	7.7	8.6	10.3	9.0	8.1	5.6	2.3	5.7	5.1	8.3	7
<b>Planning &amp; Building Control</b>	Planning and Building Control applications received (including pre-app, trees and condition discharge)		524	485	517	444	351	510	515	346	400	430	511	482	406	
	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	Bigger	58%	60%	60%	58%	59%	57%	57%	62%	62%	65%	67%	66%	61%	66%
	Percentage of planning applications not determined (within time limits or agreed timescale)	Smaller	9%	8%	5%	7%	11%	13%	11%	10%	6%	11%	5%	5%	7%	25%
	Number of planning applications at end of month that have not been determined in time	Smaller	44	47	18	17	23	23	12	21	29	21	14	22	21	50
<b>Community Services</b>	Parking Penalty Charge Notices issued	Smaller	1,513	1,743	1,575	1,660	1,610	1,969	1,910	1,488	1,386	1,448	1,464	1,442	1,865	Trend
	Percentage of Parking Penalty Charge Notices paid	Bigger	90%	82%	87%	90%	91%	81%	88%	99%	89%	90%	88%	82%	82%	80%
	Fly-tipping incidents	Smaller	87	140	125	105	97	80	88	57	82	90	100	103	124	Year-on-year Trend
	Number of missed waste collections per 100,000	Smaller	32	37	32	32	35	34	30	29	33	29	35	33	30	32**
<b>Commercial &amp; Development</b>	Visits to Visitor Information Centre and www.enjoystalbans.com	Bigger	24,783	35,185	28,421	28,587	28,470	35,153	67,938	52,822	16,714	16,562	17,890	18,259	24,249	Year-on-year Trend
	Museum visits	Bigger	15,326	16,847	14,378	16,073	14,714	14,441	10,914	4,407	11,745	11,557	11,213	12,121	13,763	Year-on-year Trend
<b>External</b>	Claimant count	Smaller	810	805	820	810	825	810	805	835	845	960	1,010	1,120	1,085^	***

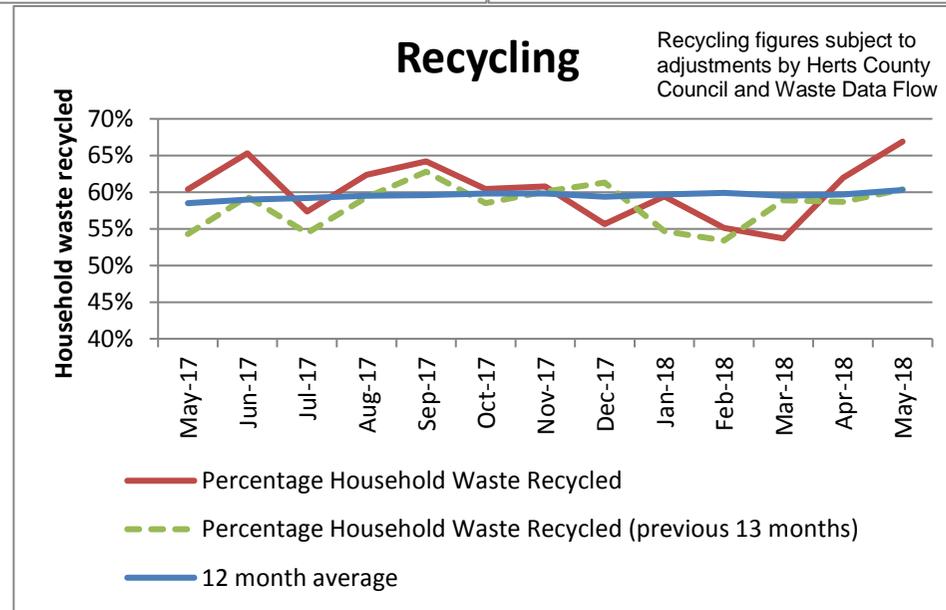
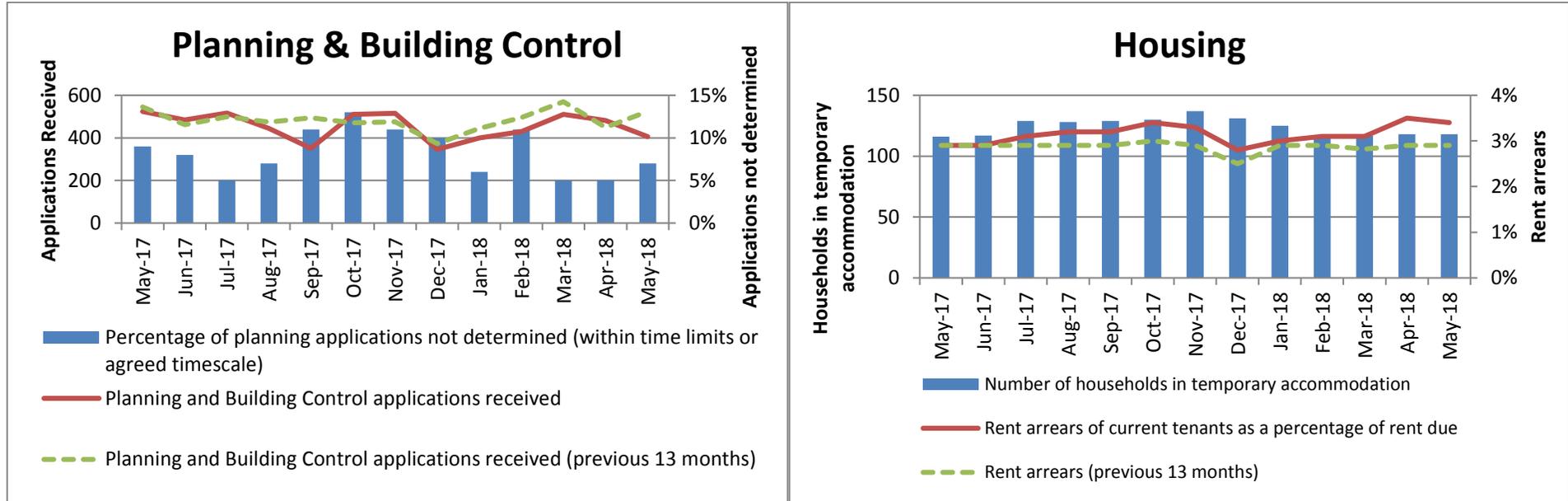
\* Target changed from 2.6% to 3.1% from April 2018.

\*\* Target changed from 40 to 32 from April 2018.

\*\*\* ONS Experimental Indicator – may not accurately reflect labour market.

^ Data subject to ONS revisions.

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## Appendix A: Planning Update

### Planning Performance

The table below shows the Council's performance against the Department for Communities and Local Government's (DCLG) planning performance thresholds.

Colour coding for table: Green – performance above threshold.

Measure and type of applications	Bigger or Smaller is Better	Current cumulative performance in assessment period	DCLG's 2019 estimated thresholds and 2 Year assessment periods	Performance over 2018 2 Year Assessment period	DCLG's 2018 thresholds and 2 Year assessment periods	
Speed of major development (% determined in time)	Bigger	<b>94.3%</b> (Oct 2016 to May 2018)	<b>70%</b> (Oct 2016 to Sept 2018)	<b>80.5%</b> Actual (Oct 2015 to Sept 2017)	<b>60%</b> (Oct 2015 to Sept 2017)	
Quality of major development (% overturned at appeal)	Smaller	<b>7%</b> (Apr 2016 to Mar 2018)	<b>7.5%</b> (Apr 2016 to Mar 2018)	<b>5.6%</b> Actual (April 2015 to March 2017)	<b>10%</b> (April 2015 to March 2017)	
Speed of non-major development (% determined in time)	Bigger	<b>92.9%</b> (Oct 2016 to May 2018)	<b>75%</b> (Oct 2016 to Sept 2018)	<b>82.6%</b> Actual (Oct 2015 to Sept 2017)	<b>70%</b> (Oct 2015 to Sept 2017)	
Quality of non-major development (% overturned at appeal)	Smaller	<b>2%</b> (Apr 2016 to Mar 2018)	<b>7.5%</b> (Apr 2016 to Mar 2018)	<b>2.5%</b> Actual (April 2015 to March 2017)	<b>10%</b> (April 2015 to March 2017)	

The table below shows the Council's performance and trend against Government and local targets.

Application Type	Target	% in time May 2018 (Bigger is Better)	Average May 2018 (Smaller is better)	Average Apr 2018	Average Mar 2018	Average Jan – Mar 17-18	Average Oct – Dec 17-18	Average July-Sept 17-18
'Out of time applications'	No more than 50 (local)	-	21	18	14	19	23	20
Major Applications	13 weeks (national) 50% in time	100%	42.8 weeks	29.3 weeks	18.8 weeks	23.7 weeks	16.2 weeks	17.6 weeks
Minor Applications	8 weeks (national) 65% in time	91.4%	9.4 weeks	11 weeks	9.5 weeks	10 weeks	11 weeks	10.7 weeks
Householder Applications	8 weeks (national) 80% in time	96.1%	8.3 weeks	7.8 weeks	8.3 weeks	8.5 weeks	7.7 weeks	8 weeks

Colour coding for table: Green- performance above target.

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

Applications where an 'extension of time' is agreed will have taken longer than 8/13 weeks, but are still considered 'in time'.

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### Local Plan

The Planning Policy Committee (PPC) on 22 May received a report entitled 'Indicative new draft Local Plan for Publication (Regulation 19 stage) consultation'. Further work and evaluation is required to take forward the current indicative new draft Local Plan. The current work programme shows the next steps as:

June 12 PPC - New Local Plan for Publication (Regulation 19 stage) consultation - recommendation to June Cabinet

June 21 Cabinet - New Local Plan for Publication (Regulation 19 stage) consultation - recommendation to July Council

11 July Council – to agree to undertake a new Local Plan for Publication (Regulation 19 stage) consultation.

This timetable will enable the Council to meet its published Local Plan dates. The Secretary of State's Intervention letter on 23 March 2018 referenced the planned timetable and the need to keep to the dates as detailed.

