

# Council Performance & Budget Summary

## January 2019



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 Update
- C. Property Transactions Update
- D. Partnerships Update
- E. Community Survey 2018 Update
- F. City Centre Opportunity Site South Update

### Recommendations

- 1.1 That Cabinet notes the Council Performance and Budget Summary (January 2019) and its appendices.

### Update on actions arising from previous Cabinet meetings

Update on actions arising from Cabinet – 24 January 2019		
4.	<i>Fly-tipping Prosecutions</i>	Herts Waste Partnership (HWP) representative has responded to the Head of Service (HoS) enquiry. HWP are reviewing the (Broxbourne) figures provided, to identify if there is an error. HWP confirm that the significant differences (in Fines and Costs) levels are primarily due to differences of approach to Fines and Costs awards through the Magistrates Courts.
4	<i>'Percentage of rent loss due to voids' indicator</i>	Indicator removed – see 'Changes to performance measures' section below.
4.	<i>'Museum Visits' and 'Visits to Sports &amp; Leisure Centres' indicators</i>	Commentary for Museums performance measures will be reported separately starting in the next quarterly report. The 'Visits to Sports & Leisure Centres' measure will be reviewed as part of normal business planning and changes will be incorporated in the next quarterly report.
4.	<i>Deployment hours of Civil Enforcement Officers</i>	A summary report will be provided to the March 2019 meeting of the Council's Commercial Board. It will be framed in the context of <ul style="list-style-type: none"> <li>• historical data provision; and</li> <li>• the post-October 2019 service, when the Council directly delivers the enforcement service.</li> </ul>
4.	<i>Sickness absence comparison Q3 2017/18 and Q3 2018/19</i>	The Organisational Development Manager has provided the following clarification: Both short and long term working days lost have increased when compared to Q3 2017/18. Short term has gone from 0.43 days per FTE in 2017/18 to 0.80 in 2018/19. Long term has gone from 0.6 days lost per FTE in 2017/18 to 1.7 in 2018/19

		(Note: data is from a live data set, so looking backwards gives a slightly different data set based on starters and leavers over the period). The Cabinet report commentary in Jan 2018 (Q3) quoted number of days lost rather than days lost per employee. The figure quoted for long term was 230 days (5 cases). Comparing the current data for Q3 2018/19 gives 431 days lost for long term absence (15 cases; notional 29 days per case).
4.	<i>Street Cleansing Benchmarking Data</i>	HWP representative has responded to the HoS enquiry. There is no shared HWP street cleansing benchmarking data available. Some HWP authorities do undertake Street Cleansing monitoring activities which are similar to the Council. HoS has started the process of liaising directly with some of those authorities, starting with Watford Borough Council.

### Changes to performance measures

The 'Percentage of rent loss due to voids' performance measure will not be reported at Cabinet, following discussion at the January Cabinet meeting. It was considered that the 'Average time to re-let dwellings' measure was more relevant, and that drop in re-let times would inevitably impact on rent potential. Officers are working with the Portfolio Holder to identify more relevant empty property performance information to include for 2019/20.

### 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>
<b>A</b>	Forecast budget variance at the year end (General fund for year in question)	The forecast budget variance for the year currently stands at an overspend of 1.2% (£226k). This is mainly because the national pay award and contract inflation are higher than expected. Additionally, some income forecasts are below budget. Chief Executive's Board is considering options to reduce overspend including deferring some non-essential spend to next year. In addition, the Deputy Chief Executive (Finance & Legal) will review forecasts for spend to year end to assess level of unreported underspends against the budget.
<b>R</b>	Average time to re-let dwellings (excluding temporary accommodation) (days)	We are still clearing the backlog which developed last summer and in addition there is a seasonal increase in void (unlet) properties compounded by several voids arising when tenants transfer to new developments. Weekly meetings with the contractor continue.  In early March we hope to start giving some empty properties to our new contractor to test their systems. This will give them an indication of the type of properties we have and our lettable standard. This should assist the transition to 'go live'.
<b>A</b>	Rent arrears of current tenants as a percentage of rent due	Rent arrears have increased by 0.2% or £57,900. Total rent arrears figure is £872,771. The number of tenants receiving Universal Credit continues to increase and the income team continues to work hard to try to minimise this.

	Measure	Comments
		<p>Around £160,854 of this is due to Universal Credit (UC), based on the estimated number of tenants claiming. If this was paid, outstanding arrears would be 2.7%.</p> <p>Cases where tenants have arrears of over £1,000 reduced from 290 cases to 253 cases. Rent arrears in this bracket have reduced by £98,071.</p>
R	Number of households in temporary accommodation	<p>The number of households in temporary accommodation is high for several reasons. These include:</p> <ul style="list-style-type: none"> <li>• The impact of the Homelessness Reduction Act. There has been an increase in approaches to the Council, and the Act allows households to stay longer in temporary accommodation.</li> <li>• The limited supply of new housing. 6 residents in temporary accommodation have been offered units at the new Sandridge development. We hope to see a small decrease next month. However, demand remains very high.</li> <li>• 8 units of temporary accommodation are out of use due to flooding. A contractor has been procured. Work is expected to start in mid-to-late March and complete 8-10 weeks later.</li> </ul>
R	Average time in temporary accommodation (weeks)	<p>There are 36 properties currently under offer to households in temporary accommodation (22 Council properties and 14 Housing Association properties). When these properties become available, the households will be able to vacate their current temporary accommodation.</p>
A	Percentage of repairs completed on time	<p>There has been an increase in the percentage of repairs completed on time, but this is still below target.</p> <p>The contractor's IT issues in December (reported last month) continue to affect logging of completed jobs, and operatives' Personal Digital Assistants (PDA devices) are still not working.</p> <p>We are assisting the contractor by closing jobs manually on our IT systems.</p>
A	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	<p>In January, three appeal decisions were received. One was allowed and two were dismissed. Both dismissed appeals concerned development in the Green Belt. The allowed appeal related to the development of a care home. The results of appeals are fed back to both officers and councillors.</p>
G	Number of planning applications at end of month that have not been determined in time	<p>The number of out of time applications at the end of the month has decreased from last month, following a targeted approach and despite ongoing vacancies. Senior staff continue to monitor performance closely to minimise out of time determinations.</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	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	TARGET
Finance	Forecast budget variance at the year end (General fund for year in question)	Smaller	-4.0%	-3.3%	-7.0%	0.0%	*	1.2%	0.3%	0.2%	0.0%	-0.6%	0.5%	0.7%	1.2%	0.0%
Housing	Average time to re-let dwellings (excluding temporary accommodation) (days)	Smaller	33	33	33	34	27	25	28	30	51	41	40	34	39	26
	Average time vacant for current voids (excluding temporary accommodation) (days)	Smaller	24	25	24	27	22	15	33	34	41	27	*	*	*	26
	Rent arrears of current tenants as a percentage of rent due	Smaller	3.0%	3.1%	3.1%	3.5%	3.4%	3.4%	3.7%	3.7%	4.0%	4.0%	4.1%	3.2%	3.4%	3.1%**
	Number of households in temporary accommodation	Smaller	125	117	117	118	118	123	119	126	145	149	149	145	139	Trend
	Average time in temporary accommodation (weeks)	Smaller	27	26	26	25	27	26	26	26	25	27	28	31	31	Trend
	Percentage of repairs completed on time	Bigger	100%	99%	100%	95%	88%	86%	93%	87%	94%	93%	98%	81%	94%	98%
	Total number of households in receipt of Housing Benefit and/or Council Tax support	Smaller	6,705	6,642	6,640	6,640	6,654	6,645	6,664	6,679	6,689	6,632	6,614	6,576	6,598	
	Days to process Housing Benefit new claims (12 month average)	Smaller	22.2	22.0	21.6	20.7	20.1	19.5	19.0	17.8	17.1	16.2	15.5	14.4	14.0	22
	Days to process Housing Benefit change in circumstances (12 month average)	Smaller	7.2	7.1	7.0	6.9	7.0	6.7	6.8	6.8	6.8	6.7	6.6	6.7	6.5	7
Planning & Building Control	Planning and Building Control applications received (including pre-app, trees and condition discharge)		400	430	511	482	406	480	493	414	371	496	438	332	400	
	Percentage of Council's planning decisions supported at appeal (cumulative 12 month)	Bigger	62%	65%	67%	66%	61%	61%	57%	55%	59%	60%	61%	60%	60%	66%
	Percentage of planning applications not determined (within time limits or agreed timescale)	Smaller	6%	11%	5%	5%	7%	12%	13%	16%	13%	15%	11%	12%	10%	25%
	Number of planning applications that have not been determined in time (at end of month)	Smaller	29	21	14	22	21	30	36	29	37	40	48	43	28	40
Community Services	Parking Penalty Charge Notices issued	Smaller	1,386	1,448	1,464	1,442	1,865	1,613	1,633	1,536	1,539	1,569	1,724	1,134	1,058	Trend
	Percentage of Parking Penalty Charge Notices paid	Bigger	89%	90%	88%	82%	82%	85%	86%	93%	84%	90%	83%	97%	90%	80%
	Fly-tipping incidents	Smaller	82	90	100	103	124	74	111	68	100	90	79	58	62†	Year-on-year Trend
	Number of missed waste collections per 100,000	Smaller	33	29	35	33	30	33	34	36	25	30	28	30	31†	32***
External	Claimant count	Smaller	840	945	1,000	1,110	1,085	1,120	1,105	1,130	1,180	1,225	1,195	1,125	1,160^	****

