

Scrutiny Panel Agenda



Safer, Cleaner, Greener Scrutiny Panel Tuesday, 7th October, 2014

You are invited to attend the next meeting of **Safer, Cleaner, Greener Scrutiny Panel**, which will be held at:

**Committee Room 1, Civic Offices, High Street, Epping
on Tuesday, 7th October, 2014
at 7.30 pm .**

**Glen Chipp
Chief Executive**

**Democratic Services
Officer**

Adrian Hendry, Directorate of Governance
email: democraticservices@eppingforestdc.gov.uk Tel:
01992 564246

Members:

Councillors Mrs J Lea (Chairman), Mrs H Brady (Vice-Chairman), K Chana, Mrs R Gadsby, R Jennings, Ms Y Knight, L Mead, S Neville, Mrs M Sartin, B Surtees and Mrs E Webster

SUBSTITUTE NOMINATION DEADLINE:

18:30

1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

To report the appointment of any substitute members for the meeting.

3. DECLARATIONS OF INTEREST

(Director of Governance). To declare interests in any items on the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an OS Committee which relates to a decision of or action by another Committee or Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a matter.

4. NOTES OF THE LAST MEETING (Pages 5 - 12)

To agree the notes of the last meeting held on 15th July 2014.

5. TERMS OF REFERENCE AND WORK PROGRAMME (Pages 13 - 16)

(Chairman / Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference of this Panel. This is attached along with a draft work programme. The Panel are asked at each meeting to review both documents.

6. NOTES OF THE IAA MEMBER MEETING ON 18 SEPTEMBER

(Director of Neighbourhoods) It is advised that these notes will not be available in time for the meeting.

7. NOTES OF WASTE MANAGEMENT PARTNERSHIP BOARD (Pages 17 - 20)

(Director of Neighbourhoods) To note the attached minutes from the Waste Management Partnership Board of 15 August 2014.

8. PROGRESS AGAINST CLIMATE LOCAL AGREEMENT

(Director of Neighbourhoods) The Panel will receive a verbal update at the meeting.

9. PROGRESS AGAINST CLIMATE REDUCTION STRATEGY

(Director of Neighbourhoods) The Panel will receive a verbal update at the meeting.

10. NOTES OF BOBBINGWORTH LIAISON GROUP

(Director of Neighbourhoods) The notes of the liaison group are not available.

11. RECYCLING IN FLATS AND MULTIPLE OCCUPANCY DWELLINGS

(Director of Neighbourhoods) The Panel will receive a verbal update at the meeting.

12. NOTES OF LOCAL HIGHWAYS PANEL (Pages 21 - 24)

(Director of Neighbourhoods) To note the attached minutes from the Local Highways Panel of 28 August 2014.

13. NOTES OF SLM CONTRACT MONITORING BOARD (Pages 25 - 30)

(Director of Neighbourhoods) To note the attached minutes from the Leisure Management Contract Monitoring Board of 1 September 2014.

14. NOTES OF NORTH ESSEX PARKING PARTNERSHIP 26 JUNE 2014 (Pages 31 -

120)

(Director of Neighbourhoods) To note the attached notes from the North Essex Parking Partnership of 26 June 2014.

15. UPDATE ON THE ENVIRONMENT AGENCY RIVER RODING STRATEGY (Pages 121 - 122)

(Director of Neighbourhoods) To note the contents of the Environment Agency letter to the Chief Executive, 1 August 2014, regarding Adoption of the River Roding Strategy.

16. KEY PERFORMANCE INDICATORS 2014/15 - QUARTER 1 PERFORMANCE (Pages 123 - 164)

To consider the attached report.

17. FUTURE MEETINGS

To note the dates of this Panel's meetings. They are:

6 January 2015;
24 February; and
28 April

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**EPPING FOREST DISTRICT COUNCIL
NOTES OF A MEETING OF SAFER, CLEANER, GREENER SCRUTINY PANEL
HELD ON TUESDAY, 15 JULY 2014
IN COMMITTEE ROOM 1, CIVIC OFFICES, HIGH STREET, EPPING
AT 7.30 - 9.25 PM**

- Members Present:** Mrs J Lea (Chairman), Mrs H Brady (Vice-Chairman), K Chana, Mrs R Gadsby, L Mead, S Neville, Mrs M Sartin, D Stallan (Housing Portfolio Holder) and B Surtees
- Other members present:** W Breare-Hall, A Mitchell MBE, G Waller, Mrs J H Whitehouse and J M Whitehouse
- Apologies for Absence:** R Jennings, Ms Y Knight and Mrs E Webster (Vice Chairman of Council)
- Officers Present** J Chandler (Assistant Director (Community Services)), K Durrani (Assistant Director (Technical Services)), A Hendry (Democratic Services Officer), J Nolan (Assistant Director (Neighbourhood Services)) and C Wiggins (Safer Communities Manager)

1. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

It was reported that Councillor D Stallan was substituting for Councillor E Webster.

2. DECLARATIONS OF INTEREST

No declarations of interest were made.

3. NOTES OF THE LAST MEETING

The notes of the 15 April 2014 meeting were agreed as a correct record.

4. ROAD TRAFFIC ACCIDENTS - EPPING FOREST DISTRICT

The Chairman welcomed Adam Pipe, the Casualty Reduction Manager from Essex Police and PS Simon Willshire. They were there to talk about the work Essex Police were doing with the road traffic collisions data for the Epping Forest area.

Firstly Mr Pipe gave an overview of the Epping Forest area. He noted that the traffic section were having a difficult time as they were not seen as a priority by central government and had to deal with cuts in their resource budgets. They were to get down to 80 from the current 160 officers for the County and to 10 motorcycle units, with only 2 officers responsible for commercial vehicles. They were also down to 9 special constables responsible for casualty reduction.

The meeting noted that his section was also responsible for the road side safety cameras and carried out camera offences investigations. The cameras were not just for fines, a lot of the people caught this way were told to take safety courses by the courts.

His section was based at South Woodham, where they coordinated multi agency operations targeting commercial vehicles or young drivers or speeding motorists.

Part of their job was to reduce the number of people killed or seriously injured (KSI) on Essex roads through enforcement, education and engagement. Partly this would be down to the maximum use of re-education for the low end offenders and ensuring, where possible, that top end offenders were brought to justice. They also identified those persons who used the road network to commit crime. To continue to do these tasks they had to ensure that they were fit for purpose and were capable of delivering effective and professional roads policing.

They were creating all sorts of courses for low level offenders from cyclists, to motorcyclists and drivers, all based around educating them and modifying their behaviour. The meeting noted that a disproportionate 26% of KSIs were motorcyclists who made up only a small percentage of motorised road traffic. They were also noticing an increase in drunk drivers at present. The accidents were all plotted on an 'ACCSMAP' system that identified the position of all collisions and also recorded the reasons behind them. In the Epping Forest area, in 2014 so far there had been 35 KSIs. There had been 40 for 2013. As for cyclists, so far this year there have been substantially less KSIs than last year, which was encouraging. There had been quite a few pedestrian accidents so far this year especially in the Loughton area, a densely populated urban area.

Julie Chandler, the Assistant Director Community Services, asked if the figures could be broken down by day and time. Mr Pipe said that yes they could be if needed. They used this data to direct what they are going to do.

Mr Pipe finally showed the break down of KSI and slightly injured accidents of the surrounding main roads for the district for the past 36 months. The M11 had 23 KSIs and 151 slights; the M25 had 17 KSIs and 149 slights; with the A414 having 15 KSIs and 54 slightly injured. He noted that he could provide any level of information that could be asked for.

The meeting was then opened up to questions from the members present.

Councillor Sartin noted that a few years ago there had been a high level of KSIs on the rural roads in the area; did he have any figures on this. Mr Pipe said he could provide it if needed. There had been a lot of problems in the rural areas, especially along the Crooked Mile. They were now promoting a 50mph speed limit and were keeping it under surveillance. Bumbles Green had a lot of issues a few years ago and they put in double white lines down the centre of the road and this had taken away a lot of those issues.

Councillor Stallan noted that they have an annual night time ride that runs through North Weald; there had been some fatalities some years ago. Over the years he had received some complaints about the noise and that they were riding 5 abreast. Mr Pipe agreed that they had problems with this ride over the years. They could not stop them from doing this ride, but only speak to and advise the organisers on the issues raised. Policing this also depended on the resources available.

Councillor Stallan then asked about the M11/M25 junction coming up from Dartford; Lorries and cars tended to cut across and go down the south bound exit. Mr Pipe said he would look into this.

Councillor Stallan noted that not all forest roads had the 40mph speed limit. Mr Pipe said that they depended on the local authorities for this; it would have to go through the Local Neighbourhood Highways Panel.

Councillor Stellan commented that the zebra crossing in North Weald had cars parking on the zig-zag lines and police cars were just passing them without doing anything about it; this had also been raised at the local NAPS. Mr Pipe said he would look into this. Part of his responsibilities was to let the ordinary beat officers know that they also have a responsibility for this type of enforcement.