### Harpenden Neighbourhood Plan

Harpenden Town Council and Harpenden Rural Parish are writing a new Neighbourhood Plan. A consultation commenced on the 10 May 2018 and will end on 22 June 2018.

Further information and details about the Harpenden Neighbourhood Plan can be found at:

[http://stalbans-consult.limehouse.co.uk/portal/planning\\_policy/htnp/htnp](http://stalbans-consult.limehouse.co.uk/portal/planning_policy/htnp/htnp)

### Shafford Mill Conservation Area

The Council is currently undertaking a consultation on a review of the Shafford Mill Conservation Area Character Statement (CACS).

CACS are informal guidance documents that record the key features that make up the character of conservation areas. They provide a reference point in considering the impact of planning applications and other forms of change.

Full details are at:

[https://stalbans-consult.objective.co.uk/portal/planning\\_policy/cacs-sm/smcs](https://stalbans-consult.objective.co.uk/portal/planning_policy/cacs-sm/smcs)

### Building Futures E-Newsletter May 2018

The Building Futures Awards 2018 showcase and celebrate exemplar sustainable developments in Hertfordshire. Nominations for the 2018 Awards opened on 14th May for an eight week period for projects completed between 17th September 2015 and 27th April 2018. Projects can be nominated under one or more of the four award categories: Design Excellence; Most Sustainable Construction; Retrofit for the Future; and, Project of the Year.

Information about the awards is available at:

<http://www.hertfordshire.gov.uk/BFawards2018>

### Hertfordshire Enviro-Tech Enterprise Zone

A Board meeting took place on 27 April 2018. The Board approved a Commercial Feasibility Study. This is to be taken forward as the evidence base to support the developing marketing and inward investment strategy. £27,000 was allocated to further work linked to the Commercial Feasibility Study, focusing on sector propositions and acquisition strategies.

The Board considered establishing a formal budget setting process. It was proposed that this is an annual process and that going forward the EZ budget is approved in January ready for commencement on 1 April. A future Board meeting will consider a more comprehensive Finance Report capturing all finance items and the interdependencies in full. This will include:

- budgets (operational and exceptional items, with more detail about future capital funded items and principles for managing these);
- cash flow;
- mitigation of risk for early stage funding;
- pooling agreements;
- repayment schedule;
- sequence of approvals for items, between EZ Board and partners boards / cabinets.

The minutes and papers of the meeting can be found at:

[www.hertfordshirelep.com/board-papers/?board=3862&sub-board=3592#document-groups](http://www.hertfordshirelep.com/board-papers/?board=3862&sub-board=3592#document-groups)

### The Green Triangle

The Board met on 26 April 2018. The Board considered the opportunities for workshop / seminar events. It agreed that reviews of the Green Triangle Action Plan and Database should be undertaken. The Board received Enterprise Zone, Finance and Partner Updates.

### Permitted Development Rights

Legislation came into force on 6 April 2018 to amend national permitted development rights (works which can be carried out without submitting a planning application to the Council) to:

- Extend until 10 June 2019 the opportunity to secure prior approval for the change of use from storage or distribution to residential (Part 3, Class P). Also, to allow those with prior approval, three years in which to change use;
- Amend the right for the change of use of agricultural buildings (Part 3, Class Q) to provide up to a total of 5 homes. The right allows only for: up to 3 larger homes within an overall floor space of 465 square metres; or up to 5 smaller homes each no larger than 100 square metres; or a mixture of both providing that no more than 3 larger homes are delivered within a maximum total of 5 homes. (For the purpose of Class Q, smaller dwelling houses may have no more than 100 square metres of floor space in residential use. Larger dwelling houses may have more than 100 square metres and no more than 465 square metres of floor space in residential use. Development of dwelling houses other than those defined as “larger” or “smaller” is not allowed.)

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- Increase the size limit of new agricultural buildings and extensions under Part 6 rights.

### Network Rail Tree Clearance

Railway track tree clearance work is being carried out by QTS Group on behalf of Network Rail along the Thameslink line between Borehamwood and Luton. The work is being done to reduce the impact of leaf fall on the rails and to reduce risk to railway infrastructure.

Works will continue up until March 2019.

QTS has sent letters detailing the work to residents who live within 100m of railway land. Where work is overnight, notification letters will be sent out to properties within 200m of the work area.

Network Rail has suspended / reduced vegetation work during the bird nesting period (1 April to 31 August). It will only remove trees up to 10cm stem diameter until 31st August.

Further details can be obtained from Network Rail's webpage at:

<https://www.networkrail.co.uk/communities/environment/vegetation-management/>

### Strategic Transport Infrastructure - Luton Airport

The Council has been consulted on the London Luton Airport Draft Noise Action Plan (2019-2023). The consultation period ends 29 June 2018.

The document can be viewed at:

<http://stalbans.moderngov.co.uk/documents/s50035399/Draft%20Noise%20Action%20Plan%202019-2023.pdf>.

The Post Implementation Review (PIR) of the airspace change at Luton Airport began 30 September 2017. The CAA is now seeking feedback on both the impacts of the implemented airspace change and the data provided by Luton Airport in support of the PIR. The feedback period ends at 5pm on 27 June 2018.

Further information and the feedback survey can be found at:

<http://www.caa.co.uk/Commercial-industry/Airspace/Airspace-change/Reviews/Luton-runway-26-PIR/>

### Strategic Infrastructure - A414 Corridor

On 5 June 2018, the A414 Member Group met to consider the next stage of the development of the A414 Corridor Strategy. This included an Evidence Report, Place and Movement / Road Hierarchy, Mass Transit Corridor work, Sifting & Packaging – Long List of Interventions and the Programme update and next steps.

The draft report raises key considerations for a number of settlements along the route tying in with the A414 Corridor Study aims to:

- foster joined up decision making among local authorities along the corridor to support better integration and alignment of strategic spatial planning and investment priorities;
- consider the corridor as a system of transport links and to clarify the role and hierarchy of key links between and within towns;

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- clarify the infrastructure requirements along the corridor, including those generated by cumulative impacts of growth;
- identify and co-ordinate funding mechanisms and opportunities and to set a route to delivery for packages of interventions; and
- support development along the corridor and help manage and improve inter-urban movement.

The next step will be a workshop in September to consider potential schemes.

### Significant Planning Applications

Planning Decisions (Note 1*)	Decision/comments
<p><b>Land at Three Cherry Trees Lane and Cherry Tree Lane (5/2016/2845)</b>                      600 dwellings, land for primary school, local centre uses (A1, A3, A4, A5, D1, D2), landscaping open space and play areas. Cross-boundary outline planning application falling within Dacorum Borough Council (DBC) and St Albans City and District Council administrative areas.                      (Approx. 150 dwellings in the District)  <i>Delegated</i></p>	<p>DBC's committee has resolved to grant permission subject to a S106 Agreement*. Further clarification has been received that no referral to the Secretary of State is required. Negotiations on the S106 Agreement* continue to secure matters including: affordable housing; education provision; HCC services; sustainable transport, highway works and travel plan; phasing, and healthcare provision. Currently the legal agreement is awaiting signoff by HCC, however, delays have arisen as HCC requested the completion of a draft land transfer agreement prior to completion of the S106. DBC and SADC continue to chase a response from HCC on this matter.</p>
<p><b>Former Radlett Aerodrome</b>                      Three applications for Reserved Matters approval:  <b>5/2016/3006 (Development site – details of buildings, etc in the terminal itself)</b>  <b>5/2017/1938 (Infrastructure) (Includes area at new junction on A414)</b>  <b>5/2017/1995 (Landscaping) (Includes area at new junction on A414)</b>  <i>Planning Referrals Committee</i>                      Sixteen 'discharge of conditions' applications submitted:  <b>(5/2016/2880, 5/2016/2881, 5/2016/2962, 5/2016/2963, 5/2016/3003, 5/2016/3004, 5/2016/3005, 5/2016/3013, 5/2016/3187, 5/2017/0865, 5/2017/0869, 5/2017/0870,</b></p>	<p>Conditional permission for the three reserved matters planning applications was granted at the Planning Referrals Committee on 14<sup>th</sup> May 2018. The discharge of conditions applications are pending consideration by officers.</p>

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Planning Decisions (Note 1*)	Decision/comments
<p><b>5/2017/0871, 5/2017/1168, 5/2017/2599, 5/2017/2770)</b> <i>Delegated</i></p>	
<p><b>Building Research Establishment (BRE), Bucknalls Lane, Bricket Wood (5/2017/1550)</b> Full planning application for: Demolition of existing buildings and construction of 100 dwellings with associated access from The Kestrels, landscaping, parking and infrastructure. <i>Planning Referrals Committee</i></p>	<p>Conditional permission was granted on 13<sup>th</sup> April 2018 following the completion of the S106 Agreement.</p>
<p><b>Civic Centre (South) Victoria Street St Albans (5/2017/1060)</b> Full planning application for: Demolition of existing buildings and redevelopment of site consisting of 86 residential units, 2,101sqm commercial floorspace (flexible uses class A1-A4, B1, D1) and 2,697sqm office floorspace with associated works, access, parking and landscaping. <i>Planning Referrals Committee</i></p>	<p>Conditional permission was granted on 30<sup>th</sup> April 2018 following the completion of the S106 Agreement.</p>
<p><b>Pan Autos Site, 22-24 Grove Road, Harpenden, AL5 1PX (5/2017/3209)</b> Outline application (access, layout and scale sought) for demolition of existing and construction of three blocks comprising four, one bedroom and 39, two bedroom flats with associated underground and surface level parking, amenity space and associated works <i>Delegated</i></p>	<p>The application is currently pending consideration. This includes resolving the matter of 0% affordable housing. The Viability Assessment provided with the application has been independently reviewed. This confirmed that the scheme is viable to provide affordable housing. The applicants have responded to this advice and the response is currently being considered by the Council's consultant before the application can progress to recommendation stage.</p>
<p><b>Harpenden Sports Centre, Rothamsted Park, Leyton Road, Harpenden (5/2018/0157)</b> Extension and alterations to existing swimming pool building to provide new learner pool, additional sports, fitness and associated facilities. Extension, alterations and change of use of existing sports centre to cultural centre, replacement depot building and associated car parking and landscaping works <i>Planning Referrals Committee</i></p>	<p>This application was validated on 15 February 2018 and is currently pending consideration. <b>No change since previous Cabinet meeting.</b></p>
<p><b>Former Westfield Allotment Site, Beeching Close, Harpenden (5/2018/0474)</b> Outline application (access sought) - Construction of 24 affordable dwellings consisting of 16</p>	<p>This application was validated on 12 March 2018 and is currently pending consideration. <b>No</b></p>