\* Data not available

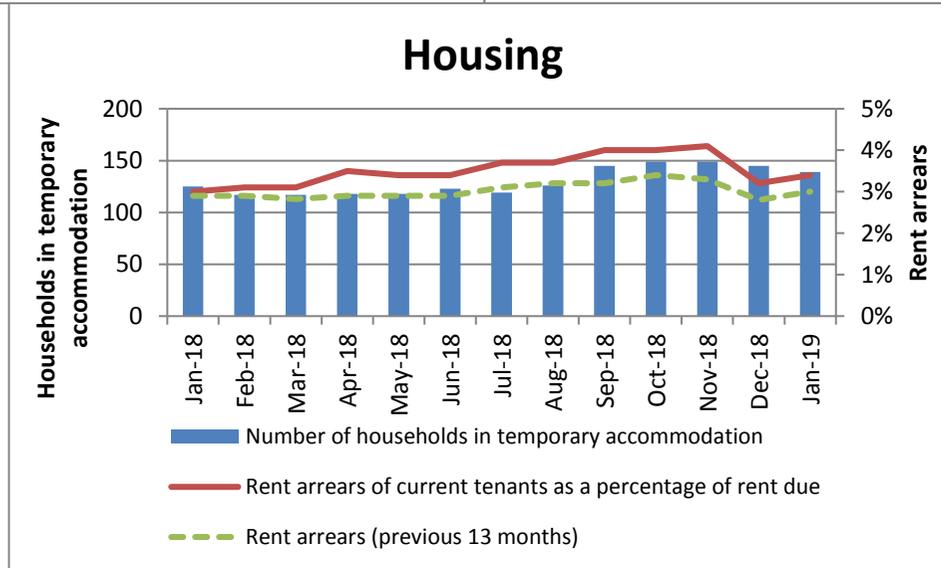
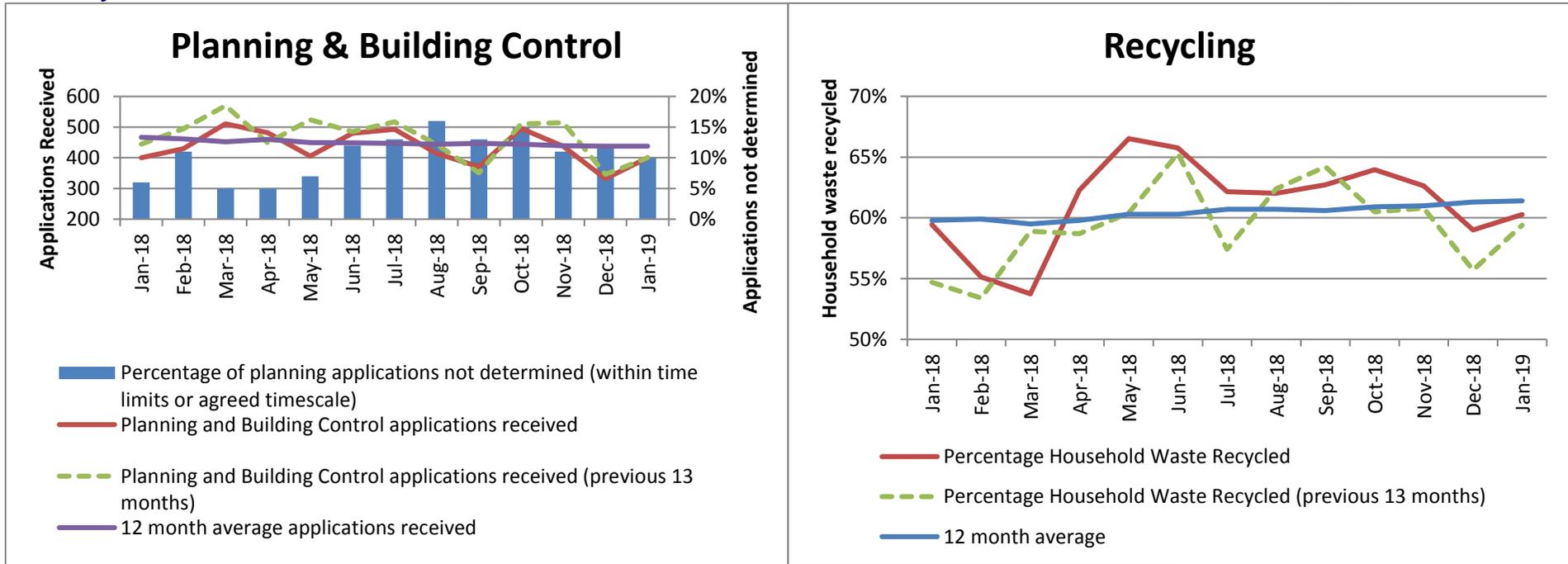
\*\* Target changed from 2.6% to 3.1% from April 2018.

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

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

† Data subject to adjustment

^ 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 Ministry of Housing, Communities and Local Government (MHCLG) planning performance thresholds.

Colour coding for table: Green – performance above threshold.

Measure and type of applications	Bigger or Smaller is Better	Current 2019 cumulative performance in assessment period	2018 Performance against 2 Year Assessment period	DCLG's estimated thresholds and 2 Year assessment period	
Speed of major development (% determined in time)	Bigger	<b>92.3%</b> (Oct 2017 to Sept 2019)	<b>93.3%</b> (Oct 2016 to Sept 2018)	<b>70%</b> (Oct 2017 to Sept 2019)	
Quality of major development (% overturned at appeal)	Smaller	<b>9.7%</b> (Apr 2017 to Mar 2019)	<b>7%</b> (Apr 2016 to Mar 2018)	<b>7.5%</b> (Apr 2017 to Mar 2019)	
Speed of non-major development (% determined in time)	Bigger	<b>92.1%</b> (Oct 2017 to Sept 2019)	<b>92.4%</b> (Oct 2016 to Sept 2018)	<b>75%</b> (Oct 2017 to Sept 2019)	
Quality of non-major development (% overturned at appeal)	Smaller	<b>1.4%</b> (Apr 2017 to Mar 2019)	<b>2%</b> (Apr 2016 to Mar 2018)	<b>7.5%</b> (Apr 2017 to Mar 2019)	

MHCLG announced the special measures programme will continue up to 2020. The table has been updated to reflect the updated 2 Year assessment periods.

% of decisions overturned at appeal – appeal decisions are scrutinised by officers to inform future decision making

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

Colour coding for table: Green- performance above target.

Application Type	Target	% in time Jan 2019 (Bigger is Better)	Average Jan 2019 (Smaller is better)	Average Dec 2018	Average Nov 2018	Average Oct – Dec 18-19	Average July – Sept 18-19	Average Apr - June 18-19
'Out of time applications'	No more than 40 (local)	-	40	43	43	41	34	22
Major Applications*	13 weeks (national) 60% in time	100%	17.2 weeks	31.5 weeks	22.8 weeks	24.1 weeks	28.5 weeks	38.1 weeks
Minor Applications	8 weeks (national) 65% in time	75%	14.3 weeks	10.6 weeks	10.6 weeks	11 weeks	10.8 weeks	10.3 weeks
Householder Applications	8 weeks (national) 80% in time	95.8%	8.8 weeks	8.7 weeks	8.7 weeks	8.5 weeks	8.7 weeks	8.2 weeks

\* 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'.