Councillor Jon Whitehouse noted that the data showed only the serious accidents. Are the non KSI incidents, of which there were many, recorded? He was told that not all were recorded; for every one incident recorded, there were approximately five that were not. They were now looking at cluster points to put on their database, as they currently only have an old fashioned paper system for this. Their new system was web based with GPS plotting.

Councillor Jon Whitehouse asked about police liaisons with local communities and giving them access to speed guns etc. Mr Pipe noted that there was less speed enforcement being carried out at present, but they would be using smarter technology to make them more efficient.

Councillor Janet Whitehouse asked if figures could be provided for Fiddlers Hamlet and asked how double white lines could be put on the roads. She was told that these figures could be provided and that if she wanted road marking installed she would have to speak to the highways authority.

Councillor Janet Whitehouse asked how many speed cameras there were and was told that at present they had 100 static cameras, which were now being digitalised. They were looking to change driver attitudes and way of driving by their use. He noted that at present there were about 1420 people being investigated, which created a backlog in their system.

Councillor S Neville asked how many people reoffended after going on these courses. He was told that independent studies were being undertaken at present, preliminary results seem to show that they were not reoffending within a year.

Councillor S Neville then asked if there was anything to gain from training up members of the public to help the traffic police as has happened elsewhere. Mr Pipe noted that they were not withdrawing speed enforcement although 'Speedwatch' was happening more and more, using more recording devices and maybe at some time in the future volunteers would be trained to use these devices. They were being used by PCSO in Manchester at present.

Councillor H Brady commented that she was sad to hear they were down to 80 officers. Mr Pipe replied that nationally road policing had not been given priority by the government. Some forces did not even have a traffic department; these were challenging times.

Councillor Brady asked what happened to the money brought in by the fines and was told that it went into a national 'pot'.

Councillor Brady then asked if they would allow small villages to pay to have their own speed camera to be installed. She was told that was a good idea, although they were a county asset. Some villages now pay for cameras, but Essex County had to agree to it. The average speed system worked really well as they achieved better compliance than the spot cameras.

Councillor Brady wanted to know if the education courses were combined with fines and was told that they were. They were for the low end of offending.

Councillor B Surtees noted that there were a lot of signage that was obscured or just not there. He had been asking for improvements to signage and to zebra crossings for some time. Also, there were a lot of early morning bike races; could anything be done about them? Mr Pipe noted that there was a 'Ranger' service that went around clearing the obstruction from road signs. Any cycle races had to notify the traffic police. If you could let him know which race we would look into it.

Councillor Sartin asked about the major accidents on the M11, were there any investigations being undertaken as to why they happened. She was told that as traffic managers they were responsible for sorting out the incidents and investigating them thoroughly. If they have to close a road for a long period to aid their investigation then they would; even though they were pressured to open up the road before they were ready they would do what they had to in order to enable them to understand what had occurred.

Councillor Lea wanted to know if there were any volunteers working speed cameras within the Epping Forest District and if anything could be done about the cycle races held on the Crooked Mile as they tended to ride four abreast; could they be marshalled by some police motorcyclists. Mr Pipe replied that currently there were volunteers working at Stanford Rivers and this was currently under review. There were some races that they could marshal but not all. They did put pressure on the organisers to keep the riders in line. They needed to get their events organised properly.

Councillor Lea then asked if speed cameras could help on the Crooked Mile and was told that there were some areas where they could help. They could use speed data to help indicate where there were issues that needed to be addressed.

The Chairman called this part of the meeting to a close and thanked Mr Pipe and PS Willshire for their excellent presentation and responses to the Panels questions.

5. ANTI SOCIAL BEHAVIOUR CASE REVIEW MODEL

The Communities Safety Manager, Caroline Wiggins noted that new legislation on Anti-social Behaviour, the Crime and Policing Act 2014 (formally known as 'Community Triggers') received royal assent on 13 March 2014. The Act was designed to introduce simpler, more effective powers to tackle anti-social behaviour and provide better protection for victims and communities.

Within the Act are new responsibilities for the relevant bodies including the District Council, the police, clinical commissioning groups, health providers and registered social housing providers.

To ensure agencies took a more joined up, problem solving approach, Safer Essex had agreed to develop a consistent County-wide approach across all agencies who are involved in the use of the new legislation; providing victims of anti-social behaviour with a coherent and effective response regardless of where they lived in Essex.

It was important to note that the District Council would play a key pivotal role in this process by taking the lead over the other agencies, including Essex Police, in

recording, collating and responding to all Anti-social Behaviour Review requests from the public.

The new act allowed for local areas to set their own threshold to accommodate local needs and resources. Safer Essex has set a county wide threshold of 3 incidents of ASB within the last 6 months where the victim considers no action had been taken.

It was also agreed to adapt the Anti-Social Behaviour Case Review model to include a lower threshold where the victim perceives the ASB to be of a Hate Crime nature to 1 incident within last 6 months where the victim considers no action has been taken.

Ultimately this strategy would aim to achieve County-wide publicity to introduce the Case Review's being complemented by local publicity, press releases and website site information identifying local contacts and specific details for each District and Unitary authority, including dedicated telephone numbers and web pages.

She noted that there were currently a lot of neighbour disputes cases, with officers increasingly using mediation tactics to resolve them. Officers could review cases if needed and could send them up to the police panel for review.

Councillor Stallan asked how many cases they had a year and would be more of a problem if one of the neighbours had a council house and the other had a privately owned house. Mrs Wiggins replied that if they were council tenants her team would normally not get involved and would leave it to housing officers. In a housing tenant / private householder dispute her team would take the lead.

Councillor Jon Whitehouse commented that sometime it depended on the persons involved. Did you have links with the mental health authorities? Mrs Wiggins replied that it was difficult, if the person said they were fine there was nothing the police could do, the same went for mental health officers, sometimes we could do nothing.

RESOLVED:

That the Panel noted the progress made to develop and launch a County-wide approach to the Anti-social Behaviour Case Review model, prior to the anticipated implementation in October 2014.

6. WASTE CONTRACT UPDATE

The Assistant Director, Technical Services, Mr Durrani gave the meeting a rundown on the latest of the new waste management contract awarded to BIFFA. The Cabinet agreed on 19 May to award the contract to Biffa Municipal Limited. Following the publication of the decision on 21 May there was the Alcatel mandatory standstill period. This was to allow any unsuccessful bidder to challenge the decision made by the Council. It was noted that no challenges were made to the awarding of the contract and the contract had now been formally awarded to them. The unsuccessful bidders had a debrief session on 3rd July. This was attended by SITA, SERCO and Ubaser.

It was noted that:

- BIFFA's mobilisation team had been accommodated at the Langston Road Depot -Loughton;
- An officer's working party had been set up to oversee the transfer;

- The new contract was different to one the Council had with SITA, BIFFA would now supply their own dust carts, dry recycling sacks, wheelie bins and other containers. The officer group would oversee the mobilisation of the new contract.
- There were a number of key issues to be monitored closely: introduction of new information technology systems, TUPE transfer of all SITA staff, asset transfer, handover from SITA to BIFFA, the relocation from Langston Road Depot to BIFFA's two depots and the introduction of a four day collection service next year.

Further updates will be given when available.

Councillor Sartin commented that various District Councils in Essex have dropped in their recycling figures recently. How were we doing? Mr Durrani replied that we were close to last years figures, not yet at 60% but at about 59% at present. We are one of the highest performing councils nationally. We are looking at recycling in flats to increase our figures.

Councillor Sartin then commented that she had noticed that children's education in recycling was not high on BIFFA's priorities. Councillor Breare-Hall noted that they were the weakest on this at the interviews. He stated that he would be raising this with BIFFA at the Waste Management Partnership Board meetings.

Councillor Janet Whitehouse noted that they would now collect tetra packs© along with glass. Mr Durrani noted that tetra packs© would be collected with dry recycling and as present, in clear plastic sacks, whereas glass would be in blue boxes. BIFFA will also do only one pass and pick them up all up in one go. They would also collect small electrical items.

Councillor Stallan said it was good to have publicity on this and suggested that we should match our bin colours with other councils to avoid confusion. Councillor Waller noted that Germany had standard bin colours for the whole country and this saved them a lot of money by mass buying the bins.

7. TERMS OF REFERENCE AND WORK PROGRAMME

Terms of Reference

The Panel noted their Terms of Reference and asked for the Leisure Board Minutes to be included as they had been agreed by the main O&S Committee.

Work Programme

Noted that the Panel would like an update on item 9, recycling in flats and multi-occupational dwellings. They noted that the Council's House Building Programme should include the need for relevant bin storage areas in their design. Also guidance was being developed for the planning protocols.