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Planning Decisions (Note 1*)	Decision/comments
dwellings and 8 flats with associated access road, parking and landscaping	<b>change since previous Cabinet meeting.</b>

Planning Consultations (Note 2*)	Decision/comments
<p><b>Former Hatfield Aerodrome / Ellenbrook Country Park (HCC Ref: 5/0394-16)</b>                      Application for the establishment of a new quarry on land at the former Hatfield Aerodrome, including a new access onto the a1057, aggregate processing plant, concrete batching plant and other ancillary facilities, together with the importation of inert fill materials for the restoration of the minerals working at land at Hatfield Aerodrome, off Hatfield road.</p>	<p>Hertfordshire County Council (HCC) granted planning permission 25 January 2017 for mineral works, subject to conditions and signing of a S106 agreement. There are ongoing discussions between St Albans City and District Council (SADC), Welwyn-Hatfield Borough Council (WHBC), HCC, and the landowner Arlington. The purpose is to establish the Trust by agreeing the comprehensive landscaping scheme and securing the long-term management and maintenance of the Country Park. Ultimately, this will be the responsibility of the Trust. SADC, WHBC and HCC are awaiting an updated Landscape Management Document. <b>No change since previous Cabinet meeting.</b></p>

\* Section 106 (S106) financial contributions can be secured from developers in certain circumstances, through the planning process.

Notes:

- (1) Where St Albans City and District Council is the determining authority.
- (2) Where St Albans City and District Council is a consultee.

# Council Performance & Budget Summary

## Appendix B: Section 106 Quarterly Update



Section 106 (S106) financial contributions can be secured from developers in certain circumstances, through the planning process. In the Council's case these financial contributions are for new recreational infrastructure. The Council's approach to recording S106 agreements is focused on a four stage process:

- Stage 1 is a list of planning applications yet to have planning permission granted.
- Stage 2 is a list of planning permissions that have been granted, but where work is yet to start.
- Stage 3 is a list of contributions received, showing whether they are committed, or as yet uncommitted.
- Stage 4 is a list of fully spent and completed contributions.

Up-to-date financial information associated with each of the four stages, is available on the Council's website.

See: <http://www.stalbans.gov.uk/community-and-living/improvements/section106projects/default.aspx>

Since the last Cabinet update no project funds have been committed in any wards.

The funds for the following agreed projects have now been drawn down by the project proposer:

- Ashley (Camp Open Space Play Area)
- Batchwood (Toulmin Drive Play Area)
- Colney Heath (Tyttenhanger Play Area)
- Cunningham (Foxcroft Play Area)
- Harpenden East (Marquis Lane Play Area)
- Harpenden North (Woodend Play Area)
- Harpenden North (Harpenden Leisure Centre)
- Harpenden West (Harpenden Leisure Centre)
- Harpenden West (Rothamsted Park Recycle Bins)
- Verulam (New Museum & Gallery)

**Table 1** below shows a list of contributions received, showing whether they are committed, or as yet uncommitted (Stage 3 of the process).

### **Note to Table 1:**

1. RAG rating - the deadline for when S106 contributions must be spent varies depending on the agreement. Where multiple contributions are identified in a ward, the RAG rating reflects the date of the earliest deadline.
2. Where an allocation has no repayment date stated on the agreement, a 5 year spend or repay deadline comes into effect. The 5 year timeline starts from the date that the funds are received by the Council, from the developer.
3. For wards not mentioned in the table, there are no current S106 balances.
4. For wards where a project is yet to be identified - officers will work with both the District Ward Councillors and local Parish Council (or the City Neighbourhoods Committee) to identify a project over the next few months.

# Council Performance & Budget Summary

## Appendix B: Section 106 Quarterly Update



Table 1 – List of Contributions Uncommitted or Committed

Ward	No	Received (£)	Committed (£)	Uncommitted (£)	Project	RAG
Ashley	1	14,038	14,038	0	New Museum & Gallery (complete by end of June 18)	2027
Batchwood	1	467	467	0	Toulmin Drive (complete date TBC)	2022
	1	24,583	24,583	0	Bernards Heath Open Space (location committed, project to be confirmed)	2027
	1	9,130	9,130	0	Downedge Play Area (complete by June 18)	2028
	1	17,312	17,312	0	Downedge Open Space (complete by June18)	2028
	1	27,387	27,387	0	William Bird Pavilion (location committed, project to be confirmed)	2028
Clarence	1	8,016	0	8,016	Project to be identified (see note 4)	2021
Colney Heath	1	31,399	31,399	0	Alban Way (complete by end of Aug 18)	2018
Cunningham	1	4,675	4,675	0	Samuel Ryder 3G pitch (complete date TBC)	2020
	1	8,280	0	8,280	Project to be identified (see note 4)	2020
Harpenden West	1	26,690	26,690	0	Rothamsted Park (location committed, project to be confirmed)	2022
London Colney	4	50,670	0	50,670	Project to be identified (see note 4)	2021
	3	46,704	46,704	0	Samuel Ryder 3G pitch (complete date TBC)	2022
	2	8,736	8,736	0	Napsbury Wildlife Improvements (location committed, completion date to be confirmed by Napsbury Park Residents Association)	2021
	1	2,952	2,952	0	Allsop Close Play Area Swing Replacement (Compete by end of June 18)	2022
Sandridge	1	15,304	15,304	0	St Leonards Play Area, Parks & Gardens (complete Autumn 18)	2027
St Peters	1	79,870	79,870	0	Abbey View Track (complete by Autumn 18)	2025
	1	8,958	8,958	0	Municipal Gardens (location committed, project to be confirmed)	2022
	1	5,663	5,663	0	Clarence Park Pavilion (location committed, project to be confirmed)	2022
	1	8,137	8,137	0	Verulamium Park Play Area (location committed, project to be confirmed)	2020
	2	8,240	8,240	0	Victoria Playing Fields Footpath (completion date to be confirmed by Countryside Management Service)	2020
	2	28,565	0	28,565	Project to be identified (see note 4)	2025
Verulam	2	41,463	41,463	0	Verulamium Park Play Area (location committed, project to be confirmed)	2021
	1	8,052	0	8,052	Project to be identified (see note 4)	2021
Wheathampstead	1	93,726	93,726	0	Butterfield Rd (location committed, project to be confirmed)	2021
	2	20,400	0	20,400	Project to be identified (see note 4)	2019

# Council Performance & Budget Summary

## Appendix C: Property Transactions Update (Part One)



The purpose of this report is to provide visibility on the progress of key property transactions.

### Completed transactions during period 01/02/18 – 31/05/18

Item	Date Completed	Property	Transaction
1	07/02/18	William Bell Recreation Ground, St Albans	Transfer of recreation ground to Sandridge Parish Council
2	19/02/18	22-24 Marlborough Road, St Albans	Transfer of property to Hightown Housing Association for a nominal consideration and rights for the Council to nominate occupiers to rent rooms at the property from Hightown. The Council has 100% nomination rights on initial lettings and 75% nomination rights on subsequent lettings. Hightown has occupied the property since at least 1999. The transfer was made to regularise an arrangement that the Council would transfer the property to Hightown after Hightown refurbished it.
3	17/04/18	Marshalswick Community Centre and The Ridgeway Car Park	Transfer of community centre and car park to Sandridge Parish Council
4	27/04/18	Principal Health Centre, Charter Close, St Albans	Acquisition of building to enable redevelopment of City centre. As part of the transaction the Council will grant the NHS a lease of ground and first floor premises at the Civic Centre for 25 years from 28/7/18. More details in Appendix H.
5	27/04/18	Car Park at Hertfordshire House	Acquisition of site to enable redevelopment of City centre. More details in Appendix H.

# Council Performance & Budget Summary

## Appendix C: Property Transactions Update (Part One)



### Status of key transactions as at 31/05/18

Item	Property	Transaction	Date first reported	Status (current position in bold)
1	80, 82 and 84 Sopwell Lane, St Albans	Compulsory Purchase	September 2015	<p>Notice of the Compulsory Purchase Order was published on 5 July 2017.</p> <p><b>80 and 82 Sopwell Lane are now let to tenants. 84 Sopwell Lane is ready for letting. We will not proceed further with the compulsory purchase proceedings while the owner has the properties back in habitable use.</b></p>
2	Leisure Contract Property Transactions	Leases of leisure facilities to the Council's leisure operator, 1Life Management Solutions Limited	June 2016	<p>Following the extension of the Leisure Management Contract in February 2016, the contractor's existing leases will be renewed to enable the continued performance of this Contract.</p> <p>The contract extension permits the contractor to continue to occupy until the leases are formally renewed. The delay in renewal has no impact on the services provided to the public under the Leisure Management Contract.</p> <p><b>We sent draft documents to 1Life's solicitors for approval on 6/3/18. 1Life is unable to proceed with the lease renewals until it has agreed terms for the appointment of a sub-contractor. We are pressing 1Life to confirm its choice of sub-contractor.</b></p>
3	Land at Broad Colney Lakes	Sale of land	May 2018	<p>This is a complex transaction involving three parties, a lease surrender and a freehold sale, which are to complete simultaneously.</p> <p><b>The lease surrender documents are ready. We sent draft documents for the sale transaction to the buyer's solicitors on 9/5/18. Currently we expect completion by 31/7/18, subject to the other parties' requirements.</b></p>

*Footnote:*

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

LEG/SEF 080618

## **Commentary on Issues Experienced**

While uptime is generally very good, we continue to experience issues with '*My Service Planning*' availability. This is due to continuing problems with time to backup and an upgrade at the beginning of May. This has introduced a bug, causing the system to be unavailable intermittently.