### Local Plan

A number of consultation responses were reported to the Planning Policy Committee in January. The full response to the September/October 2018 consultation will be reported to Committee in March 2019. The current timetable shows submission of the draft Local Plan to the Secretary of State for examination at the end of March 2019.

### Hertfordshire Infrastructure & Planning Panel (HIPP)

Hertfordshire Infrastructure and Planning Partnership (HIPP) met on 30 January to consider the Planning Advisory Service's S106/CIL pilot scheme. S106/CIL are mechanisms which make a development proposal acceptable in planning terms, that would not otherwise be acceptable. They are focused on mitigation of the impact of development. HIPP also considered its work plan and achievements, future work programme, relationship with the Hertfordshire Growth Board and updates to its Terms of Reference.

### South West Herts Group Collaboration Work

Leaders and Chief Executives (from Watford, Three Rivers, Dacorum, Hertsmere, St Albans (SADC) and Hertfordshire County Councils (HCC)) are of the view that the existing mechanisms and approaches to date have been focused on local area planning. They have not been focused strategically on the major cross-border challenges facing the whole South West Herts area. There has been a growing recognition of the opportunity and potential benefits for strategic place-shaping and infrastructure-planning across a broader area.

In an effort to move this forward and develop the thinking, the Leaders and Chief Executives worked together from September 2018 to January 2019. They have explored collective ambition for the area, to identify shared growth priorities and strategically important infrastructure. They have agreed how they want to work together to make the ambition a reality. They have set out the key shared issues focusing on where they want South West Herts to be by 2050:

- Delivering strong 'place-shaping' Leadership in an area currently supporting about half a million people
- The outstanding quality of our places that set us apart from London
- Being at the forefront of developing, making and applying high value science and digital-based technologies
- Getting the best out of our unrivalled location and connectivity
- Being outward-looking in approach but self-sufficient in delivery of jobs, housing and infrastructure as far as possible so that we reduce the reliance on physical commuting in both directions, and grow a more sustainable economy and way of life

There are two strands of work – Collaboration and a Local Plan. A Memorandum of Understanding has been prepared to set the framework for this collaborative working. Work, on a Joint Strategic Plan (Development), has already commenced on one of the 5 future work strands which are:

- Leadership: promoting the place narrative & securing political agreements
- Development: meeting our house building and employment space needs
- Connectivity: ensuring our places are accessible & sustainable
- Well Being: planning and designing our places for healthy living
- Public Services: influencing outcomes and becoming self-sufficient

A report on the Memorandum of Understanding is included elsewhere in the papers for this Cabinet meeting.

### **South West Herts Joint Strategic Plan**

Technical work continues on the Joint Strategic Local Plan (JSP) with the new Strategic Plan Director starting. Work has commenced on the procurement for a Strategic Growth Locations Study across the area. A draft timetable is being prepared for the JSP. A Statement of Common Ground is being circulated between the partners for signature by Heads of Planning.

### **Green Triangle**

The Green Triangle is hosting a Clean Growth Brokerage Forum on 7th February at Rothamsted Research. This will be an opportunity for small and medium enterprises to meet innovative businesses and world class researchers. They will hear about the latest initiatives and business opportunities for addressing clean growth in the region. Further information can be found at <http://www.thegreentriangle.org/>.

### **Hertfordshire Minerals Local Plan Consultation**

HCC is consulting on a 'consultation draft' Hertfordshire Minerals Local Plan. No new or unknown sites are proposed for the District. The site at Hatfield Aerodrome is a proposed site (also partly within Welwyn and Hatfield Borough). This site is already in the current adopted HCC Minerals Plan. The consultation can be viewed at <https://www.hertfordshire.gov.uk/About-the-council/Consultations/Environment/Proposed-Submission-Minerals-Local-Plan-Consultation.aspx>.

### **St Albans and District Air Traffic Working Group**

A meeting of the St Albans and District Air Traffic Working Group took place on 30 January 2019. Attendees included representatives from St Albans City and District Council, Hertfordshire County Council, Luton Airport, and St Albans Quieter Skies (STAQS). The Heathrow Airspace and Future Operations Consultation (closing date 4 March 2019) and Department for Transport - Aviation 2050 — the future of UK aviation consultation (closing date 11 April 2019) were discussed. The Council will be responding to both consultations requesting that consideration is given to minimising the impact of aircraft noise on the District.

### **Harpenden Neighbourhood Plan Referendum**

The Harpenden Neighbourhood Plan Referendum took place on 7<sup>th</sup> February. Harpenden residents were asked to vote on whether or not they want the Harpenden Neighbourhood Plan to be taken into account when decisions are made on Harpenden planning applications. The referendum result was that 89.39% of voters voted YES. The Harpenden Neighbourhood Plan is now a material planning consideration for St Albans City and District Council in its role as Local Planning Authority.

### **Enviro-Tech Enterprise Zone**

The Board met on 30 January to consider a Sales and Marketing Strategy including the following objectives, in summary, to:

- Launch the Enterprise Zone in March 2019
- Differentiate the Enterprise Zone from its competitors
- Build a pipeline of prospects

The Board also considered a Sustainability Framework report prepared by the Building Research Establishment (BRE).

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## Appendix A: Planning Update



### Hemel Hempstead Transformation Workshop

The Hemel Hempstead Transformational Workshop took place on 13 February. A wide range of stakeholders looked at opportunities to improve the function of the town as a whole. This included opportunities provided by the scale of potential growth envisaged at Hemel Garden Communities, including within St Albans District.

### The High Street

The Council has responded to the MHCLG consultation on Planning Reform: Supporting the High Street and increasing the delivery of new homes. Concerns were raised over permanent permitted development rights for commercial conversion to residential and the extension of the right to include demolition. The Council will be hosting a regional Royal Town Planning Institute conference on 'Heritage and the Changing High Street' on 15 May.

### 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 (SADC) 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*. A draft S106 Agreement* has been agreed to secure matters. These include: affordable housing; education provision; Hertfordshire County Council (HCC) services; sustainable transport, highway works and travel plan; phasing, and healthcare provision. <b>Currently the agreed legal agreement is awaiting sign off following final sign off of draft conditions. An email querying some wording was sent to the applicant's solicitor on 19 February.</b></p>
<p><b>Former Radlett Aerodrome</b> Sixteen 'discharge of conditions' applications have been submitted <i>Delegated</i></p>	<p>Eleven of the submitted discharge of conditions applications have been approved (5/2016/2962, 5/2016/2963, 5/2016/3004, 5/2017/2599, 5/2017/1168, 5/2016/2881, 5/2016/3187, 5/2016/3003, 5/2016/3005, 5/2017/0871 and 5/2017/0865). Three have been withdrawn by the applicant/agent (5/2017/2770, 5/2017/0870, 5/2016/2880). (Applications 5/2016/3003, 5/2016/3005 and 5/2017/0865 were discharged on 28 September).</p> <p><b>5/2016/3018 and 5/2018/0869 are pending further applicant discussions with Environment Agency to resolve issues relating to land contamination. Further discussions to take place on 13/02/2019 during EA visit to SADC offices.</b></p>
<p><b>Pan Autos Site, 22-24 Grove Road, Harpenden, AL5 1PX (5/2018/2000)</b> Outline application (access, layout and scale sought) for demolition of existing</p>	<p><b>Planning Referrals resolved to grant outline planning permission subject to conditions and the completion of a legal agreement on 21/01/2019. This scheme</b></p>