Councillor Surtees considered that there were bigger issues on new builds and there could be cause to have standard questions on planning applications. Councillor Stallan noted that a proposal like this should be addressed via a PICK form.

Councillor Neville wondered when the Panel would receive their next update of items 6 and 7, progress against Climate Local Agreement and progress against carbon reduction strategy. Councillor Waller noted that the officer was still work on these items and should be able to provide figures for the next meeting.

It was also noted that any minutes of the Green Working Party and the Waste Working Party should come to this Panel for information.

8. NOTES OF THE BOBBINGWORTH, FORMER LANDFIL SITE, LOCAL LIAISON GROUP - MINUTES

The Panel noted the minutes of the Bobbingworth, Former Landfill Site, Local Liaison Group for 27 March 2013 and 17 April 2014.

Panel members were urged to visit the site now that it was in full flower, it may be that this could be tied into a visit of the new waste sites.

9. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

There were no particular items to be submitted to the next Overview and Scrutiny Committee meeting.

10. FUTURE MEETINGS

The future scheduled meetings of the Panel were noted.

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TERMS OF REFERENCE - STANDING PANEL

Title: Safer, Cleaner, Greener

Status: Standing Panel

Terms of Reference:

1. To approve and keep under review the "Safer, Cleaner, Greener" initiative development programme.

(Note: this development programme will encompass the three main issues and will therefore include matters such as:
 - (i) environmental enforcement activity*
 - (ii) safer communities activities*
 - (iii) waste management activities (in addition to WMPB information))*
2. To keep under review the activity and decisions of the Waste Partnership Member Board and the Inter Authority Member Working Group.
3. To receive reports from the Waste Management Partnership Board in respect of the operation of and performance of the waste management contract
4. To monitor and keep under review the 'Climate Local Agreement' and the Council's progress towards the preparation and adoption of a sustainability policy and to receive progress reports on the Council's Climate Change Strategy from the Green Working Group
5. To receive and review the reports of the Bobbingworth Nature Reserve (former Landfill site) Liaison Group.
6. To act as the Council's Crime and Disorder Scrutiny Committee and to keep under review the activities of the Epping Forest Safer Communities Partnership as a whole or any of the individual partners which make up the partnership and:
 - That one meeting a year be dedicated as Community Safety Committee meetings.
7. To monitor and review the new Local Highways Panel.
8. To receive the minutes of the North Essex Parking Partnership (NEPP) for the purposes of monitoring the work and progress of the partnership.
9. To monitor and review the minutes of the Police and Crime Panel.
10. To receive copies of the Leisure Board minutes.

Chairman: Cllr. Lea

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Safer, Cleaner, Greener Standing Panel (Chairman – Cllr Lea)
Work Programme 2014/15

Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
(1) Enforcement activity	October 2014	Six monthly report to Panel	15 July 2014;
(2) CCTV action plan review	July 2014	Six monthly report to Panel – last went to October 2013 meeting	07 October;
(3) CSP scrutiny review meetings	April 2015	Report last went to April 2014 meeting	06 January 2015;
(4) Receive notes of Waste IAA Member meetings	As appropriate	Notes reported to Panel at first available meeting following receipt – the January '14 meeting received notes of 24 October 2013 meeting A verbal update on the new waste contract was given to the July 2014 meeting.	24 February; 28 April
(5) Receive notes of Waste Management Partnership Board	As appropriate	Notes reported to Panel at first available meeting following receipt – October meeting received notes of 15 July 2013 meeting	Crime & Disorder Scrutiny meeting – April 2015?
(6) Progress against Climate Local Agreement	July 2014	Six monthly report to Panel –	
(7) Progress against carbon reduction strategy	July 2014	Six monthly report to Panel – Once a charter of EFDC environmental commitments has been established and agreed, a strategy will need to be written based around achieving the aims that are signed up to.	
(8) Receive notes of Bobbingworth Nature Reserve liaison group	As appropriate	Notes reported to Panel at first available meeting following receipt – April 14 minutes went to the July 2014 meeting.	
(9) Recycling in flats and multi-occ dwellings		A verbal report was given at the Oct 13 meeting.	

Safer, Cleaner, Greener Standing Panel (Chairman – Cllr Lea)
Work Programme 2014/15

Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
(10) Monitor Local Highways Panel	As appropriate	Once established to keep a watching brief on the effectiveness of the new Local Highways Panel – January '14 meeting received minutes from the November 2013 meeting.	
(11) Review notes of SLM contract monitoring board	As Appropriate	Notes reported to Panel at first available meeting following receipt – January '14 meeting received minutes of the November 2013 meeting	
(12) Receive notes of North Essex Parking Partnership (NEPP) minutes	As appropriate	Notes reported to Panel at first available meeting following receipt – January '14 meeting received notes from the August 13 meetings	
(13) Highway Accident statistics	Info will be given to the Panel when available.	Report went to April 2013 meeting. A further detailed report and presentation delivered was delivered to the July 2014 meeting.	
(14) To monitor the minutes of the Police and Crime Panel	As appropriate		

WASTE MANAGEMENT PARTNERSHIP BOARD MINUTES

Date of Meeting: 15 August 2014
Location: Chief Executive Office, Civic Offices, Epping
Time: 11.00 am
Attending: Cllr W Breare-Hall – Env. Portfolio Holder & Board Chairman (WBH)
 Cllr Mrs S Stavrou (SS)
 Derek MacNab - Director of Neighbourhoods (DMN)
 Qasim Durrani, Assistant Director, Technical (QD)
 David Marsh, Waste & Recycling Manager (DM)
 Dave Swire - SITA UK (DS)
 Nick Browning - SITA UK (NB)
 Melvin Dhorasoo - SITA UK (MD)

		Action
1.	Introductions	
2.	Apologies for Absence – SS Cllr Will Breare-Hall thanked Sita for all the good work over the life of the contract, their commitment to the tender process and wished them well for the future.	
3.	Declarations of Interest - None	
4.	Draft minutes of the meeting held on 16 December 2013- Agreed	
5.	Matters arising - None	
6.	<p>Review of current contract performance (operational and financial) No financial information was available. This was due to some staffing changes at Sita and the new resource responsible for preparing the financial information for this contract had not yet been able to produce the information. It was agreed that the information will be circulated in the near future.</p> <p>KPI information was presented by MD. It was noted that Green Recycling had increased from February to June of this year. This was followed by a dip in performance. This could be attributed to the warm weather and lack of enough rainfall that has hampered vegetation growth. However the overall recycling remains above 60%.</p> <p>KPI for missed bins per 100,000 collections remains low. Although there was a spike in March the overall position is very good. The average over the past year represents 0.05% of the total number of collections.</p> <p>KPI for RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) accidents. There is nothing to report. Sita have carried out a lot of work on Health and Safety improvements. WBH asked about the Sita member of staff who had a serious accident last year. Sita informed that the staff member is back and working in the office on administrative duties. Sita are working with the HSE to facilitate his return to operational duties.</p> <p>KPI for Overtime, Agency hours and Sickness etc. Sita reported that no agency staff were employed in the review period and overtime was used to cover additional workload. It was reported that sickness levels are unusually high and it was getting worst. This could be linked to staff morale as the contract comes to an end.</p> <p>The workforce has got concerns and it is incumbent on Biffa encouraged by EFDC to address these concerns. One key issue for the work force is around</p>	<div style="font-size: 4em; color: orange; opacity: 0.5; position: absolute; top: 50%; left: 50%; transform: translate(-50%, -50%); pointer-events: none;">DRAFT</div> <div style="font-size: 4em; color: orange; opacity: 0.5; position: absolute; top: 50%; left: 50%; transform: translate(-50%, -50%); pointer-events: none;">T</div> <div style="font-size: 1.5em; font-weight: bold; margin-top: 20px;">MD</div>