We are currently working closely with the application vendor to resolve the issue. We are also looking at alternative solutions to improve the backup time, which we aim to progress later on in the year.

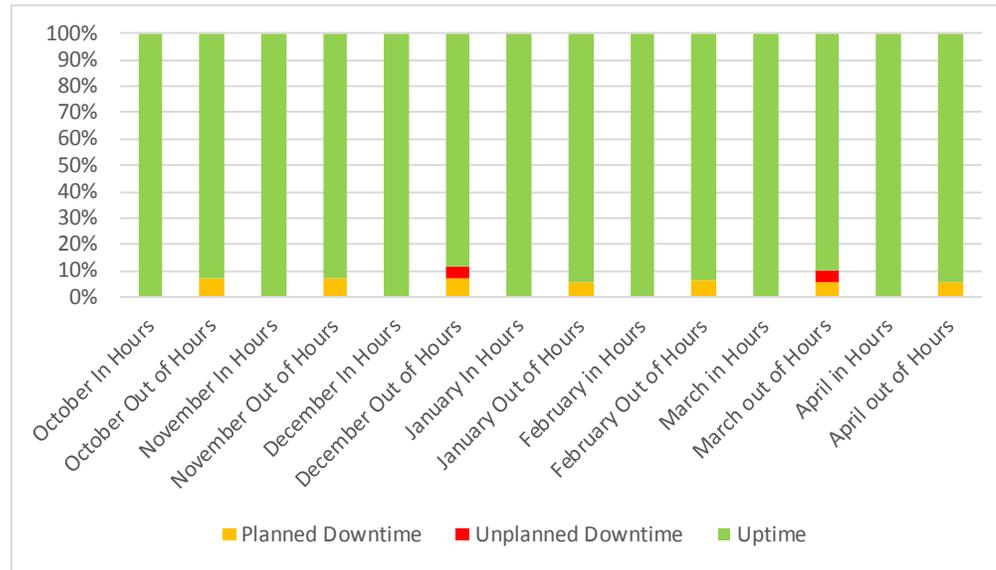
## **Cyber Security Update**

Mandatory cyber security awareness training for all staff was completed in May. In June there will be some further events involving staff, to test how effective the training has been.

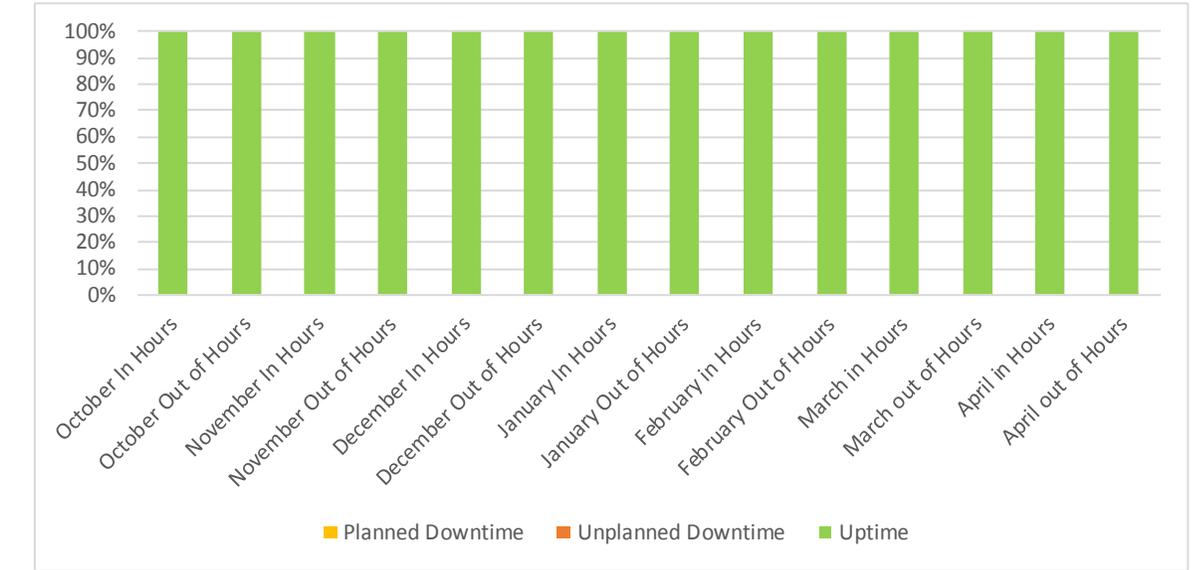
We continue to review and improve our security regime on a constant basis, with a number of key technical security projects set to complete in June/July.

## Availability of Services (External)

### My Service Planning



### OnLine Council Tax/Benefits System



Planning Portal	October		November		December		January		February		March		April	
	In Hours	Out of Hours												
Planned Downtime	0	40	0	36	0	40	0	32	0	32	0	32	0	32
Unplanned Downtime	0	0	0	0	0	28	0	0	0	0	0	24	0	0
Uptime	198	506	198	486	162	514	198	514	180	460	189	499	180	508
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

On line Council Tax/Benefits System	October		November		December		January		February		March		April	
	In Hours	Out of Hours												
Planned Downtime	0	0	0	1	0	0	0	0	0	3	0	3	0	3
Unplanned Downtime	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Uptime	198	546	198	521	162	582	198	546	180	489	189	552	180	537
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

Please note that the performance statistics will develop to show a full year's cycle as we build up historical data.

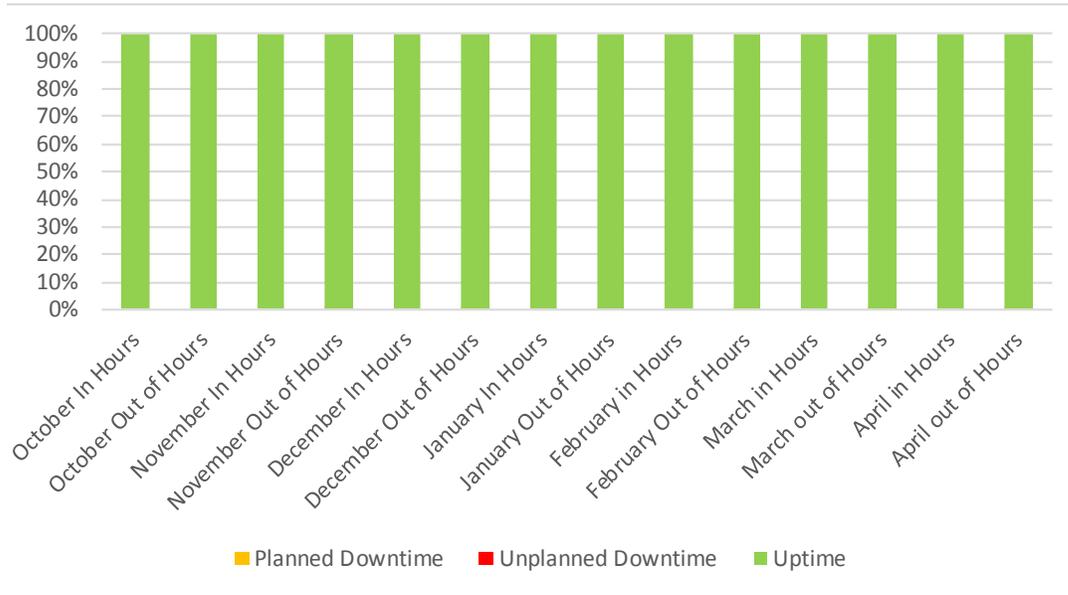
### Service Timings

In Hours service is classified as between 08:30 and 17:30 Monday to Friday.  
Out of hours is classified as 17:30 – 08:30 and weekends/bank holidays.

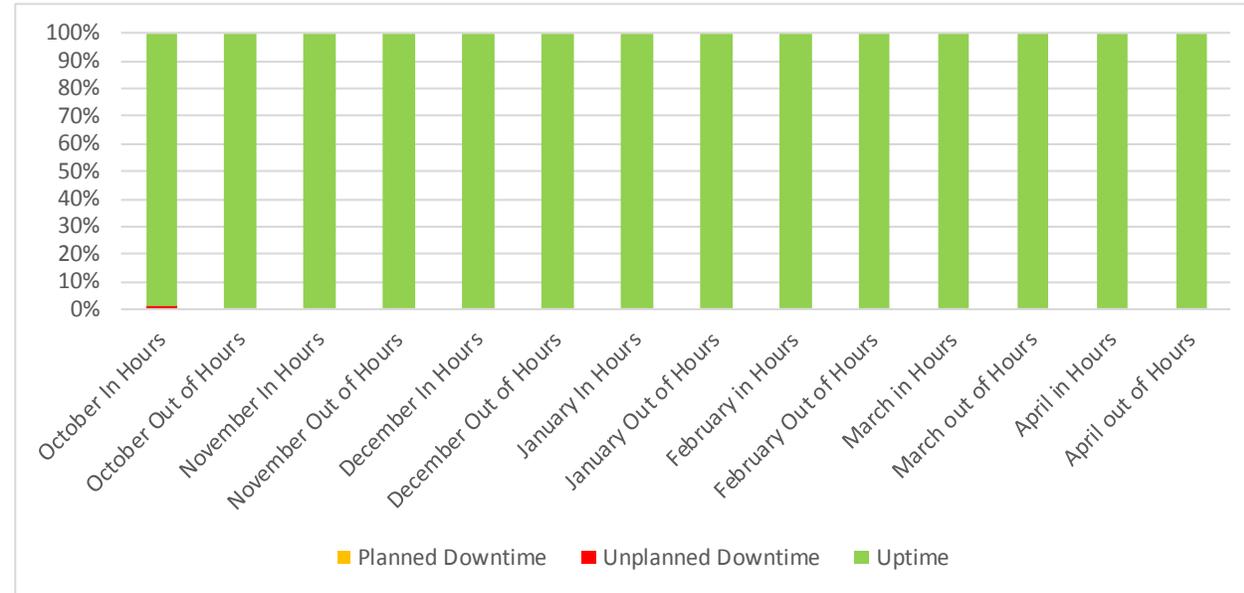
# Appendix D: ICT Service Update February 2018 - April 2018