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Planning Decisions (Note 1*)	Decision/comments
<p>and construction of three blocks creating 39 dwellings with associated underground and surface level parking, amenity space and associated works <i>Planning Referrals Committee</i></p>	<p><b>includes 15% Affordable Housing Provision.</b></p>
<p><b>Land to Rear of Burston Garden Centre, North Orbital Road, Chiswell Green, St Albans (5/2018/1324)</b> Demolition of all existing horticultural structures and redevelopment of the site to provide a new retirement community comprising a 64 bedroom care home, 125 assisted living bungalows and apartments, a community clubhouse together with associated access and alterations to pedestrian/bridleway, landscaping, amenity space and car parking</p>	<p>A further consultation on revised information was carried out with an end date of 27 November. <b>The Local Highway Authority has now provided a full consultation response on 04/02/2019 which is being considered by officers. This application will be reported to the Planning Referrals Committee in March 2019.</b></p>
<p><b>Beaumont School, Oakwood Drive, St Albans (5/2018/2080)</b> Residential development to provide 62 no. residential dwellings (Use Class C3) comprising 51 houses (2-2.5 storeys) and one building containing 11 apartments, associated car parking, cycle parking, open space and pedestrian/cycle infrastructure, formation of pedestrian and cycle links and other associated works and improvements</p>	<p>This proposed scheme would amend the layout approved under reserved matters application 5/2015/0797. Together with the dwellings which have been constructed on site to date, the proposed development would increase the density of the site to provide 91 dwellings. <b>This application is due to be considered by the Planning Referrals Committee on 18/02/2019. It includes a recommendation that conditional planning permission be granted following the completion of a legal agreement which will secure infrastructure contributions and affordable housing provision.</b></p>
<p><b>Civic Centre Opportunity Site (South) Victoria Street, St Albans (5/2018/1925)</b> Variation of Condition 3 (samples of materials), 4 (sample panels), 5 (new windows and doors), 7 (hard and soft landscaping), 13 (landscape management plan), 21 (drainage scheme), 26 (highways management plan), 28 (travel plan implementation), 29 (levels), 30 (basement access) and 45 (residential soundproofing) of planning permission 5/2017/1060 dated 30/04/2018 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</p>	<p>The Planning Referrals Committee of 12/11/2018, resolved to grant conditional planning permission. This was subject to the completion of a deed of variation within 3 months to secure the following heads of terms (approved under planning permission reference 5/2017/1060):</p> <ul style="list-style-type: none"> <li>• Affordable housing – 30 units in accordance with the agreed Housing Mix;</li> <li>• Nursery Education: £8,800;</li> <li>• Primary Education: £54,127;</li> <li>• Secondary Education: £47,157;</li> <li>• Early Years: £3,302;</li> <li>• Library Services: £10,441;</li> <li>• Youth Service: £974;</li> <li>• Play Areas: £8,627;</li> <li>• Parks and Open Spaces: £28,152;</li> <li>• Leisure and Cultural Centres: £44,535;</li> </ul>

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Planning Decisions (Note 1*)	Decision/comments
<p>2,697sqm office floorspace with associated works, access, parking and landscaping</p>	<ul style="list-style-type: none"> <li>• Travel Plan</li> <li>• Travel Plan Monitoring &amp; Support: £6000</li> <li>• Sustainable Transport: £38,375</li> <li>• Herts CCG: £183,901.56</li> <li>• Fire Hydrants Clause</li> </ul> <p><b>The Section 106 is agreed, subject to a further amendment to the wording of one clause and this is now with HCC. The applicant has agreed to extend the time for determining the application until 1 March.</b></p>
<p><b>Former British Gas Land, Griffiths Way, St Albans (5/2018/1729)</b> Submission of reserved matters (details of appearance, landscaping and layout) for outline planning permission 5/2016/3386 dated 26/01/2018 for Mixed use development comprising Class A1 (discount foodstore), Class A1 (non food retail), D2 (gym) and Class A3/A5 (restaurant and drive-through) with associated access and ancillary works</p>	<p>Following consultation comments from the Environment Agency, the Council's Environmental Compliance Department and Landscape officers, amendments to the scheme have been received. The Council is currently awaiting further relevant consultation responses from the Environment Agency. <b>It is expected that a delegated decision will be made by the end of February.</b></p>
<p><b>Former British Gas Land, Griffiths Way, St Albans (5/2018/2300)</b> Notice of an application to modify a planning obligation - Removal of Clause 4 (2) (restrictions on use of land for the sale of food) of S52 Agreement dated 21/01/1987 relating to 5/1985/1420, at Land at Griffiths Way St Albans</p>	<p><b>The order releasing the applicant of obligations to comply with the relevant clause of the Section 52** agreement, associated with planning permission ref: 5/1985/1420, is now complete.</b></p>

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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 on 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.</p> <p>There is a proposal to establish a 'Shadow' Trust which, in the longer term, will manage and maintain the Country Park.</p> <p>Progress on the S106* agreement is dependent on the Welwyn &amp; Hatfield Local Plan and the outcome of planning application 6/2018/2768/OUTLINE.</p> <p><b>No change since previous Cabinet meeting. This site may take some months to resolve.</b></p>
<p><b>Ellenbrook Park Hatfield Road Smallford St Albans Hertfordshire (WHBC Ref: <a href="#">6/2018/2768/OUTLINE</a>)</b></p>	<p>The District Council has been consulted on an outline application for a large-scale mixed use development including 1,100 new homes and supporting infrastructure including a primary school, local centre and open space with all matters reserved. The consultation was received on 21 November 2018. The application is pending consideration by Welwyn Hatfield Council officers.</p> <p><b>No change since previous Cabinet meeting.</b></p>
<p><b>Heathrow Airspace and Future Operations Consultation</b> External Link: <a href="https://www.heathrowconsultation.com">https://www.heathrowconsultation.com</a></p>	<p>The Council will be responding to this consultation. The consultation period ends 4 March 2019.</p> <p><b>No change since previous Cabinet meeting.</b></p>
<p><b>Department for Transport - Aviation 2050 — the future of UK aviation consultation</b> External link: <a href="https://www.gov.uk/government/consultations/aviation-2050-the-future-of-uk-aviation">https://www.gov.uk/government/consultations/aviation-2050-the-future-of-uk-aviation</a></p>	<p><b>The Council will be responding to this consultation. The consultation period ends 11 April 2019.</b></p>

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

\*\*Section 52 agreements based on Town and Country Planning Act 1971 are agreements regulating development or use of land.

The Decision/Comments highlighted in bold describes new information from the previous Cabinet Appendix.

### 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, project funds have been committed in wards as follows:

- **Cunningham (Cunningham Hill Play Area, Cunningham Hill Open Space & Cunningham Hill Pavilion)**
- **Marshalswick South (Bernards Heath Play Area & Beech Bottom Dyke)**

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

- Clarence ward (Fleetville Footpath)
- St Peters ward (Victoria Playing Fields Footpath)
- Colney Heath ward, Cunningham ward & St Peters ward (Westminster Lodge Swimming Pool)

**Table 1** below is 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. The Council is close to receiving project proposals for the current red rag contributions below.
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.
5. No = the number of planning applications contributing to the total funding in the received (£) column.

# 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	79,750	79,750	0	Cunningham Hill Play Area, Cunningham Hill Open Space & Fleetville Community Centre (location committed, project to be confirmed)	2028
Batchwood	1	24,583	24,583	0	Bernards Heath Open Space (location committed, project to be confirmed)	2027
	1	27,387	27,387	0	William Bird Pavilion (location committed, project to be confirmed)	2028
Clarence	1	13,328	13,328	0	Clarence Park Play Area, Clarence Park & Clarence Park Pavilion (location committed, project to be confirmed)	2023
Cunningham	1	10,820	0	10,820	Project to be identified (see note 4)	2020
	1	24,591	24,591	0	Cunningham Hill Play Area, Cunningham Hill Open Space & Cunningham Hill Pavilion (location committed, project to be confirmed)	2028
Harpenden West	1	26,690	26,690	0	Rothamsted Park (location committed, project to be confirmed)	2022
London Colney	3	50,444	0	50,444	Project to be identified (see note 4)	2021
Marshalswick South	1	19,981	19,981	0	Bernards Heath Play Area & Beech Bottom Dyke (location committed, project to be confirmed)	2028
St Peters	1	79,870	79,870	0	Abbey View Track (works complete)	2025
	1	14,621	14,621	0	Municipal Gardens and 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	3,187	3,187	0	Victoria Playing Fields, Footpath & Play Area (completion date to be confirmed by Countryside Management Service)	2020
	1	116,163	116,163	0	Alban Arena, Clarence Park & Clarence Park Play Area (location committed, project to be confirmed)	2028
	2	10,807	0	10,807	Project to be identified (see note 4)	2020
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



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

### Completed transactions during period 01/10/18 – 31/01/19

Item	Date Completed	Property	Transaction
1	1/10/18	33 Down Edge, Redbourn	Purchase of flat for Council accommodation.
2	25/10/18	Land at Broad Colney Lakes	Sale of a small parcel of land at the centre of the Broad Lakes nature reserve in conjunction with Herts & Middlesex Wildlife Trust's sale of the main Broad Lakes site.
3	1/11/18	23 Hewitt Close Wheathampstead	Purchase of flat for Council accommodation.
4	8/11/18	Land at 46 Noke Shot Harpenden	Acquisition of strip of land to widen the driveway leading to the former garage site at Noke Shot. This will facilitate the proposed redevelopment of the site for housing.
5	26/11/18	37A Market Place, St Albans	Lease of commercial unit to Molton Brown Limited.
6	21/1/19	Flat 1 Hilldyke, Wheathampstead	Purchase of flat for Council accommodation.