7.	<p>travel time from the current depot at Langston Road to the new proposed Biffa depot outside the District. Another area of anxiety for the work force is the likely changes to their salaries due to loss of overtime around bank holiday catch up and an intimation that 2% pay award will not be honoured.</p> <p>DMN stated that the Council will apply pressure on Biffa so that they provide clarity and answer all the questions raised by the work force. It was felt that perhaps Biffa were not fully prepared for the first meeting they had with the workforce on 28 July.</p> <p>Update on contamination DM provided a background to the historical contamination levels, work done by WYG on the current levels and the measures taken so far to control these. These include putting new stickers, detailing materials that can be recycled, on the communal bins in blocks of flats and installing smaller apertures on bins to make it easier for residents to dispose recycling materials for example glass bottles and paper. A new contamination booklet is being prepared which will provide more details to residents.</p> <p>DM reported that current overall contamination levels are around 10%. To a question by WBH about experience from other districts and whether smaller apertures were helpful. DM responded that this was very obvious. Education and ongoing publicity was required to engage residents and keep recycling on the top of the agenda. It is not an option to not recycle in the worst performing areas as this will negatively impact those residents who wish to recycle. There is a need to revisit the contamination issue and identify what actions can be taken.</p> <p>Sita made the observation that the cost is picked up by them as they have to deal with the contamination that remains at the end of MRF process. This is in the form of loss of recycling income as well as having to deal with the cost of disposal of non-recyclable waste.</p>	DMN
8.	<p>Health & Safety These relate to H&S inspections carried out by the Client (EFDC) officers. DM reported that the overall the audit was clear. However two issues were identified one relates to daily checks by Sita Supervisors, these are not happening as per agreed frequency. The second issue was around Depot Facilities and this relates to RCVs being parked near the fuel pump. MD was aware of this and all drivers have been made aware of this. He will check and monitor this situation.</p>	DM MD/DM
9.	<p>Demobilisation and handover arrangements DM has had meetings with Biffa and Sita. Depot handover meeting is to take place on 21 August 2014. All existing vehicles that are subject to handover are scheduled to be inspected in October however Sita suggest that this date is brought forward to allow them to carry out repairs before the end of the contract.</p> <p>Midnight on 3 November 2014 is the last date of the Sita contract which falls on a Monday. It was agreed that in order to allow a smooth transition and handover from Sita to Biffa the last date of the current contract will be 2 November 2014, Sunday evening. This will mean that the last day of refuse and recycling collections by Sita will be Friday 31 October and Saturday 1 November for street cleansing. Biffa can then use Sunday to prepare for commencement of their contracted services from Monday 3 November.</p> <p>DS was concerned about the loss of income (recharges and depreciation costs) that Sita may incur by finishing one day too soon. He will write to DMN and make him aware of the costs with a view to seek payment from the Council.</p>	DM DS

10.	Any other business None	
11.	Date of Next Meeting A date was not agreed but a one off meeting could be arranged if the need arose.	

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ECC/EFDC LOCAL HIGHWAY PANEL MINUTES

Committee: ECC/EFDC Local Highways Panel **Date:** Thursday, 28 August 2014

Place: Committee Room 2, Civic Offices, High Street, Epping **Time:** 6.00 - 6.37 pm

Members Present: **County Councillors:**

J Knapman (Chairman), Mrs R Gadsby, A Jackson, Mrs M McEwen, C Pond and J M Whitehouse

District Councillors:

R Bassett, G Chambers, T Church, P Keska, Mrs J Lea and L Mead

Other Councillors: G Waller

Apologies: County Councillor Mrs V Metcalfe (Vice-Chairman) and K Chana

Officers Present: S G Hill (Assistant Director (Governance & Performance Management)), J Leither (Democratic Services Assistant), K Durrani (Assistant Director (Technical Services)), K Shenton (Highways Liaison Officer, ECC), J Simmons (Highways Liaison Officer, ECC), D Sprunt (Principal Transportation Co-Ordinator - ECC) and M Row (ECC)

7. MINUTES

RESOLVED:

That the minutes of the meeting held on 26 June 2014 be taken as read and signed by the Chairman as a correct record.

8. SCHEME RECOMMENDATIONS 2012/13

The Chairman asked the Panel if there were any problems with the Scheme Recommendations for 2012/13.

(1) Item 19 – LEPP001014 – Epping & Theydon Bois

Councillor Church asked who was funding the signs and maintenance.

The Highway Liaison Officer (HLO) advised that she would find out the information and report back to the next meeting.

(2) Item 31 – LEPP002005 – North Weald & Nazeing

Councillor Bassett reported that this scheme was recorded on the Scheme List as being completed, he advised County Officers that this scheme was not completed and asked if could they find out why and when would it be completed.

The HLO advised that she would check why this scheme had not been completed and would report back to the next meeting.

RESOLVED:

That the HLO would report back to the next meeting with information regarding the above schemes.

9. SCHEME RECOMMENDATIONS 2013/14

Members noted the Scheme Recommendations Schedule for 2013/14. The Chairman advised that meetings had taken place with the Divisional Members and County Officers in the weeks preceding the Panel meeting where the progression of the schemes had been discussed.

10. CAPITAL RECOMMENDATIONS 2014/15

(1) The HLO tabled an updated Proposed Scheme List 2014/15, this had been emailed to Members a few days before the meeting. She advised members that all of the 2014/15 Capital budget had now been allocated and that she would update the list as and when schemes progressed.

(2) Item 22 – LEPP142012 – A121 Church Hill j/w Kings Green, York Hill and Pump Lane.

Councillor Pond raised the issue of the weight limit to be imposed in three locations and stressed that this was an important issue and would like this scheme to be completed before the expected completion date of 1 February 2015.

County Officers advised that this had been noted and informed the Panel that Councillor Bass was aware of this scheme and was taking an interest.

(3) Item 29 – LEPP148005 – Footpath from Borders Lane to the old course of Rectory Lane, Loughton.

Councillor Pond stated that discussions had taken place with Loughton Town Council (LTC) and they had advised him that they were willing to do the works for this scheme. He stated that he was hopeful this could progress quickly with LTC.

(4) The Chairman advised that there had been requests for additional works, these were Revenue items and would come from the Revenue budget which was separate to the Capital budget.

11. REVENUE RECOMMENDATIONS 2014/15

The Chairman advised the Panel that requests for works had been made from the Revenue budget as follows:

(1) Palmerston Road, Buckhurst Hill – two speed surveys at a cost of £210 each. The result to be achieved would be the installation of a VAS.

(2) Westall Road junction with Colebrook Lane, Loughton – a speed survey at a cost of £210. The outcome wanted would be traffic calming.

(3) Chester Road, Loughton – a speed survey at a cost of £210. The outcome wanted would be traffic calming.

(4) A121 Church Hill and A1168 Rectory Lane – two pedestrian crossings need road safety audits at a total of £500 for both as they were in close proximity to each other.

(5) The Street, Sheering – two speed surveys at a cost of £210 each. The outcome wanted would be traffic calming.

(6) Parklands, Waltham Abbey – a speed survey at a cost of £210. The result to be achieved would be the installation of a VAS sign.

The HLO informed the Panel that the survey results would lead to another cost in implementing the studies.

AGREED:

That a total of £1,970 be spent from the Revenue budget on seven speed surveys and one road safety audit.

12. ANY OTHER BUSINESS

(1) Councillor McEwen stated that she had three schools in her district who had asked for 20 mph speed limits to be implemented outside each of the schools.

The HLO advised that she would contact the schools and the Parish Council to share the feasibility studies with them and would report back to the next meeting.

(2) The Chairman advised that he would like a review of the streets around the Tomswood Road area in Chigwell. The streets were being used as a short cut to bypass the traffic and he asked County Officers about the possibility of installing restricted/no entry signs for certain times of the day.

The HLO advised that it was not Essex County Councils policy to erect no entry and restricted time signs but she would look into this and report back at the next meeting.

RESOLVED:

That the HLO would report back at the next meeting.

(3) K Durrani (Assistant Director (Technical) Neighbourhoods Directorate) asked County Officers for more information regarding the £50,000 match funding from the County Council. He advised that it had not been made clear whether the money ECC was match funding was new money or re-appropriation from within the existing LHP allocations.

The HLO advised she would find out more information and liaise direct with the Assistant Director.

RESOLVED:

That the HLO would liaise directly with the Assistant Director with information regarding match funding.

(4) The Chairman advised the Panel of a new proposal regarding Controlled Parking Zones (CPZ). He advised that this would come into the remit of the Local

Highways Panel but he would need to see what the proposed details were and if the costs would come from the LHP Budget or a separate budget.

The Chairman hoped he would have more information regarding CPZs for the Panel at the next meeting.

RESOLVED:

That the Chairman would report back at the next meeting regarding Controlled Parking Zones.

13. DATE OF NEXT MEETING

It was agreed that the next meeting would be held on Thursday 4 December 2014 at 6.00pm in Committee Room 2 at the Civic Offices, Epping Forest District Council.