## Availability of Services (External)

**On Line Payments System**



**Internet Availability**



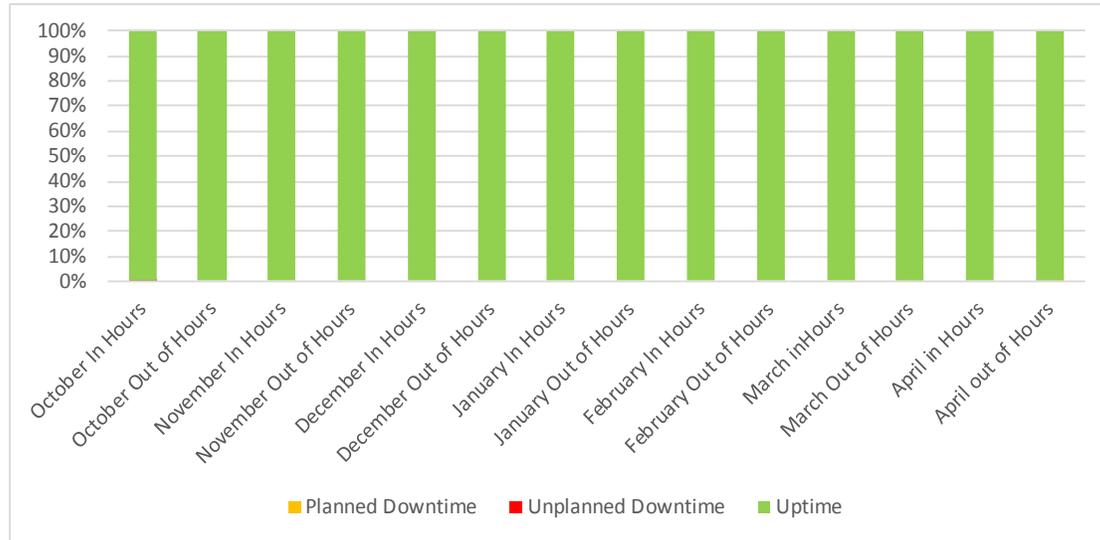
On Line Payments	October In Hours	October Out of Hours	November In Hours	November Out of Hours	December In Hours	December Out of Hours	January In Hours	January Out of Hours	February in Hours	February Out of Hours	March in Hours	March out of Hours	April in Hours	April out of Hours
	Planned Downtime	0	0	0	3	0	3	0	3	0	3	0	3	0
Unplanned Downtime	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Uptime	198	546	198	519	162	579	198	543	180	489	189	552	180	537
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

Internet	October In Hours	October Out of Hours	November In Hours	November Out of Hours	December In Hours	December Out of Hours	January In Hours	January Out of Hours	February in Hours	February Out of Hours	March in Hours	March out of Hours	April in Hours	April out of Hours
	Planned Downtime	0	0	0	0	0	0	0	0	0	0	0	0	0
Unplanned Downtime	1.75	0	0	0	0	0	0	0	0	0	0	0	0	0
Uptime	196	546	198	522	162	582	198	546	180	492	189	555	180	540
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

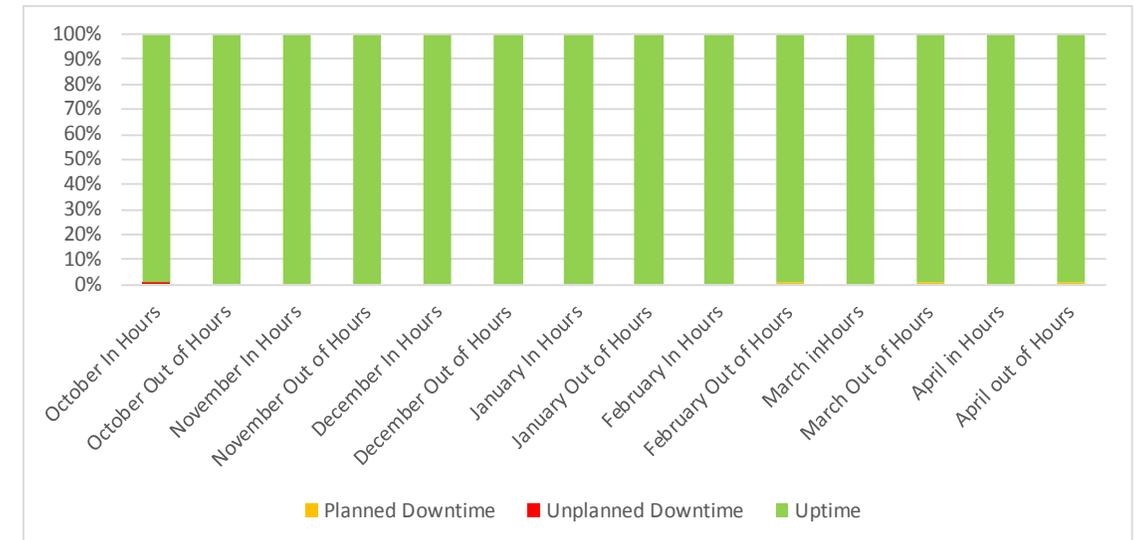
# Appendix D: ICT Service Update February 2018 - April 2018

## Availability of Services (Internal)

### Council Tax



### Planning



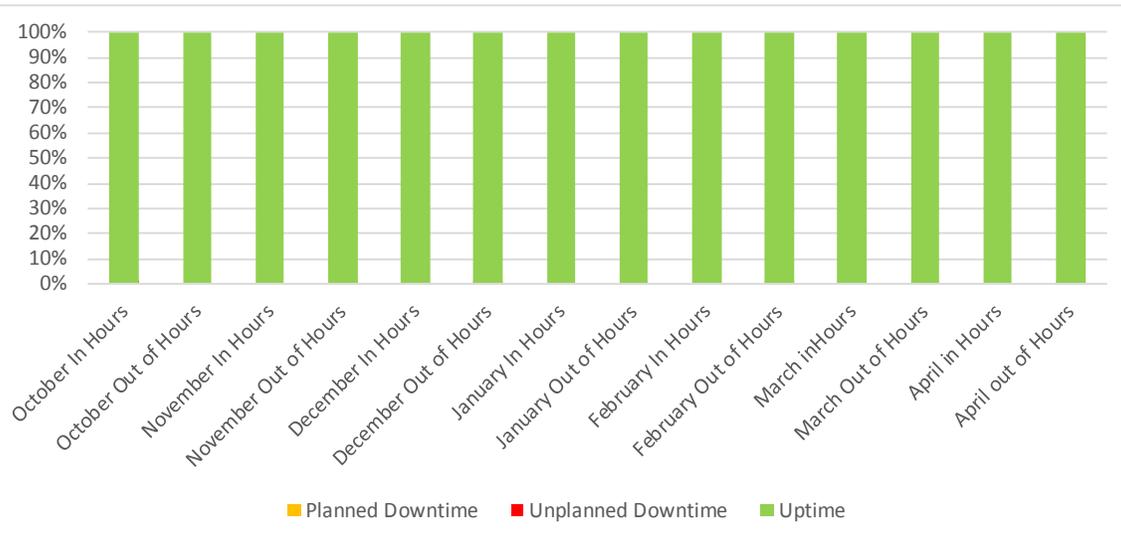
Council Tax	October In Hours	October Out of Hours	November In Hours	November Out of Hours	December In Hours	December Out of Hours	January In Hours	January Out of Hours	February In Hours	February Out of Hours	March inHours	March Out of Hours	April in Hours	April out of Hours
Planned Downtime	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Unplanned Downtime	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Uptime	197	546	198	522	162	582	198	546	180	492	189	554	180	539
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

Planning	October In Hours	October Out of Hours	November In Hours	November Out of Hours	December In Hours	December Out of Hours	January In Hours	January Out of Hours	February In Hours	February Out of Hours	March inHours	March Out of Hours	April in Hours	April out of Hours
Planned Downtime	0	0	0	0	0	0	0	0	0	3	0	3	0	3
Unplanned Downtime	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Uptime	197	546	198	522	162	582	198	546	180	489	189	552	180	537
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