# Council Performance & Budget Summary

## Appendix C: Property Transactions Update



### Status of key transactions as at 31/01/19

Item	Property	Transaction	Date first reported	Status (current position in bold)
1	Leisure Contract Secondary Property Transactions	Sub-leases of leisure facilities by the Council's leisure operator, 1Life Management Solutions Limited to Wellbeing Fitness & Leisure Community Trust Limited	June 2016	1Life has asked the Council to approve the appointment of a new sub-contractor, Wellbeing Fitness & Leisure Community Trust Limited (WFTL) under the Leisure Contract. Subject to that, 1Life has sought our approval to sub-let the leisure facilities to WFTL. This arrangement will enable 1Life to occupy the leisure facilities and to claim the business rates exemption available to charities. <b>The sub-contract documents were received from 1Life's solicitors on 7/12/18 and needed to be reviewed, so it was not possible to conclude the sub-leases by 31/12/18. Subject to approval of the new sub-contractor arrangements, we now expect to complete the sub-leases by 31/3/19.</b>
2	Harpenden Town Football Club (HTFC)	Surrender of land	January 2018	<b>HTFC has agreed terms with the Council to surrender part of the land the Club leases from the Council in order to facilitate the development of the Harpenden Cultural and Leisure Facilities Hub. We have circulated the documents for signature and we expect to complete the transaction by 28/02/19.</b>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update



<p>A <a href="#">Strategic Partnership</a> framework is in place to encourage collaboration. The Council has also developed partnership agreements with other key organisations on areas of mutual interest. Updates on these partnerships are outlined below.</p>	<p><b>Purpose</b></p>	<p><b>Summary of key achievements 2018/19</b></p>	<p><b>Meetings Held</b></p>	<p><b>Chair</b></p>
<p><b>Strategic Partnership</b> Involves members of key public, statutory, business and voluntary organisations in the District.</p>	<p>Considers matters of importance to the District including, currently, those related to the local economy, community safety, health and well-being, education and the voluntary sector.</p>	<p>Regular information sharing and taking action on key issues affecting the District such as:</p> <ul style="list-style-type: none"> <li>• Crime levels, cyber-crime and modern slavery.</li> <li>• Sustainability.</li> <li>• Economic development and local business.</li> <li>• Education.</li> <li>• The Universal Credit roll out.</li> </ul> <p>In 2018 the Community conference focused on engaging communities and the role of the voluntary sector.</p> <p><b>Key actions include:</b></p> <ul style="list-style-type: none"> <li>• Modern slavery - raising awareness, and Council staff training. Working with BeNCH to reaffirm their commitment locally.</li> <li>• Launch of the Council Tax Protocol (commitment to intervening at an</li> </ul>	<p>Every 8 /12 weeks</p>	<p>Cllr Alec Campbell</p>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update

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		<p>early stage to support those who have fallen into arrears).</p> <p><b>Priorities for 2019/20:</b></p> <ul style="list-style-type: none"> <li>• Development and delivery of Mental Health Action plan.</li> <li>• Crime related diversionary and intervention measures for young people.</li> </ul> <p>Areas for development: work on mental health to involve focused participation from all partners.</p>		
<p><b>Community Safety Partnership</b> A statutory partnership which includes Herts Constabulary, Fire</p>	<p>Develops and delivers an annual Community Safety Strategy prioritising measures to keep the District safe.</p>	<ul style="list-style-type: none"> <li>• ‘Chelsea’s Choice’ a theatrical production on child sexual exploitation delivered to 10 local secondary schools.</li> <li>• Domestic abuse awareness course for young people, delivered to 4 schools.</li> </ul>	<p>Quarterly with an annual half-day strategic review in December.</p>	<p>Amanda Foley</p>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update

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<p>and Rescue, Probation services, the Clinical Commissioning Group, and the District and County Councils.</p>		<ul style="list-style-type: none"> <li>• Crucial Crew safety programme running again in March with over 1,000 children attending.</li> <li>• Council CCTV used successfully in a number of criminal cases.</li> <li>• Working on crime related diversionary and intervention project for young people.</li> </ul> <p>Areas for development: further engagement from The Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire Community Rehabilitation Company (BeNCH CRC).</p>		
<p><b>Health &amp; Well-Being Partnership</b> Comprised of District Councillors, the three NHS Trusts, Herts Valley CCG, the District and County Councils, St Albans</p>	<p>Provides scrutiny and oversight of health related matters locally.</p>	<p>In 2018 the Partnership scrutinised and made recommendations on: Herts Valleys CCG's Urgent Treatment Centre consultation plus Herts Community Trust (HCT); West Herts Hospital Trust; Herts &amp; West Essex Sustainability &amp; Transformation Partnership; Hospital provision in St Albans; Provision for people</p>	<p>Quarterly</p>	<p>Cllr Beric Read</p>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update

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<p>and Harpenden Patients Group and other local voluntary and community sector organisations.</p>		<p>living with dementia and learning disabilities; Young people and mental health.</p> <p>The Public Health Working Group is working to deliver the <i>St Albans City &amp; District Health &amp; Wellbeing Strategy, 2018-2021</i> to improve physical and mental health. Projects funded through Phase 3 of the District offer include:</p> <ul style="list-style-type: none"> <li>• Youth Health Champions, a school based project aimed at improving the mental health of young people through peer-to-peer messaging.</li> <li>• Social Prescribing, aimed at identifying sources of support in the local community and reducing pressure on primary care.</li> <li>• Stronger Communities, a project consisting of three strands aimed at improving physical and mental health.</li> <li>• Shape Up, a men’s weight management programme aimed at promoting healthy lifestyles. The course is open to men aged 18-65, with a BMI of 30+.</li> </ul>		

# Council Performance & Budget Summary

## Appendix D: Partnerships Update



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		<p>National public health campaigns promoted locally include: Dry January, Suicide Prevention, and Mental Health Awareness Week.</p> <p>Areas for development: Closer working on preventative health measures.</p>		
<p><b>Inclusion &amp; Equalities Partnership</b>                      Involves: Citizens Advice St Albans (CASTAD) Communities 1<sup>st</sup> and the District Council.</p>	<p>To improve inclusion and equality of people across the District.</p>	<p>Study on the current population groups and facilities within geographical areas of need completed. Findings of report to be fed into grants funding priorities.</p> <p>Areas for development: to include increased engagement in targeted wards. Plus bi-annual equality themed seminars.</p>	<p>Quarterly</p>	<p>Stephen Craker, Communities 1<sup>st</sup></p>
<p><b>Economic Sustainability Partnership (ESP)</b>                      St Albans District Chamber of Commerce,</p>	<p>Share information on local labour market and joint areas of concern and collaboration.</p>	<p>Support to people out of work:</p> <ul style="list-style-type: none"> <li>• “Yes I Can” event. Jobcentre Plus claimants met with employers to explore barriers to work for people with disabilities or health conditions.</li> </ul> <p>Further Education and skills:</p>	<p>Quarterly</p>	<p>Graham Lane St Albans District Chamber of Commerce.</p>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update