CHAIRMAN

LEISURE MANAGEMENT CONTRACT MONITORING BOARD MINUTES

Date of Meeting: 1 September 2014
Location: Committee Room 1
Time: 7.15 pm
Attending:
Councillors: Mrs Helen Kane (HK)
 Gavin Chambers (GC)

EFDC Jim Nolan, Assistant Director (JN)
 A Clear (Manager responsible for monitoring the contract) (AC)
 Jade Baccarini (Support Officer) (JB)
 S Forster (Minutes)

		Action
<p>1. Apologies for Absence Cllr Whitehouse, Cllr Morgan, and Kim Bames & Laura Woodford (SLM)</p> <p>2. Minutes of previous meeting 31 March 2014 Agreed as accurate</p> <p>3. Matters Arising - P1 breakdown of GP surgeries: AC to again chase KB for information on which doctors use the referral scheme.</p> <p>P2 sports being offered by the leisure contract: AC had sent the list to Board members.</p> <p>P3 'Meet the Manager' meeting at Epping: JB had sent details to WBH.</p> <p>P4 Mystery shopper results: AC had forwarded the results but had not sent the table of comparison results. These he handed out to the Board, and said that the issues would be similar to those that he and JB pick up during their visits.</p> <p>Loughton Swimmers – the new Monday night pool timetable at LLC has started. To give some background, AC said that members felt SLM were not making the best use of the pool, and some would have liked the swimming club to be cancelled. As a compromise they now have use of half the pool. GC said he had used the pool at this time and no class had taken place.</p> <p>4. Financial Appraisal of Contract AC: As part of the contract SLM were obliged at the start to submit their projected income, and for anything above that figure the Council were to receive 30%. The final income position for 2013/14 is given on P1 and overall the contract was £51,749 over target, resulting in an income share to the Council of £15,524. SLM re-claim VAT on classes, which EFDC then include as income, and the bottom box on the right of the page shows the figures by site after taking reclaimed VAT into account. Loughton and W/A were well above target, Epping was slightly over but the deficit at Ongar reduced the final figure significantly. In year two there had been some disagreement on the terms of income share; EFDC believed it was calculated by site, and SLM maintained it was by contract. Had the Council won the argument it would have resulted in a further £90k this year, and about £700 - 800k over the course of the contract.</p>	<p>AC</p>	

The income share is taken back into Council funds, but the Board can request to spend some or all of it if there is a particular need. For example, Loughton Members arranged for it to be spent on air conditioning at the centre some years ago. GC said that it could be used for health and wellbeing in the district, or to help sports development at Ongar. The pool and roof at W/A could also be considered.

The cost of repairs at W/A would be major and cannot be justified at this time. Its future will be part of discussions on the new contract at the next meeting. However, AC said that sports development always needs funding, and he would be happy to ask for the money to be used for a campaign. He will speak to James Warwick about developing a scheme.

AC replied that it was unlikely that Ongar's numbers would increase as the target had been over ambitious and would never be achieved.

JB had produced pie charts to show income for the year, one of which shows that 45% is received from Loughton, with the other three making up the remainder with similar figures from each. The other pie chart shows how the figures are broken down by the three main arms of SLM, fitness & health, community leisure and food and beverage.

Ps 2-5 breaks the figures down by site. P4 shows that SLM originally predicted that by year 8 income at Ongar would be £1.1m, but they only achieved £856,000. Once the reclaimed VAT is added the figure is £900,000 – over £218,000 under target.

For interest, AC said that, as at month 4 this year, SLM are £15k down on last year. The main differences are; Vending is down £7,900, swimming (which includes lessons and public sessions) is down £17,000 but fitness is up £15,500.

P6 shows the annual income comparison by group since the start of the contract. The first column should be ignored as it only shows Jan- March 2006 , but after that income has risen in each successive year and was £200k up in 2013/14 compared to the previous year, which, at 4.54% is above the inflationary price increase of 2.6%.

The bottom table gives the income for the biggest earning areas, which shows an increase of 5.4% over the previous year, and accounts for almost all of the top box.

Ps 7-10 show the annual income by site since the start of the contract, which are all up on the previous year. Again, Ongar's progress is slow but, although a very good centre, its rural position and proximity to sports centres in other authorities must be taken into account.

5

(a) Facilities management

Parts of the centres have had to close on a few occasions since the last meeting, other than for the usual reasons of having to clean the pools when young children have soiled them. The movement studio at Loughton was closed for a week for a new floor to be installed. When the old café was converted a new sprung floor was laid but as this was not fit for purpose the contractors returned with a new team and replaced the supports and floor area. Epping gym had to close for a day due to a loss in their electricity supply. W/A pool was shut for one day in July because of flood damage throughout the building, but especially in the main reception, due to the ingress of water from the sloping car park.

GC asked about the intention to repair the car park at Epping, and AC told him that although this work was not thought necessary at the time the money had been carried forward. There was also some uncertainty about the centre being moved to the development in St Johns Road. However, the condition of the car park is being monitored and although in a reasonable state at the moment if the centre is not moved it will be resurfaced when required.

P11 shows public swimming comparisons since the start of the contract. These figures were requested when the contract began and were accurate until DD members were not required to go through reception to access the pool. The number of swimmers will undoubtedly be higher but they cannot be recorded and the figures now mean very little. Children having swimming lessons paid for by DD also now are given free swimming and membership. GC asked if swimmers at Loughton could be monitored now that the pool is available on swimming club nights, and AC told him that this missed the last timetable print run but it will be advertised in the new one, now available. SLM do carry out a head count every half an hour and this would give an indication of numbers. He will contact the manager asking for feedback and will email GC with the reply.

AC

P12 gives site attendance figures for the areas that are monitored. Group exercise is up on the previous years, and whilst casual fitness numbers at Loughton and W/A increased they remained static at the other two sites. GP referrals have increased over the life of the contract but those for W/A are still lagging behind, due mainly to the high turnover of GPs in the area. The Limes have taken over one of the surgeries and hopefully more referrals will now be made.

Squash at Epping is picking up, but despite a campaign badminton has dropped off, in line with the national trend

GC said that since his involvement with the contract over the last two years he has been impressed with the overall running of the business by SLM. AC agreed that they were a good company on the whole, certainly compared to some other major contractors with a lot of contracts, although there were some areas that could definitely be improved. There are still a number of ex-EFDC staff working for SLM, they are happy to cooperate and there is certainly a rapport with them.

P13 shows the membership and DD numbers for June, a snapshot month, since the start of the contract. Centre membership (top box) has increased slightly due to the number of parents paying for children's swimming lessons by DD. Monthly DD and annual memberships (bottom box) have gone up over the last year. SLM tend to encourage DDs and, other than disabled membership, all other membership categories are down on previous years.

(b) Health & Safety

H&S is one of the aspects of the contract that SLM excel at. Their H&S manager is an ex-Council employee and is well trained, and the Council's H&S officer, Darren Goodey, was a former Loughton manager. P14 gives the results of recent visits made to each of the centres and very few issues were identified.

(c) Building Maintenance/Asset Management

Building maintenance visits were carried out in May with the Senior Building Surveyor, Stuart Mitchell. The whole reports are given on Ps 15-133. As usual Loughton was required to provide the most information and by failing to do so were issued with a number of improvement notices (P37). Stuart highlights ongoing concerns regarding the Building Management System (BMS) on P22, and the potential problems with plant and equipment, as well as to the fabric of the building. In response to GC's question AC said that the BMS is a system of

controlling heating, ventilation, air conditioning, temperature, humidity etc, which powers down at night. As to the meaning of actuators, JN said there were many different types which control various parts of the system.

Facilities Management are of the opinion that this contributed to all the fire alarms in the pool area corroding, and having to be replaced at a cost of £6k. AC said that SLM are good at carrying out minor works but can be slow to complete all the items identified in site reports and to provide information. Most get done eventually, but only after improvement and default notices are issued. Loughton, as the most technically advanced centre, has the majority of problems.

JN thought that the staff at Loughton would benefit from Stuart and his team being on site to teach them to understand the system and how it works, but Facilities Management have neither the staff nor the time available. From a risk management point of view the buildings and assets must be maintained, and there is certain legislation that must be complied with.

AC said that Zurich, the Council's insurers, also visit the sites as it is in their interests to protect the Council's assets. It would be possible under the terms of the contract for EFDC to carry out the works and recharge SLM, and this may have to happen at the end of the contract when a complete survey will be made and all repairs will have to be completed. At the moment Facilities Management do not have the workforce and progress can only be made by issuing enforcement and default notices. However the situation may improve as the new contract date becomes closer.

(d) Performance Monitoring:

AC and JB visit the centres on a regular basis and the results are shown on Ps35-36. There is now a new column to show when they faults first noted. Again, most are found at Loughton and the faulty changing village lockers could not be replaced as the company went bankrupt.

Epping has no new findings but it is a dry centre, and therefore has fewer issues than a swimming pool

Ongar have had a few cleanliness issues. The problems at W/A are looked at more sympathetically as the age and condition of the buildings are taken into account. It is unfair to compare them with the newer centres.

(e) Improvement/Default Notices

P37 shows the notices outstanding from the last meeting and new ones issued. As usual most notices have been issued to Loughton and are mainly related to supplying information. When a service report lists a number of outstanding items most are completed but frequently one or two remain outstanding and the improvement notice cannot be signed off.

- 6 The first improvement notice for 0281 was given in February this year, and has now escalated to a default notice. 0285, 0288 and 0289 have been completed, and 0287 still requires a few issues to be resolved.

Liaison Groups

JB said that no liaison groups have met since the last meeting. They are meant to take place every 3-4 months, with at least two Councillors and either AC or herself present. Customers are encouraged to attend but they are generally only interested if they have a complaint, and a low turnout is usually seen as a sign of satisfied customers.