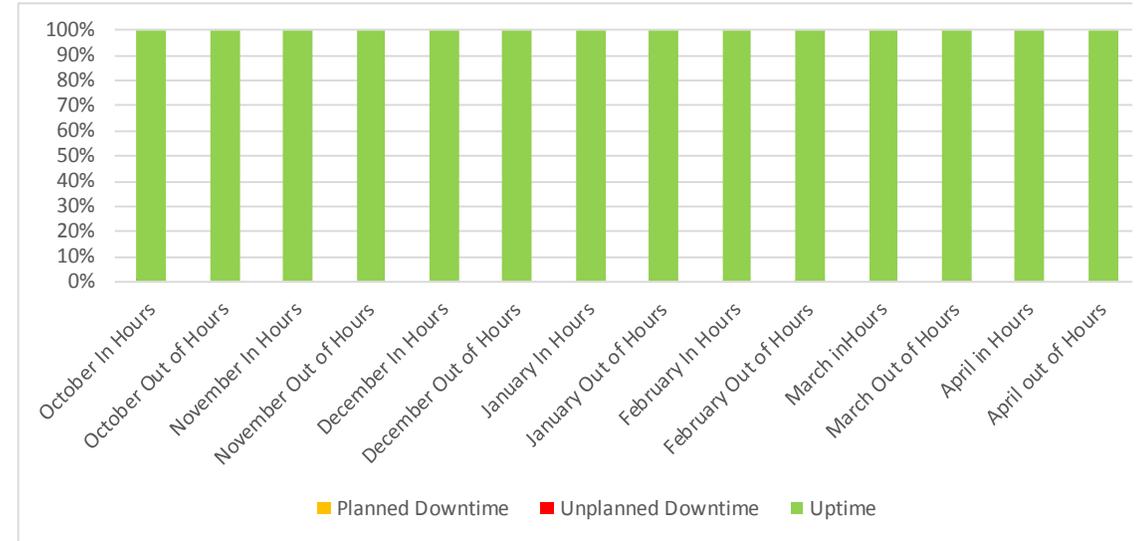
# Appendix D: ICT Service Update February 2018 - April 2018

## Availability of Services (Internal)

### Housing



### Environmental Services



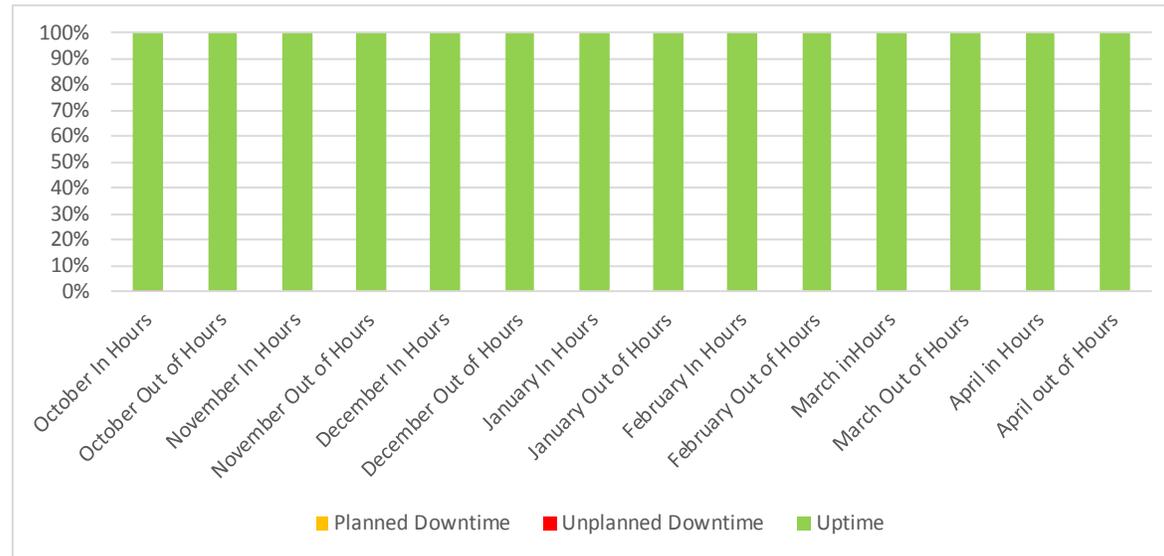
On Line Payments	October In Hours	October Out of Hours	November In Hours	November Out of Hours	December In Hours	December Out of Hours	January In Hours	January Out of Hours	February In Hours	February Out of Hours	March inHours	March Out of Hours	April in Hours	April out of Hours
Planned Downtime	0	0	0	3	0	3	0	3	0	3	0	3	0	3
Unplanned Downtime	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Uptime	197	546	198	519	162	579	198	543	180	489	189	552	180	537
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

Environmental Services	October In Hours	October Out of Hours	November In Hours	November Out of Hours	December In Hours	December Out of Hours	January In Hours	January Out of Hours	February In Hours	February Out of Hours	March inHours	March Out of Hours	April in Hours	April out of Hours
Planned Downtime	0	0	0	0	0	0	0	0	0	3	0	3	0	3
Unplanned Downtime	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Uptime	197	546	198	522	162	582	198	546	180	489	189	552	180	537
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

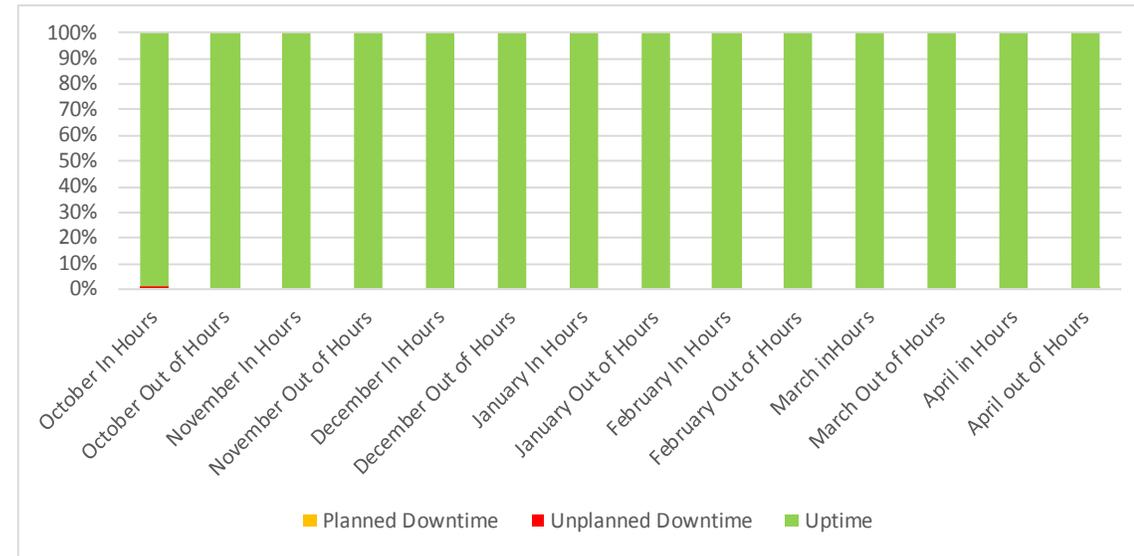
# Appendix D: ICT Service Update February 2018 - April 2018

## Availability of Services (Internal)

### Payments



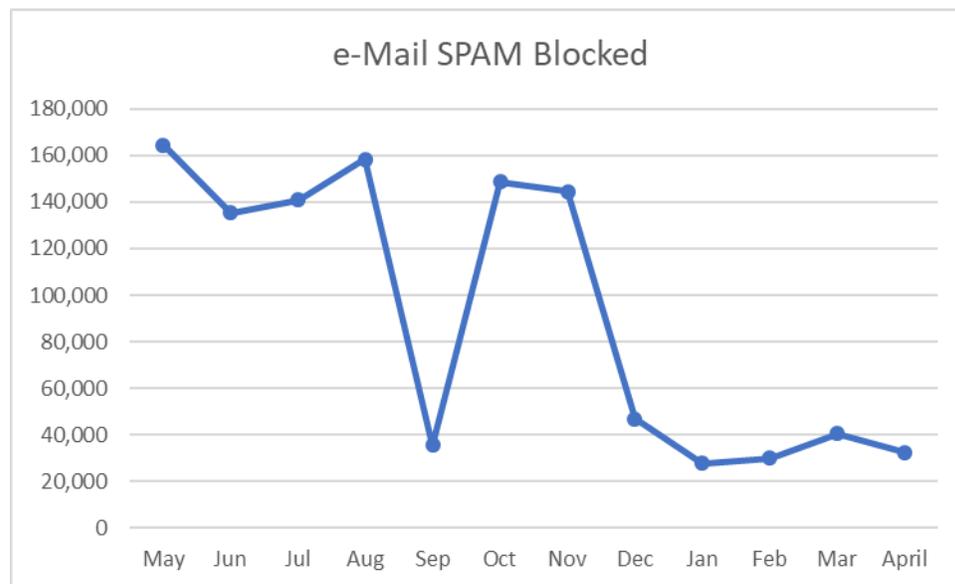
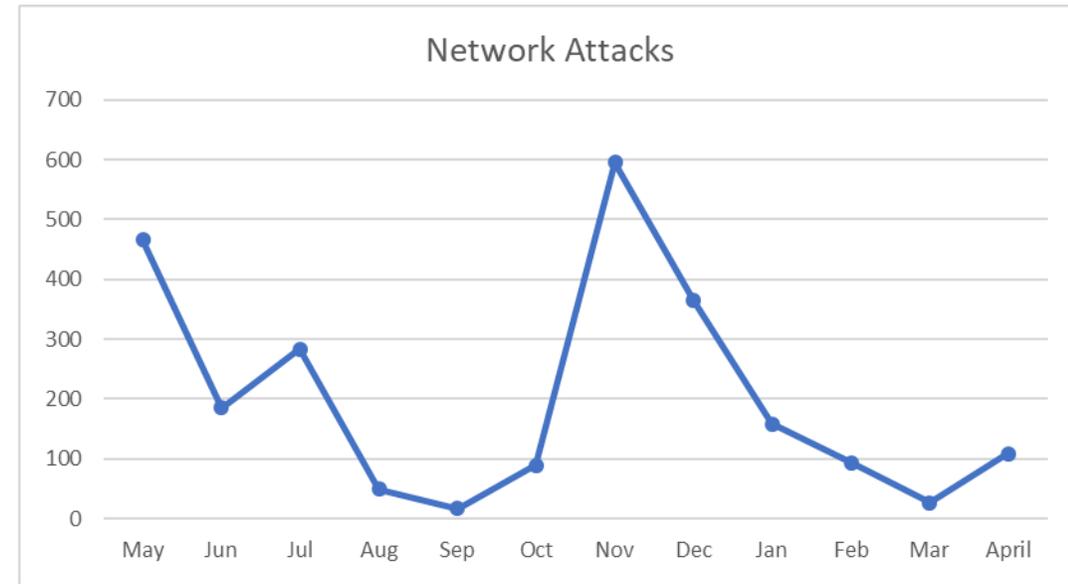
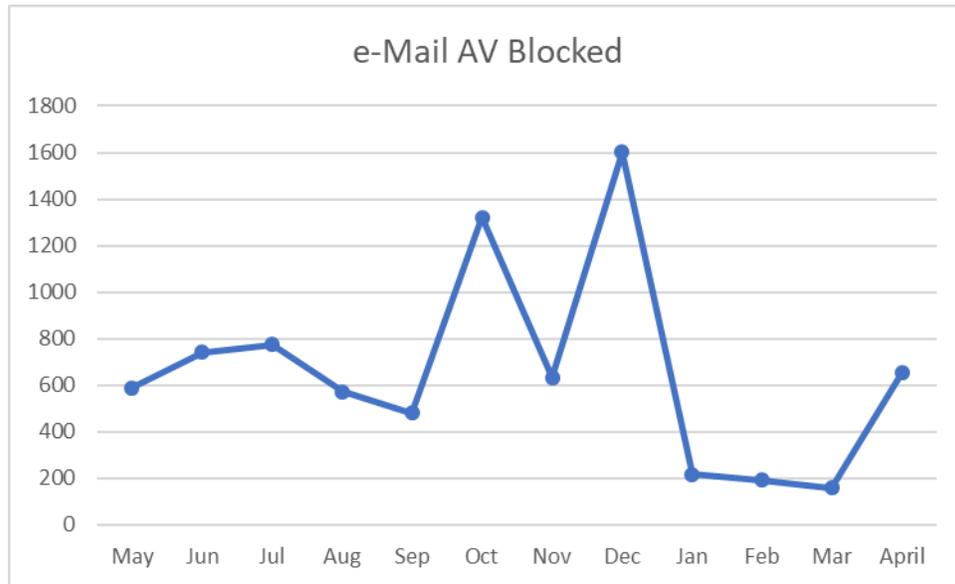
### E-Mail