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<p>University of Hertfordshire, Oaklands College, Communities 1<sup>st</sup>, Jobcentre Plus, and the District Council.</p>		<ul style="list-style-type: none"> <li>• Oaklands College attended two St Albans Girls School - Science Technology, Engineering and Mathematics (STEM) events.</li> <li>• Promoted the successful Small Business Saturday Tour Bus in St Albans in November.</li> </ul> <p>Economic Development:</p> <ul style="list-style-type: none"> <li>• Business start-up and support agencies database updated for the area.</li> <li>• Support to the Council's Economic Development Strategy 2018 - 21 and Action Plan.</li> </ul> <p>Areas for development: to involve the ESP in monitoring and supporting the delivery of the Economic Development Strategy and Action Plan 2018 / 21.</p>		
<p><b>Green Triangle</b> Partnership between the Building Research</p>	<p>To establish Hertfordshire as a globally renowned</p>	<ul style="list-style-type: none"> <li>• Oaklands, BRE, Rothamsted Research and UH have developed a skills analysis which identifies future skills gaps in the enviro-tech sector.</li> </ul>	<p>Quarterly</p>	<p>Cllr Julian Daly</p>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update



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<p>Establishment (BRE), Rothamsted Research, the University of Hertfordshire (UH), with the support of the District Council and Oaklands College.</p>	<p>centre of excellence in green technology.</p> <p>To deliver 3 Green Triangle branded networking events per year.</p>	<ul style="list-style-type: none"> <li>• It will work closely with the future Enviro-Tech Enterprise Zone (EZ) to meet skill needs in this local growth sector.</li> <li>• 3 Green Triangle partner networking events.</li> </ul> <p>Areas for development: closer working with the Enviro-Tech EZ on business collaboration, networks and skills.</p>		
<p><b>City of Expertise</b> Includes 20 local firms from the accountancy, surveyor, chartered engineering and legal sectors, plus the District Chamber of Commerce and District Council.</p>	<p>Putting St Albans on the map as a centre for professional services excellence.</p>	<p>Delivery of year 4 project plan, included:</p> <ul style="list-style-type: none"> <li>• Promotion of career opportunities at secondary school careers fairs (Beaumont School, Marlborough Science Academy and St Albans Girls School. Plus careers stand at a multi-school summer careers fair.</li> <li>• PR &amp; Marketing activity.</li> <li>• Barriers to Business Growth report completed.</li> <li>• Delivery of a Recruitment &amp; Retention workshop and report.</li> </ul>	<p>Quarterly</p>	<p>Cllr Salih Gaygusuz</p>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update

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		<ul style="list-style-type: none"> <li>• Three Young Professionals business breakfast events.</li> <li>• Two phases of Search Engine Optimisation work undertaken and resulted in a rise in City of Expertise website usage and coverage.</li> </ul> <p>Areas for development: to enable this group to be self-sustaining.</p>		
<p><b>Visitor Partnership</b> Comprises leading businesses and organisations representing the local visitor economy sector.</p>	<p>To work together to establish and sustain St Albans as a successful UK visitor destination, and deliver significant growth in the visitor economy.</p>	<ul style="list-style-type: none"> <li>• PR -70 news articles on St Albans secured in print and online in local and national press.</li> <li>• Renewed Visit Herts <a href="http://www.visitherts.co.uk">www.visitherts.co.uk</a> investment for year 2, and relationship working well in promotion of District's Visitor offer.</li> <li>• Visitor Guide 2019 print and design funded through advertising. Second edition due with additional feature on the St Albans Museum + Gallery.</li> <li>• Visitor Partnership stand at the Excursions trade show in January 2019, and stand at 2018 Herts Show.</li> </ul>	<p>Quarterly</p>	<p>Alison Berneye, Managing Director of Magenta Star</p>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update



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		<ul style="list-style-type: none"> <li>St Albans BID has taken over the day-to-day running of the enjoystalbans.com website, with financial and staff time contribution from SADC. There is an SLA in place and SADC retains ownership of the domain name to future-proof the arrangement.</li> <li>Visitor figures from 2015 to 2017 for the District show a 12% increase (1,837,000 trips in 2015 to 2,058,000 in 2017).</li> </ul> <p>Areas for development: focused collaboration with partners and further promotion of the Enjoy St Albans brand.</p>		
<p><b>University of Hertfordshire (UH)</b> A partnership between senior members of the Council and the University.</p>	<p>Strategic level collaboration on projects of mutual interest between the Council and the University. This includes: arts and culture, profile raising, awards ceremonies, the Local Plan, research</p>	<ul style="list-style-type: none"> <li>Leadership and management training delivered for Council staff.</li> <li>Work with St Albans Museum and Gallery with artist commissions and learning programs.</li> <li>Annual awards ceremonies.</li> </ul> <p>Areas for development:</p>	<p>Twice a year</p>	<p>Cllr Alec Campbell</p>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update

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	<p>support, and leadership and management training.</p>	<ul style="list-style-type: none"> <li>• Further opportunities for Graduate employment at the Council.</li> <li>• Research support of mutual benefit to be developed.</li> </ul> <p>The most recent meeting was in January 2019.</p>		
<p><b>Cathedral Partnership</b> An informal partnership between senior members of the Council and the Cathedral.</p>	<p>Strategic level co-ordination of working between the Council and Cathedral on a variety of issues, including environment, visitor economy, community events, civic celebrations and events, planning, parking strategy, and interfaith leadership.</p>	<ul style="list-style-type: none"> <li>• Planning, maintenance and upkeep, landscaping and the environment.</li> <li>• Visitor Partnership (above), and the marketing of the St Albans offer including to group tours.</li> <li>• Community and Civic events, including WW1 commemorations. Promotion of events, (Christmas Market, Alban Weekend).</li> <li>• Community welfare, including homelessness, and interfaith relations.</li> <li>• Cathedral joined the Strategic Partnership.</li> </ul> <p>The most recent meeting was in February 2019.</p>	<p>Twice a year</p>	<p>Cllr Alec Campbell</p>

# Council Performance & Budget Summary

## Appendix D: Partnerships Update



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<p><b>South West Herts Group</b> A partnership between senior members of the Council and the Planning Teams of Three Rivers, Hertsmere, Dacorum and Watford Councils</p>	<p>By 2050 to: Deliver strong 'place-shaping' Leadership in the SW Herts area. This involves area to be outward looking in approach and self-sufficient in job delivery, housing and infrastructure with a sustainable economy.</p>	<ul style="list-style-type: none"> <li>• Establishing common strategic purpose and objectives</li> <li>• Developing a shared vision</li> <li>• Incorporating key work streams into a Collaboration MoU</li> <li>• Developing a Joint Strategic Plan to guide growth in the area until 2050</li> <li>• Appointing a Strategic Plan Director</li> <li>• Completing a MoU and Statement of Common Ground</li> </ul> <p>The most recent meeting was in January 2019.</p>	<p>Frequency to be decided.</p>	<p>Chief Executive of Dacorum Council</p>

# Council Performance & Budget Summary

## Appendix E: Community Survey 2018 Update

The Community Survey was sent by post to 4,000 randomly selected households across the District in autumn 2018. It assesses residents' views on Council services and life locally.

The weighted data is broadly representative of the population of St Albans District as a whole. The survey is commissioned from Opinion Research Services (ORS), an independent market research company. It is conducted every 2 to 3 years. The last survey was undertaken in 2015.

The survey in 2018 was carried out between the week beginning 12 October and 7 December. 1,326 responses were received.

See the following link on the Council's website for the full ORS Report 2018 <https://www.stalbans.gov.uk/council-and-democracy/yourviews/consultations/completedconsultations/CommunitySurvey.aspx>. It includes comparisons from previous years (2015, 2012, 2010 and 2008).

**Results in Brief:** (Note that figures are rounded, so percentage point changes may not tally).

### **Satisfaction with Local Area and the Council**

- 90% of residents are satisfied or very satisfied with their local area as a place to live, the same figure as in 2015. (Note national downward trend detailed below).
- 66% of residents are satisfied with the way the Council runs things, down 5 percentage points on 2015. (Note national downward trend detailed below).
- 38% think the Council provides value for money, down 8 percentage points. (Note national downward trend detailed below).
- 77% of residents say that they feel they belong either very strongly or fairly strongly to their local area, up 2 percentage points from 2015.

### **Local Public Services**

- The services with which residents are most satisfied are parks and open spaces (87%), street markets (84%) and refuse collection (82%).
- Housing services (24%), planning and building control (29%) and parking (36%) received the lowest levels of resident satisfaction.
- Satisfaction with museums and galleries has increased 10 percentage points from 54% to 63%.