Loughton has a meeting planned for 16 Sept, and this one is usually well attended because the majority of problems are there. The major complaint is that customers are unable to book in for classes as they are full, but this could be

<p>7.</p>	<p>seen as a positive rather than a negative from a business point of view. The manager at Ongar has been off on long term sick and no meeting has been arranged. KB was trialling a 'Meet the Manager' session at Epping, but this was still not well attended. W/A has not had a meeting since March.</p> <p>Compliments and Complaints AC said that no compliments are ever given. 6 complaints have been received since the last meeting:</p> <p>Loughton: (1) via Cllr Whitehouse concerning gym membership for students returning for the summer break. Short term solutions are difficult, and although KB provided a few options they were too expensive for the students.</p> <p>For interest, AC said that SLM are looking at an on-line induction and GC said he could see the benefit if a customer has previously been a member at another gym.</p> <p>(2) received via James Warwick about high pool hire charges for the swimming club. This is now in the hands of Chris Overend.</p> <p>(3) cleanliness of changing rooms and the bottom of the pool, and the lack of action by centre staff to resolve it. Unfortunately the customer was told that the pool vac is used every night, but in fact it had gone for repair at the time. The customer was very angry that he had not been told the truth. AC said that customers should speak to the duty manager on site but frequently inform the receptionist if they have a complaint. They are usually advised to ring the Council, and his name is given as a contact.</p> <p>(4) the temperature in the viewing gallery and changing areas too hot. This is probably as a result of the BMS system not working properly but also the high temperatures experienced this summer.</p> <p>Ongar: (1) lack of one-to-one support for a Downs Syndrome child. GC asked why there was no support for such children, and AC replied that there are only a few teachers who can do one-to-ones and they are fully booked. The boy is now 14 years old and prone to violence. There is now a dedicated disabled officer at Hemnall Street who is trying to set up a disabled swimming club at W/A on Sunday afternoons.</p> <p>(2) a children's club session had been held in the sports hall at the same time as the New Horizons badminton club. The members complained about the disturbance, and the manager was trying to move them to a different time.</p>	<p>AC</p>
<p>8.</p>	<p>Report from SLM KB and LW were unable to attend the meeting as the dates had been changed so many times. KB had attempted to send her report by email but the attachments were too large. AC will print off and circulate.</p> <p>GC said the Board would much prefer them to be present at meetings, and AC confirmed they would be present at the next one. He said that all members of the Board, as well as Council directors and the Chairman, would be invited to SLM's Legacy Games, which have been piloted around the country. This is to be held on 24 Sept in Ongar and will be open to all schools in the district. A lunch will also be provided.</p>	<p>AC</p>
<p>9</p>	<p>Any other business HK reported, for interest, that the Essex Arrows from W/A are now baseball champions, an excellent achievement.</p>	

10	<p>GC said that he had attended these meetings for two years, and was highly impressed with the extent of the knowledge that AC always shows. He wished to thank him on behalf of the Board for his commitment to the leisure contract.</p> <p>Date of next meeting Confirmed as 24 November, venue and time to be advised. Figures for the first six months of the year should be available at this meeting.</p>	
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North Essex Parking Partnership

Joint Working Committee On-Street Parking

Grand Jury Room, Town Hall, High Street,
Colchester

26 June 2014 at 1.00 pm

The vision and aim of the Joint Committee is to provide a merged parking service that provides a single, flexible enterprise of full parking services for the Partner Authorities.

North Essex Parking Partnership
Joint Committee Meeting – On-Street
 Thursday 26 June 2014 at 1.00 pm
 Grand Jury Room, Town Hall, High Street, Colchester

Agenda

Attendees

Executive Members:-

Susan Barker (Uttlesford)
 Anthony Durcan (Harlow)
 Nick Barlow (Colchester)
 Rodney Bass (ECC)
 Robert Mitchell (Braintree)
 Nick Turner (Tendring)
 Gary Waller (Epping Forest)

Non Executive Members:-

Eddie Johnson (ECC)

Officers:-

Lou Belgrove (Parking Partnership)
 Richard Clifford (Colchester)
 Trevor Degville (Parking Partnership)
 Amanda Hoadley (Epping Forest)
 Steve Heath (Colchester)
 Joe McGill (Harlow)
 Hayley McGrath (Colchester)
 Paul Partridge (Braintree)
 Liz Burr (ECC)
 Andrew Taylor (Uttlesford)
 Shane Taylor (Parking Partnership)
 Ian Taylor (Tendring)
 Richard Walker (Parking Partnership)
 Leah Whitwell (Braintree/Colchester)
 Matthew Young (Colchester)

	Introduced by	Page
1. Welcome & Introductions		
2. Chairman To appoint the Chairman for 2014-15		
3. Deputy Chairman To appoint the Deputy Chairman for 2014-15		
4. Apologies Qasim Durrani has sent his apologies, and will be substituted by Amanda Hoadley.		
5. Declarations of Interest The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda.		
6. Have Your Say The Chairman to invite members of the public or attending councillors if they wish to speak either on an item on the agenda or a general matter.		
7. Minutes To approve the draft minutes of the 6 March 2014		1-6
8. Draft Statement of Accounts To consider and approve the pre-audited 2013/14 Accounts.	Steve Heath	7-14
9. Annual Risk Register To endorse the Risk Management Strategy for 2014/15, and review and comment on the risk register for NEPP.	Hayley McGrath	15-28
10. Annual Governance Statement To note and approve the 2014/15 Annual Governance Statement for the NEPP.	Hayley McGrath	29-35

11	NEPP On-Street financial position at year end 2013/2014 To note and consider the NEPP On-Street financial position at year end 2013/2014	Matthew Young	36-38
12	NEPP Development Plan To consider and comment on the NEPP Development Plan.	Richard Walker	39-59
13	Operational Report To consider and note the Operational Report for On-Street Parking.	Lou Belgrove	60-63
14	Scheme Updates To note the progress of the schemes that NEPP officers have been working on in 2014.	Trevor Degville	64-67
15	Free of Charge Permits Report To note the Free of Charge Permits issued by the NEPP.	Lou Belgrove	68-69
16	Wivenhoe Old Ferry Road Development To consider supporting the proposal to undertake the work at the Wivenhoe Old Ferry Road Development.	Trevor Degville	70-71
17	Forward Plan To note the 2013-14 Forward Plan.	Jonathan Baker	72-73
18	Urgent items To announce any items not on the agenda which the Chairman has agreed to consider.		

NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE FOR ON-STREET PARKING

**6 March 2014 at 1.00pm
Griffin Suite, Latton Bush Centre, Harlow**

Executive Members Present:-

Councillor Susan Barker (Uttlesford District Council)
Councillor Tony Durcan (Harlow District Council)
Councillor Martin Hunt (Colchester Borough Council)
Councillor Robert Mitchell (Braintree District Council)
Councillor Mark Platt (Tendring District Council) substituting for Councillor Turner)
Councillor Gary Waller (Epping Forest District Council)

Apologies: - Councillor Rodney Bass (Essex County Council)
Councillor Eddie Johnson (Essex County Council)
Councillor Nick Turner (Tendring District Council)

Also Present: - Jonathan Baker (Colchester Borough Council)
Lou Belgrove (Parking Partnership)
Trevor Degville (Parking Partnership)
Paul Partridge (Braintree District Council)
Jeremy Pine (Uttlesford District Council)
Ian Taylor (Tendring District Council)
Shane Taylor (Parking Partnership)
Richard Walker (Parking Partnership)
Sarah Ward (Colchester Borough Council)
Matthew Young (Colchester Borough Council)

Apologies:- Liz Burr (Essex County Council)
Qasim Durrani (Epping Forest District Council)
Vicky Duff (Essex County Council)
Joe McGill (Harlow District Council)
Hayley McGrath (Colchester Borough Council)
Samir Pandya (Braintree District Council)
Andrew Taylor (Uttlesford District Council)
Leah Whitwell (Braintree / Colchester)

44. Declarations of Interest

Councillor Barker, in respect of being a Member of Essex County Council, declared a non-pecuniary interest.

45. Have Your Say!

Councillor Janet Whitehouse, from Epping District Council, attended the Joint Committee meeting asking the North Essex Parking Partnership to consider the installation of a yellow box outside a set of garages on Carrisbrook Close in Epping. Councillor Whitehouse stated that the request is due to the difficulty that residents have in accessing the garages with cars

obstructing the entrance and anti-social behaviour in the area. This particular scheme is already on a list of Traffic Regulation Orders (TRO), but considering the current situation asked the NEPP (North Essex Parking Partnership) to consider prioritising the scheme.

In response, Councillor Mitchell, asked that Councillor Whitehouse sends an e-mail through to the NEPP outlining her concerns for the area, and clarifying the situation as this particular issue may fall under the responsibility of Essex County Council Highways.

46. Minutes

RESOLVED that the minutes of the meeting of the Joint Committee for On-Street Parking of 8 January 2014 be confirmed as a correct record.