On Line Payments	October In Hours	October Out of Hours	November In Hours	November Out of Hours	December In Hours	December Out of Hours	January In Hours	January Out of Hours	February In Hours	February Out of Hours	March inHours	March Out of Hours	April in Hours	April out of Hours
Planned Downtime	0	0	0	3	0	3	0	3	0	3	0	3	0	3
Unplanned Downtime	1.00	0	0	0	0	0	0	0	0	0	0	0	0	0
Uptime	197	546	198	519	162	579	198	543	180	489	189	552	180	537
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

E-mail	October In Hours	October Out of Hours	November In Hours	November Out of Hours	December In Hours	December Out of Hours	January In Hours	January Out of Hours	February In Hours	February Out of Hours	March inHours	March Out of Hours	April in Hours	April out of Hours
Planned Downtime	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Unplanned Downtime	1.75	0	0	0	0	0	0	0	0	0	0	0	0	0
Uptime	196	546	198	522	162	582	198	546	180	492	189	555	180	539
<b>Total Time</b>	<b>198</b>	<b>546</b>	<b>198</b>	<b>522</b>	<b>162</b>	<b>582</b>	<b>198</b>	<b>546</b>	<b>180</b>	<b>492</b>	<b>189</b>	<b>555</b>	<b>180</b>	<b>540</b>

## Security Review



### Commentary

Attack patterns still appear to be fairly low currently.

Talking to our security partners this does seem to be a general trend at the moment, with Hackers turning to more sophisticated attacks methods.

# Council Performance & Budget Summary

## Appendix E: Appraisals Update



### Appraisal Completion as of 13<sup>th</sup> June 2018

Department	Number of appraisals expected	Number of appraisals held to date	Meetings Completed	Signed appraisals notified to HR	% appraisals fully signed-off and completed
Heads of Service	8	7	88%	7	88%
CEX Policy & Partnership	26	26	100%	26	100%
Commercial and Development	46	36	78%	33	72%
Community Services	63	63	100%	46	73%
Corporate Services	53	53	100%	53	100%
Finance & Legal	42	38	90%	20	48%
Housing	75	70	93%	70	93%
Planning & Building Control	56	52	93%	49	88%
<b>Total</b>	<b>369</b>	<b>345</b>	<b>93%</b>	<b>304</b>	<b>82%</b>

#### Notes:

The above list excludes cases where reviews were not held due to valid reasons being given, these include: **Probation, New Starter, and Long Term Absentees.**

# Council Performance & Budget Summary

## Appendix F: Re-let Dwellings Update

### Management of empty properties

A performance report on empty ('void') properties was presented to a meeting of the Cabinet in December 2017. The purpose of this update is to set out progress since then and also highlight any new issues.

Over recent months, the time taken to prepare empty properties for new tenants has been 33-34 days. This is the time between when a property becomes vacant, to the time it is re-let. This excludes time when the property is empty for housing management reasons (e.g. tenant decant) or for capital works. Neighbouring districts, Dacorum and Welwyn/Hatfield, latest void figures are 31.5 days and 22.3 days respectively. At Stevenage the target is 28 days and latest published figures were 33.2 days.

Void property monitoring is measured on a cumulative basis. For example, the April figure reflects properties let in April, the May figure reflects properties let in April and May and so on. This is in accordance with national performance indicator BVPI 212 for average time taken to re-let local authority housing.

Issues	Actions
<ul style="list-style-type: none"> <li>• <b>Performance Monitoring</b> – within the housing department the performance monitoring figures take into account the whole void process with input from 5 teams. At present the performance indicator is calculated by staff in the Repairs Team who may not have full knowledge of issues or delays within other teams.</li> <li>• <b>Utilities</b> were referred to in a previous report and related issues are an ongoing problem. In one property we have been waiting for 3 months for UK Power to attend the property to install a supply. This is because utility suppliers prioritise</li> </ul>	<ul style="list-style-type: none"> <li>• A meeting has been arranged in June with key managers and the Portfolio Holder to review and identify any further actions we can take.</li> <li>• We have split responsibility for calculating the void performance figures. The Asset Management Repairs Team will calculate the period from when the keys are passed to the Surveyor, until the property is passed to the Lettings Team. This team will calculate the period from when the property is passed to them, until the tenancy starts. This should simplify the process for both teams, and clearly identify areas where performance improvements need to be targeted.</li> <li>• A meeting has been arranged for early June 2018 with our contact at a major utility company. We plan to work with them for a trial period to overcome issues with establishing power supplies. We can then carry out our statutory gas and electrical</li> </ul>

# Council Performance & Budget Summary

## Appendix F: Re-let Dwellings Update

Issues	Actions
<p>occupied properties.</p> <ul style="list-style-type: none"> <li>• <b>Verifications</b> of tenants can delay letting as the Housing department need to see original paperwork and identification.</li> <li>• <b>Adapted properties</b> – there are sometimes delays due to the need to identify suitable properties, and suitable tenants, including the allocation of properties which are already adapted.</li> <li>• <b>Refusal</b> of properties by applicants can lead to further delays</li> <li>• <b>Hard to Let Properties</b></li> <li>• <b>Downsizing</b> Tenants require additional works over and above our usual void standard</li> </ul>	<p>checks.</p> <ul style="list-style-type: none"> <li>• We have developed a flyer to promote a goodbye payment of £50 for outgoing tenants if they provide their utility cards for gas and electricity payments and clear any rubbish from their property. This scheme will be promoted more widely to improve take up.</li> <li>• <b>Verifications</b> – the Lettings Team is now fully staffed and increasing its bank of verified applicants. This should minimise delays when the property is ready for letting.</li> <li>• <b>Adapted properties</b> – we are reviewing the policy and process of letting adapted properties, and the needs of those requiring an adapted property. The aim is to simplify the process and reduce delays.</li> <li>• <b>Refusal</b> – we have introduced multiple viewings of properties where there is uncertainty over whether the applicant at the top of the shortlist will accept the property. This usually happens when properties are advertised for Transfer Applicants only, or those properties considered 'hard to let'.</li> <li>• <b>Hard to let' properties</b> - Those not suitable for multiple viewings will be considered for use as temporary accommodation. A review of such properties is currently underway.</li> <li>• <b>Downsizing</b> – this is part of the new policy to encourage tenants in larger properties to move to smaller</li> </ul>

# Council Performance & Budget Summary

## Appendix F: Re-let Dwellings Update

Issues	Actions
<ul style="list-style-type: none"> <li>• <b>Staffing</b> – the Housing Repairs Team is recently only staffed to 50% capacity. One Surveyor post has been vacant since April 2017, and another two technical posts have not been covered since early 2018. The demand for surveyors has increased as a result of the Grenfell Tower fire.</li> <li>• <b>Contractors</b> – there were issues with the capacity of the existing repairs contractor. These appear to have been addressed as the contractor is now fully staffed. There have been concerns about the quality of some work. On several occasions recently, the Surveyor has refused to take back properties at the post inspection stage, where works are deemed not to have been completed.</li> <li>• <b>Scope of Void Works</b> – when we let a property, it is on the basis that all void works are complete. There should be no need for follow on repairs unless any issues arise in the course of the tenancy. This needs a full review to identify works which could be carried out once the property is let, e.g. replacement kitchens and bathrooms (except where there is a health and safety</li> </ul>	<p>accommodation.</p> <ul style="list-style-type: none"> <li>• <b>Staffing</b> – we are working with the Repairs Team members and HR to identify ways to recruit to vacancies. We have increased the hourly rate for agency staff and a surveyor started at the end of May 2018. A further surveyor is expected to start during June/July.</li> <li>• The current arrangement of having 5 teams responsible for various parts of the void management and lettings process could be improved. We need to simplify the system and reduce this to 3 teams each with clear responsibilities and targets.</li> <li>• <b>Contractors</b> – Fortnightly meetings are held with Roalco. Staff go through a list of voids where there are issues and delays. We are also working with them to identify improvements in the ways we are working together.</li> <li>• <b>Scope of Void Works</b> – this will need further discussion with the teams involved, and a revision to the Lettable Standard. It will also involve establishing service standards with colleagues in the Capital Project Team.</li> <li>• Management of the handover of keys from tenants and between sections has been passed to the Housing Administration Team.</li> </ul>

# Council Performance & Budget Summary

## Appendix F: Re-let Dwellings Update

<b>Issues</b>	<b>Actions</b>
issue).	<b>Other Actions</b> <ul style="list-style-type: none"><li data-bbox="879 338 1453 539">• Some planned works, for example kitchens and bathrooms, are passed to the Capital Projects Team. Void properties requiring extensive works are also being referred.</li><li data-bbox="879 595 1417 790">• We have set up a common email address for voids. This is currently used by the repairs team, but is available for use across the Department.</li></ul>

**PORTFOLIO HOLDER RESPONSIBILITIES AND TERMS OF REFERENCE FOR SCRUTINY COMMITTEES**

The terms of reference for both Scrutiny Committees reflect the Portfolio Holder responsibilities, as determined by the Leader of the Council.