### **Information**

- 69% of residents agree that they are kept either fairly or very well informed by St Albans City and District Council about the services and benefits it provides, down 4 percentage points since 2015. (Note national downward trend detailed below).
- Nearly half (46%) of residents feel very or fairly well informed on how they can get involved in local decision making, up 10 percentage points from 2015.
- 43% felt very or fairly well informed about how well local public services are performing, up 5 percentage points from 2015.

### Helping Out and Getting Involved

- The percentage of residents who have given unpaid help at least once a month was 30%, an 8 percentage point increase on 2015.

### Respect and Consideration

- Nearly 9 in 10 (87%) residents agree that their local area is a place where people from different backgrounds get on well together. This is down 1 percentage point from 2015.

### Community Safety

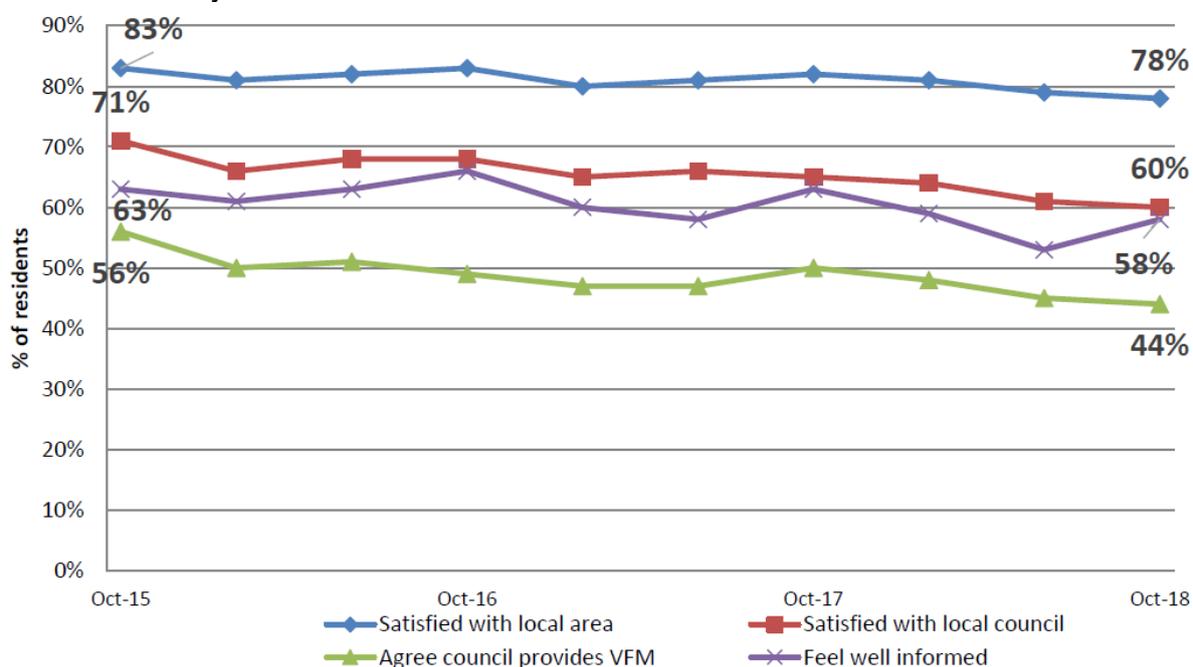
- Around 39% of residents report rubbish or litter lying around as a very or fairly big problem. This is up 15 percentage points on 2015 figures.
- 26% felt that drug use or drug dealing was a problem in the District. The figure for 2015 was 14.5%.
- 68% of residents agree that the Police and other local public services are successfully dealing with these issues in their local area. This is down 8 percentage points on 2015.

### The National Context

There are four of the key headline questions asked in the St Albans Community Survey which align with the indicators set by the Local Government Association (LGA). These measure how satisfied respondents are with their local area and council. These are: satisfaction with local area, satisfaction with how the Council runs things, agreement that the Council provides value for money, and feeling informed. These are asked as part of the LGA's England-wide telephone survey. This national survey is carried out three times a year (in February, June and October) with approximately 1,000 respondents each time.

Recent results from the LGA survey suggests a national context of declining results where respondents are asked about their local areas and council as shown in Figure 1 below.

**Figure 1.** Recent results from national LGA Polling<sup>1</sup> for the four indicators also asked about in the St Albans Community Survey 2018. Base: Approx. 1,000 British adults per four-monthly wave.



Direct comparisons between the results from the LGA polling and the St Albans Community Survey are not appropriate, as the studies have different methodologies. However, the data is useful for wider interpretation of changes in St Albans District.

### A. Previous National Indicators

	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	Higher or lower than 2015?
NI1 - % of people who believe people from different backgrounds get on well together in their local area	Higher	85.3%	81.4%	86.8%	88.2%	87.3%	Lower
NI2 - % of people feel that they belong to their local area/ neighbourhood	Higher	60.0%	66.7%	73.9%	75.0%	77.2%	Higher
NI5 – Overall/ general satisfaction with local area	Higher	90.3%	90.1%	93.6%	90.5%	90.1%	Lower
NI6 – Participation in regular volunteering	Higher	29.4%	31.8%	26.4%	21.8%	30.2%	Higher

<sup>1</sup> Source: <https://www.local.gov.uk/polling-resident-satisfaction-councils-october-2018>. The chart contains data for the period autumn 2015 to autumn 2018 – this is to correspond as closely as possible to the time period between the 2015 and 2018 St Albans surveys. October 2018 is the most recent wave for which data is available (at time of writing).

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## Appendix E: Community Survey 2018 Update

	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	Higher or lower than 2015?
NI41 – Perceptions of drunk or rowdy behaviour as a problem	Lower	18.7%	19.1%	14.8%	12.7%	16.5%	Higher
NI42 – Perceptions of drug use or drug dealing as a problem	Lower	15.6%	14.6%	11.8%	14.5%	26.2%	Higher
NI119 – Self-reported measure of people’s overall health and wellbeing	Higher	84.0%	84.5%	85.4%	86.0%	83.4%	Lower

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In Tables B to G below, coloured shading is used to highlight any *statistically significant* differences between the 2015 and 2018 results (where green indicates a positive change, and red indicates a negative change). Statistical significance is at a 95% level of confidence. Note: Where there are similarities in percentage point change, but dissimilarities in whether that change is statistically significant (and therefore in a coloured box), may be explained by reference to the sample size, rounding (i.e. the difference could be 3.500 or 4.499 but rounded to 4%) as well as the size of the confidence interval. Also, some of the numbers in the tables below do not add up due to rounding.

### B. Satisfaction with local area

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Satisfied with your local area as a place to live	Higher	90%	90%	94% <sup>1</sup>	90%	90%	-
Satisfied with the way that St Albans City and District Council runs things	Higher	42%	54%	70%	71%	66%	-5%
Agree St Albans City and District Council provide Value for Money	Higher	29%	37%	42%	46%	38%	-8%
Who feel they very and fairly strongly belong to their local area	Higher	60%	67%	74% <sup>2</sup>	75%	77%	+2%

<sup>1</sup> A 'Don't Know' response option was added to question in 2012. <sup>2</sup> 2008 and 2010/11 referred to 'immediate neighbourhood'. <sup>3</sup> A 'Don't Know' response option was added to question in 2012.