47. NEPP On-Street financial position at period 10 2013/14

Matthew Young, Head of Operational Services, introduced a report which updated the Joint Committee as to the financial position of the NEPP at the end of period 10, which shows a surplus of £42,000 for the current year. Matthew Young also provided an updated indicative figure for the end of February 2014 with the NEPP having a surplus of £39,000.

The financial position will be finalised at the next NEPP Joint Committee meeting on the 26 June 2014, and the Committee has already agreed its policies in regard to surpluses that are under £50,000. It was noted that the figures in Epping Forest were slightly lower than other authorities, but this is due to a number of staffing shortages and degraded yellow lines.

Concern was expressed by a number of members on the Committee about the additional funding provided by Essex County Council to the South Essex Parking Partnership (SEPP) of £144,000 per annum up to 2014/15. Members stated that this current situation was not fair on the NEPP, considering the area which it covers and the pressure placed on the hard working partnership team. This additional funding would enable further reinstatement work, and additional TRO schemes across the NEPP.

Matthew Young, Head of Operational Services, stated that the NEPP had made representations to Essex County Council, but no additional money would be made available. Councillor Susan Barker had also discussed with Essex County Council the potential of splitting the funding allocated to the SEPP which was also declined.

RESOLVED that:-

- a) The NEPP On-Street financial position at period 10 2013/14 be noted.
- b) Members of the Joint Committee thanked the officers for their hard work.
- c) The NEPP write a further letter to Essex County Council making representation about the level of financial discrepancy in funding from Essex County Council between itself and the SEPP.

48. North Essex Parking Partnership Operational Report

Lou Belgrove, Parking Partnership, introduced the Operational Report to Joint Committee members, which included the progress of the Park Safe car, the continuing implementation of MiPermit, and the introduction of electronic e-mail responses to Penalty Charge Notice (PCN) challenges. Additional information regarding the first month of operation of the Park

Safe car was provided to the meeting.

Councillor Susan Barker, Uttlesford District Council, queried the progress in planning for this summer's Tour De France. The Partnership confirmed that it had been in discussion with Essex County Council in preparation for the event.

Committee members welcomed the introduction of the MiPermit system, and the increasing use of electronic systems that would reduce the cost of postage to the NEPP and streamline the procedures. The Committee also questioned the sharp decline in PCN's issued in Epping Forest over the last 18 months, which is currently being reviewed alongside the original business case. Meetings are also being held with managers at a local level in Epping.

Lou Belgrove, Parking Partnership, stated that the Park Safe car was being used for Schools and Clearways, in line with Government procedure, operating where Civil Enforcement Officers cannot. The NEPP is also currently working on being the first to operate the Park Safe car in more than one District per day.

RESOLVED that the North Essex Parking Partnership Operational Report be noted.

49. Approval of Traffic Regulation Orders

Trevor Degville, Parking Partnership, presented a report to the Committee to formalise the arrangements of bringing TRO's to future NEPP meetings on a basis of twice a year in March and October. This would allow for a more staggered approach in approving TRO's helping members of staff, and allow for more definitive information to be provided to members of the public regarding schemes being considered. This approach will include flexibility if there are urgent schemes arising.

RESOLVED that Traffic Regulation Orders be scheduled for approval at future October and March meetings

50. Colchester Resident Permit Review

Trevor Degville, Parking Partnership, presented a report updating the Committee about the Colchester Resident Permit Review, which is being funded by Colchester Borough Council. The consultation for the resident review has now closed, with comments and objections considered before any changes are made.

Members were pleased at the move to map based traffic regulation orders in Colchester, which simplifies the whole process and makes it easier to members of the public to understand.

Matthew Young, Head of Operational Services, confirmed that there would be a report brought to the June meeting on the policy of permits that are issued free of charge. Members stated that there would be a requirement for the individual Districts to consult on any proposals before being implemented.

A further update on the Colchester Resident Permit review will be provided to the Joint Committee at a later meeting.

RESOLVED that the report be noted.

51. Enforcement of the Essex Act 1987

Richard Walker, Parking Partnership, introduced the report regarding the Essex Act 1987 and its potential use for authorities in the NEPP for protecting maintained verges. It was highlighted that there is currently a trial taking place at Eight Ash Green in Colchester, and it is up to local District Councils as to whether they wish to enforce the Essex Act. In order to do this the verge must be maintained to a high standard, permission to undertake this maintenance must be granted, and sufficient signage must be in place.

Members of the Joint Committee thanked Richard Walker for the work undertaken in researching the Essex Act, and clarified the contents required on the appropriate signage.

RESOLVED that:-

- a) The information on the Enforcement of the Essex Act be noted.
- b) The partner authorities seek a view locally and report to a future meeting before enforcement actions commences, in order to give an opportunity for local members to be consulted.

52. Local Enforcement

Richard Walker, Parking Partnership, presented a report to the Committee regarding issues which may surround another authority, beside the lead authority, undertaking some additional local on-street enforcement.

Ian Taylor, Tendring District Council, thanked Richard Walker for his work to date on this issue, and requested that 'using its spare capacity' be removed from point 3.1 in the report. It was also stated that this scheme would not be costly to the NEPP, and that there are Councils in the SEPP which have a similar arrangement.

Matthew Young, Head of Operational Services, commented that an assessment would have to be made whether it is possible to provide further information by the June meeting considering the workload associated with this report.

Concerns were raised about the impact this arrangement would have on the current Partnership, and the precedent it would set for potential future arrangements.

RESOLVED that members would be advised electronically if further work is possible prior to the next meeting on 26 June 2014.

53. Policy for "Limited Waiting – No Return Within"

Richard Walker, Parking Partnership, presented a report to the Committee regarding the clarification of the "no return" aspect of Limited Waiting.

Ian Taylor, Tendring District Council, welcomed the report from Richard Walker, and suggested the requirement for flexibility in certain situations. Members of the Committee discussed how 'parking places' with 'no return within' may need be reviewed in respect of reacting to local situations, but also the need to remain consistent in enforcement.

RESOLVED that:-

- (a) The report be noted,
- (b) Members report back to the Committee if there are areas in their District where the application of the “no return” aspect of Limited Waiting and may require further attention.

54. Forward Plan

Councillor Susan Barker, Uttlesford District Council, wished to endorse the current Chairmanship for the next municipal year, and suggested an item for the election of the Chairman should be added to the agenda for the meeting on 26 June 2014.

Matthew Young, Head of Operational Services, requested that the Budget 2015/16 be added to the meeting of the 11 December 2014.

Matthew Young also thanked the hard work of Samantha Sismey, who had been providing accountancy support to the NEPP. The Committee was informed that a new member of staff Louise Richards will be joining the team shortly.

RESOLVED that:-

- (a) The Forward Plan be noted
- (b) The election of Chairman for the next municipal year be added to the agenda for the meeting on the 26 June 2014.
- (c) The Budget 2015/16 be added to the meeting of the 11 December 2014.

55. Urgent Items

Wivenhoe Old Ferry Road Development

Richard Walker, Parking Partnership, with the consent of the Chairman circulated an additional urgent report regarding a TRO request in Wivenhoe on the Old Ferry Road Development. A map was also tabled at the meeting outlining the area of the proposed TRO.

Richard Walker highlighted that this had come to the NEPP through Councillor Julie Young, as funding has been made available for the TRO, but Essex County Council have not allocated any timescale to undertake the work. The TRO would seek to reduce the impact of commuter parking in the development.

Concerns were raised by the Committee about the precedent this would set in completing work on behalf of Essex County Council considering that the NEPP had previously not been able to manage section 106 TRO schemes. Members also raised the issues associated with the adoption of roads on new developments under the five year rule. Members did note that the Wivenhoe Old Ferry Road Development was a sensible scheme.

RESOLVED that:-

- (a) A decision on the Wivenhoe Old Ferry Road Development be deferred seeking further clarification from Essex County Council.
- (b) The North Essex Parking Partnership write a letter to Essex County Council outlining that if the NEPP were to complete the work it would need the following assurances;

- i. The NEPP would undertake the advertising for the TRO scheme,
- ii. The scheme would be fully funded by Essex County Council,
- iii. That considering the current rules, this would set a precedent for future Traffic Regulation Orders associated with section 106 monies being allocated to the NEPP.

North Essex Parking Partnership Joint Committee

Item

8

26 June 2014

Report of	Treasurer to the Joint Parking Committee	Author	Steve Heath ☎ 282389
Title	Draft Accounts 2013/14		

This report presents the draft accounts for 2013/14

1. Decisions Required

1.1 To consider this report and supporting information and approve the pre-audit accounts for 2013/14 so that the Annual Return can be submitted for audit by the statutory deadline of 30 June.