The table below shows the Portfolio Holder responsibilities for 2018-19.

**Planning, Resources, Housing and Commercial Scrutiny Committee**

To scrutinise and take an overview of the work of the Council, with a particular focus on the areas covered by the Planning, Resources, Housing and Inclusion and Commercial and Development Portfolios, specifically:

**Community, Environment and Sport Scrutiny Committee**

To scrutinise and take an overview of the work of the Council, with a particular focus on the areas covered by the Business and Community, Environmental and Sports and Culture Portfolios, specifically:

	PLANNING, RESOURCES, HOUSING AND COMMERCIAL SCRUTINY COMMITTEE				COMMUNITY, ENVIRONMENT AND SPORT SCRUTINY COMMITTEE		
	CHAIR OF CABINET RESOURCES Councillor Alec Campbell	PLANNING Councillor Mary Maynard	HOUSING AND INCLUSION Councillor Brian Ellis	COMMERCIAL AND DEVELOPMENT Councillor Julian Daly	BUSINESS AND COMMUNITY Councillor Salih Gaygusuz	SPORTS AND CULTURE Councillor Annie Brewster	ENVIRONMENTAL Councillor Frances Leonard
<b>Chief Executive and Policy</b>	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Health and Wellbeing Policy</li> <li>• Herts Leaders Group</li> <li>• Policy and strategy</li> <li>• Strategic Partnership (including district wide stakeholder engagement and liaison with HCC)</li> <li>• Shaping the Future – customer centric council</li> </ul>	<ul style="list-style-type: none"> <li>• Planning appeals</li> </ul>	<ul style="list-style-type: none"> <li>• Council Constitution</li> <li>• Democratic Services and Mayoralty</li> <li>• Member development</li> </ul>	<ul style="list-style-type: none"> <li>• Green Triangle</li> </ul>	<ul style="list-style-type: none"> <li>• Business engagement</li> <li>• Business Improvement District support</li> <li>• City of Expertise</li> <li>• Community protection, including CCTV</li> <li>• Economic development</li> <li>• Emergency planning, community resilience, business continuity</li> <li>• Night time economy</li> <li>• Visitor Partnership</li> </ul>	<ul style="list-style-type: none"> <li>• Town twinning</li> <li>• Troubled Families</li> </ul>	
<b>Deputy Chief Executive (Finance &amp; Legal)</b>	<ul style="list-style-type: none"> <li>• Audit</li> <li>• Budgets</li> <li>• Business improvements &amp; efficiencies</li> <li>• Corporate assets</li> <li>• Council insurance</li> <li>• Council Tax &amp; Business Rates</li> <li>• Financial strategy</li> <li>• Investments</li> <li>• Treasury/bank loans</li> </ul>				<ul style="list-style-type: none"> <li>• Land charges</li> <li>• Legal services</li> </ul>		
<b>Deputy Chief Executive (Commercial &amp; Development)</b>				<ul style="list-style-type: none"> <li>• Commercial and development strategy</li> <li>• Delivery of social housing (e.g. Sandridge garage sites)</li> <li>• Development of large capital projects (e.g. CCOS; Ridgeview;</li> <li>• Harpenden Leisure and Cultural Centre)</li> <li>• Procurement</li> <li>• Section 106 delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Visitor Information Service</li> </ul>	<ul style="list-style-type: none"> <li>• Maltings Arts Theatre</li> <li>• Museums operations (Ver Museum and New Museum and Gallery)</li> <li>• Sports (including SLM and 1 Life contracts)</li> </ul>	
<b>Community Services</b>			<ul style="list-style-type: none"> <li>• Inclusion and equalities</li> <li>• Older people/Older People’s Forum</li> </ul>	<ul style="list-style-type: none"> <li>• Estate, buildings and facilities management</li> </ul>	<ul style="list-style-type: none"> <li>• Car parks &amp; parking</li> <li>• Car parking strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Arts and Culture</li> <li>• Health promotion, delivery &amp; projects</li> </ul>	<ul style="list-style-type: none"> <li>• Abandoned Cars</li> <li>• Air Quality and pollution control</li> </ul>

# Council Performance & Budget Summary

## Appendix G: Portfolio Holder Responsibilities and Terms of Reference for Scrutiny Committees

	PLANNING, RESOURCES, HOUSING AND COMMERCIAL SCRUTINY COMMITTEE				COMMUNITY, ENVIRONMENT AND SPORT SCRUTINY COMMITTEE		
	CHAIR OF CABINET RESOURCES Councillor Alec Campbell	PLANNING Councillor Mary Maynard	HOUSING AND INCLUSION Councillor Brian Ellis	COMMERCIAL AND DEVELOPMENT Councillor Julian Daly	BUSINESS AND COMMUNITY Councillor Salih Gaygusuz	SPORTS AND CULTURE Councillor Annie Brewster	ENVIRONMENTAL Councillor Frances Leonard
				<ul style="list-style-type: none"> <li>• Infrastructure and engineering</li> <li>• Landlord and tenant services (non-housing)</li> <li>• Property &amp; asset maintenance (non-housing)</li> <li>• Valuations</li> </ul>	<ul style="list-style-type: none"> <li>• Cemeteries and closed churchyards</li> <li>• Community engagement</li> <li>• Events</li> <li>• Contained stray dogs</li> <li>• Council green travel</li> <li>• Cycling</li> <li>• Liaison with City Neighbourhoods Committee</li> <li>• Licensing</li> <li>• Markets</li> <li>• Operational response to emergencies</li> <li>• Parish liaison</li> <li>• Public realm – delivery aspects</li> <li>• Street trading licences</li> <li>• Taxi licensing and vouchers</li> </ul>	<ul style="list-style-type: none"> <li>• Voluntary and community Sector</li> <li>• Young People and Youth Council</li> </ul>	<ul style="list-style-type: none"> <li>• Contaminated land</li> <li>• District in Bloom</li> <li>• Environmental sustainability (incl. work on carbon emissions)</li> <li>• Fly tipping</li> <li>• Food safety</li> <li>• Flooding and Drainage</li> <li>• Grounds maintenance contract</li> <li>• Health &amp; safety</li> <li>• Noise complaints</li> <li>• Nomansland and Bricket Wood Management Committees Oversight</li> <li>• Pest control</li> <li>• Playgrounds</li> <li>• Public conveniences</li> <li>• Public open spaces &amp; parks</li> <li>• Street cleaning</li> <li>• Waste management and recycling</li> <li>• Weed Treatment</li> </ul>
<b>Corporate Services</b>	<ul style="list-style-type: none"> <li>• Corporate performance management</li> <li>• Customer Services and Hub</li> <li>• Cyber security</li> <li>• Data strategy and programme office</li> <li>• Digital Transformation</li> <li>• Freedom of Information admin</li> <li>• Human Resources</li> <li>• Information and Communication Technology</li> <li>• Organisational Development</li> <li>• Recruitment</li> <li>• Training &amp; development</li> </ul>		<ul style="list-style-type: none"> <li>• Elections</li> </ul>				
<b>Housing</b>			<ul style="list-style-type: none"> <li>• Asylum seekers and refugees</li> <li>• 'Community Covenant' lead</li> <li>• Council Tax support</li> <li>• Garage redevelopment policy</li> <li>• Homeless strategy &amp; provision</li> <li>• Housing Benefit</li> </ul>				

# Council Performance & Budget Summary

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			<ul style="list-style-type: none"> <li>• Housing options &amp; policy</li> <li>• Housing strategy including social and affordable housing</li> <li>• Leaseholder management</li> <li>• Management &amp; maintenance of council owned housing and services to tenants</li> <li>• 'Older people/ageing well' lead</li> <li>• Private sector housing incl. disabled facilities grants</li> <li>• Sheltered accommodation &amp; housing needs of older people</li> <li>• Special needs accommodation</li> <li>• Universal Credit</li> <li>• Welfare reform</li> </ul>				
<b>Planning &amp; Building Control</b>		<ul style="list-style-type: none"> <li>• Arboriculture (incl. Tree Strategy and Tree Applications)</li> <li>• Archaeology</li> <li>• Article 4 directions</li> <li>• Building Control</li> <li>• Built heritage</li> <li>• Conservation</li> <li>• Gypsy and traveller sites (planning policy &amp; enforcement/incursions)</li> <li>• Landscape design</li> <li>• Local Plan</li> <li>• Neighbourhood planning</li> <li>• Planning applications</li> <li>• Planning enforcement</li> <li>• Planning policy</li> <li>• Section 106 agreements / Community Infrastructure Levy</li> <li>• Urban design</li> </ul>		<ul style="list-style-type: none"> <li>• Enterprise Zone programme board</li> </ul>	<ul style="list-style-type: none"> <li>• Airspace Representation</li> <li>• Street name plates</li> <li>• Transport planning (including with HCC)</li> </ul>		