### C. Your Local Public Services

Percentage of residents very or fairly <u>satisfied</u> with the following services run by the district council	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Keeping public land clear of litter and refuse	Higher	60%	72%	72%	69%	61%	-8%
Refuse collection	Higher	74%	78%	78%	81%	82%	+1%
Doorstep recycling	Higher	72%	75%	76%	79%	79%	-
Sport/leisure facilities	Higher	43%	48%	53%	66%	60%	-6%
Museum / galleries	Higher	54%	55%	60%	54%	63%	+10%
Theatres/concert halls	Higher	53%	55%	61%	59%	59%	-
Parks and open spaces	Higher	86%	90%	91%	88%	87%	-1%

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Percentage of residents very or fairly <u>satisfied</u> with the following services run by the district council	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Street Markets	Higher	Not asked	82%	81%	83%	84%	+1%
Planning and building control	Higher	Not asked	28%	27%	31%	29%	-2%
Housing services	Higher	Not asked	26%	29%	34%	24%	-9%
Parking	Higher	Not asked	41%	28%	41%	36%	-4%
Events and festivals	Higher	Not asked	57%	59%	63%	67%	+4%

### D. Information

Percentage of residents who feel very or fairly well informed	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
About the services and benefits the Council provides	Higher	Not Asked	Not Asked	67%	73%	69%	-4%
On how and where to register to vote	Higher	96%	96%	94%	96%	97%	-
On how Council Tax is spent	Higher	66%	68%	67%	69%	73%	+3%
On how they can get involved in local decision making	Higher	32%	32%	31%	37%	46%	+10%
On how well local public services are performing	Higher	32%	34%	37%	38%	43%	+5%
On how to complain about local public services	Higher	33%	36%	35%	40%	42%	+2%

Percentage of residents who...	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
In the past year, have seen a copy of Community News	Higher	Not Asked	54%	75%	80%	79%	-1%
Read all or most of Community News (if seen a copy)	Higher	Not Asked	49%	62%	56%	54%	-2%

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### *E. Helping out and getting involved*

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Over the last 12 months, have given unpaid help at least once a month	Higher	29%	32%	26%	22%	30%	+8%

### *F. Respect and consideration*

Percentage of residents	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Agree that the local area is a place where people from different backgrounds get on well together	Higher	85%	82%	87% <sup>5</sup>	88%	87%	-1%

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

### *G. Community Safety*

Percentage of residents who say .... is <u>not</u> a problem	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Noisy neighbours or loud parties is not a problem	Higher	93%	91%	92%	94%	90%	-4%
Rubbish or litter lying around is not a problem	Higher	70%	72%	79%	76%	61%	-15%
Vandalism, graffiti and other deliberate damage to property or vehicles is not a problem	Higher	80%	85%	88%	92%	81%	-11%
People using or dealing drugs is not a problem	Higher	84%	85%	88%	86%	74%	-12%
People being drunk or rowdy in public places is not a problem	Higher	81%	81%	85%	87%	83%	-4%
Abandoned or burnt out cars is not a problem	Higher	95%	95%	98%	98%	97%	-1%

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Percentage of residents that	Higher or Lower is better	2008/09	2010/11	2012	2015	2018	% pts change since 2015
Agree that the Police and other local public services are successfully dealing with these issues in their local area	Higher	37%	58%	80% <sup>7</sup>	76%	68%	-8%

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

### Next Steps

Officers are investigating the survey findings further, looking at what is behind some of the results specifically at ward and parish level and developing action plans where appropriate.

For example, in the last survey (2015) a decline in participation in volunteering was identified. In response we have been working with our partners in the voluntary sector and with Communities 1<sup>st</sup>. We also focused last year's Strategic Partnership Community Conference on volunteering. This trend has now reversed and has increased by 8% percentage points.

Areas to be addressed from the Community Survey 2018 include:

- Litter (keeping public land clear of litter and refuse) which had already been identified as an issue. A litter strategy is being developed and has been identified in our Corporate Plan 2019/24.
- Perceptions relating to community safety (perceptions of drug dealing and use, drunk or rowdy behaviour and vandalism and damage to property). These areas of concern will be examined further and remedial actions developed through the Community Safety Partnership (which includes working proactively with the Police). Views are currently being sought to help the St Albans Community Safety Partnership (CSP) complete its strategy for the coming year. <https://www.stalbans.gov.uk/community-and-living/community-safety/>
- Sport / leisure facilities. The increase in satisfaction in 2012 and 2015 was likely to be influenced by the openings at the time of three new leisure centres (Westminster Lodge, Batchwood and Cotlandswick). Officers are looking at the data further in addition to the Harpenden leisure and cultural facilities development.

The Corporate Plan 2019-2024 sets out how we plan to serve our residents, businesses, voluntary groups and other customer groups over the coming five years. It addresses a number of the points raised in the Community Survey 2018, and any gaps will be identified as we work to develop the Corporate Plan 2020 – 2025.

# Council Performance & Budget Summary

## Appendix F: City Centre Opportunity Site South Update



A key priority project for the Council is to progress the development of the St Albans City Centre Opportunity Site (CCOS). This update relates to the land on the southern site of the scheme, known as CCOS South.

### Background

In October 2017 the Council acquired the freehold of the former Police Station. The Council then acquired the freehold of the NHS site and Hertfordshire House car park in April 2018. This allowed the signing of the S106 for CCOS South to be completed, which released planning permission 5/2017/1060 (PP1060).

### Optimised Scheme

The Council can progress and build PP1060, but is considering further improvement and optimisation, subject to cost, as follows:

1. Improve the amount of space within the existing permitted buildings that is marketable space, as opposed to circulation or plant
2. Make minor adjustments to the existing permitted buildings size
3. Improve the layout and location of the commercial and residential space
4. Improve the designed external facades of the buildings on the site
5. Improve the designed public realm scheme for the site

The Council appointed valuation, design and engineering contractors to develop the initial feasibility concept designs, cost plan and business case. This work was completed at the end of November 2018. It showed that further work will be required to ensure a balance is struck between the Council's ambitions for the public realm / elevational design and the schemes financial viability.

### Community Design Review (CDR)

The Council undertook a CDR in January 2019 to present the work undertaken in the concept design phase and to understand how this can be improved. The panel team at the CDR were presented with the following scheme details:

	PP 1060	Optimised Design
Residential Units (Market Sale)	56	62
Residential Units (Affordable)	30	35
Commercial Space (SQF)	42,413	45,804
Car Park Space	107	127

The panel team were asked to consider:

Topic	Detail
Quaker Garden	The public space between the Maltings and new buildings, including the integration of the agreed new design for the Quaker Burial Ground and possible additional mixed-use building.
Elevational Strategy	Victoria Street - Bricket Road façade, corner building and façade detail as part of setting the tone for the whole scheme.
Skyline	Roofscape along Victoria Street and Bricket Road as part of setting the tone for the skyline for the whole scheme.
Landscaping	Street furniture, lighting and hard and soft landscape across the site.

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## Appendix F: City Centre Opportunity Site South Update



Full details of the information presented at the Community Design Review can be found at this link <https://www.stalbans.gov.uk/council-and-democracy/CommercialAndDevelopment/>

### Recommendations

The following is a summary of the priority recommendations from the CDR:

1. Find ways to particularise and celebrate areas such as prominent corners, skylines, in particular the prominent corner seen when walking up from the station
2. Ameliorate the austere and rectilinear monolithic form of the buildings with more variety, mix of uses, expressions of form and window proportions and other means, introducing visual interest and attractive amenity
3. Be braver; to try and explore the notion of more idiosyncratic/quirky character of the buildings and spaces
4. Consider part of the roof becoming more accessible for residents, including to the public, perhaps even a café
5. Support a projection of Block C into Quaker Garden square, as this addition could potentially hold the corner better, but wonders if this part of the building could become more public
6. Remove the white string courses as this strong horizontal element is working against the vertical emphasis of the buildings
7. Do not support the use of granite paving as it is not a local material. Staffordshire blue brick and York Stone are a good alternative and more practical
8. Develop a strong and clear lighting strategy for the whole of the site, particularly along the main internal routes between Block C and D
9. Do not feel the long range view impacts shown constitute a significant difference between the consented and proposed scheme, but iconic views from south east (ie from the railway) and from the east (from the M25) are to be considered. The provision of more variation on the roofscape including in the shown parapets is recommended

The CDR attendees also felt strongly about the pedestrian crossing being well designed even though it is outside the scope of the site.

The full recommendations report can be accessed through this link <https://www.stalbans.gov.uk/council-and-democracy/CommercialAndDevelopment/>

### Next Steps

The Council valuation, design and engineering contractors are evaluating the recommendations of the CDR, whilst continuing to ensure the economic viability of the scheme. They aim to produce developed designs, a developed cost plan and a draft planning application in the next few months. Once this has been achieved the scheme will be subject to a design review panel and pre-application meeting.

In parallel the Council has cleared the pre-start planning conditions under PP1060. This allows the contractor to begin work on asbestos removal, which will last a couple of months. It is hoped that the buildings on the site will be demolished by June 2019.