2. Procedure

2.1 The Joint Committee is classified as 'smaller relevant body' under the Accounts and Audit Regulations 2011, as both the gross income and expenditure fall below the threshold of £6.5m. The requirements of the Joint Committee as a 'smaller relevant body' are as follows:

- Preparation of accounting statements for the year ended 31 March 2014 in the format prescribed by the Annual Return. Sections 1, 2 and 4 of the draft Annual Return for 2013/14 are included as **Appendix A** to this report.
- To approve the Annual Return and submit the completed document to the auditor by no later than 30 June 2014.
- To publish or display a notice of the date for the exercise of electors' rights, and provide access to inspect the accounts on reasonable notice.
- To publish or display a notice of completion of audit along with the audited annual return.

2.2 The financial statements are shown in **Appendix B** to this report. The Annual Governance Statement is being reported as a separate item on this agenda.

2.3 The in-year surplus of £161k consists of £152k relating to the On-Street account and £9k relating to the Off-Street account, and is proposed as a budget carry-forward into 2014/15. The variance against the On-Street account takes into account an amount of £67k transferred from the TRO earmarked reserve during the year. The manner for dealing with the surplus is covered in separate reports to this meeting and the Off-Street meeting by the Head of Operational Services.

2.4 In approving the draft accounts it is not the intention of the regulations that Members should undertake a detailed technical examination of the accounts in the role of accountants or auditors. The aim of the regulations is to bring the accounts into the public arena at the earliest opportunity and to demonstrate corporate ownership of the accounts. Approval will indicate confidence in the financial management procedures and the process by which the accounting records are maintained and the Annual Return prepared. In this sense "Member approval" means that Members should be seeking to:

- gain a broad understanding of the content of the accounts;
- be satisfied that the presentation appears appropriate; and
- be satisfied that the accounts are consistent with other financial information provided

- 2.5 It is important to note the following assumptions that have been made in the completion of the accounts for the Joint Committee. In some cases this may differ from the reports that the Committee is presented with to detail the financial position of the service during the year.
- The accounts include both direct and non-direct costs. Direct costs are those that are directly attributable to the running of the service, whilst non-direct costs include management overheads and an allocation of support service costs.
 - Management account recharges within the Service that balance to zero have been removed to avoid distorting the figures. However, this does not have any impact on the results.
 - Ownership and stewardship of the car park assets will not be delegated to the Joint Committee. Consequently, the Balance Sheet does not include any fixed assets, and any Capital charges, deferred charges or buildings insurance costs will be borne by Colchester Borough Council and disclosed in Colchester Borough Council's accounts.
 - The 'Cash' amount on the Balance Sheet is a balancing figure. The reasons for this are that the methodology for preparing the accounts follows that taken by other Joint Committees, and that the creation of a memorandum bank account would require significant adjustments to Colchester Borough Council's General Ledger system, as well as the introduction of a new cash receipting solution.

3. Publicity Considerations

- 3.1 It is planned that the accounts will be open for public inspection from 30 June to 25 July 2014 to meet our legal duties. These dates will be advertised on the Council's website from 16 June, and the details have been passed to partners should they wish to do the same. Staff will be available to provide information and respond to questions during this period. The local press usually take the opportunity to view the accounts and information will be provided as appropriate.

4. Financial Implications

- 4.1 The approval of the draft accounts meets a statutory requirement for financial reporting and is an important part of the process to demonstrate accountability in the use of public funds.

Background Papers

None

The Comprehensive Income and Expenditure Statement shows the income receivable and expenditure incurred in operating the Service for the year. It summarises all of the resources that it has generated, consumed or set aside in providing services during the year.

	2013/14			2012/13		
	On-Street £	Off-Street £	Total £	On-Street £	Off-Street £	Total £
Comprehensive Income & Expenditure Statement						
Gross Expenditure	2,331,567	1,253,315	3,584,883	2,313,579	1,157,079	3,470,657
Gross Income	(2,416,453)	(17,305)	(2,433,759)	(2,115,877)	(56,942)	(2,172,819)
Net Expenditure	(84,886)	1,236,010	1,151,124	197,701	1,100,137	1,297,838
Budget Contribution						
Earmarked Reserves	67,105		67,105	197,701		197,701
Braintree District Council		142,000	142,000		139,000	139,000
Colchester Borough Council		626,733	626,733		628,439	628,439
Epping Forest District Council		262,428	262,428		129,300	129,300
Harlow District Council		66,000	66,000		65,000	65,000
Uttlesford District Council		148,000	148,000		145,000	145,000
(Surplus) / Deficit	(151,991)	(9,151)	(161,142)	0	(6,602)	(6,602)

The Balance Sheet summarises the Service's financial position as at the end of the financial year. It shows the balances, and current assets and liabilities of the Service.

	2013/14			2012/13		
	On-Street £	Off-Street £	Total £	On-Street £	Off-Street £	Total £
Balance Sheet						
Current Assets						
Petty Cash	0	9,778	9,778	0	9,778	9,778
Debtors	780	8,629	9,409	223,502	36,967	260,469
Cash (balancing figure)	366,344	2,056	368,400	66,842	(35,448)	31,394
	367,124	20,463	387,587	290,344	11,297	301,641
Less						
Creditors	18,382	4,710	23,092	26,488	4,695	31,183
	18,382	4,710	23,092	26,488	4,695	31,183
Total Net Assets	348,742	15,753	364,495	263,856	6,602	270,458
Funded By						
Surplus from CIES	151,991	9,151	161,142		6,602	6,602
Surplus B/Fwd	0	6,602	6,602	0	0	0
Earmarked Reserves (Movement)	(67,105)	0	(67,105)	(182,627)	0	(182,627)
Earmarked Reserves (B/fwd)	263,856	0	263,856	446,483	0	446,483
Total Reserves	348,742	15,753	364,495	263,856	6,602	270,458

APPENDIX B

The Movement in Reserves Statement is a summary of the movements during the year in the different reserves held by the Joint Committee.

	On-Street £	Off-Street £	Total £	On-Street £	Off-Street £	Total £
Movement in Reserves Statement						
Opening Balance						
General Fund	0	6,602	6,602	0	0	0
Earmarked Reserve	263,856	0	263,856	446,483	0	446,483
	263,856	6,602	270,458	446,483	0	446,483
Surplus/(Deficit) on provision of services	151,991	9,151	161,142	0	6,602	6,602
Net Increase/ (Decrease) before Reserves	151,991	9,151	161,142	0	6,602	6,602
Earmarked Reserve	(67,105)	0	(67,105)	(182,627)	0	(182,627)
	(67,105)	0	(67,105)	(182,627)	0	(182,627)
Closing Balance	348,742	15,753	364,495	263,856	6,602	270,458

The Cash Flow Statement shows where the Service received cash from during the year and what the cash was spent on. The net increase or decrease in cash agrees with the movement in cash balances shown on the Balance Sheet.

	On-Street £	Off-Street £	Total £	On-Street £	Off-Street £	Total £
Cash Flow Statement						
Cash Outflows						
To and behalf of employees	1,434,525	951,634	2,386,159	1,367,052	868,959	2,236,011
Other operating costs	905,989	290,190	1,196,179	952,127	287,365	1,239,491
	2,340,514	1,241,824	3,582,338	2,319,178	1,156,324	3,475,502
Cash Inflows						
Other Grants	(391,496)	(34,150)	(425,646)	(257,857)	(42,236)	(300,093)
Cash for Goods & Services	(2,248,520)	(16)	(2,248,537)	(1,757,446)	(7)	(1,757,454)
Partner Contributions	0	(1,245,161)	(1,245,161)	(15,074)	(1,106,739)	(1,121,813)
	(2,640,016)	(1,279,328)	(3,919,344)	(2,030,377)	(1,148,983)	(3,179,360)
Net Cash (Inflow)/Outflow	(299,502)	(37,504)	(337,006)	288,801	7,341	296,143
Cash Flow Reconciliation to surplus for the year						
(Surplus)/Deficit for the year	(84,886)	(9,151)	(94,037)	182,627	(6,602)	176,025
Items on an accruals basis:			0			0
- Creditors	8,106	(15)	8,091	6,441	8,547	14,988
- Debtors	(222,722)	(28,338)	(251,060)	99,733	5,396	105,129
Net Cash (Inflow)/Outflow	(299,502)	(37,504)	(337,006)	288,801	7,341	296,143

The following table shows how the information from the above accounting statements is shown in Section 1 of the electronic annual return for smaller relevant bodies.

		31-Mar-14	31-Mar-13
1	Balances brought forward	270,458	446,483
2	Income from local taxation and/or levy	1,245,161	1,121,813
3	Total other receipts	2,433,759	2,172,819
4	Staff Costs	2,387,599	2,230,914
5	Loan interest / capital repayments	0	0
6	All other payments	1,197,284	1,239,743
7	Balances carried forward	364,495	270,458
8	Total cash and short term investments	368,400	31,394
9	Total fixed assets and long term assets	0	0
10	Total borrowings	0	0
Reconciliation between Box 7 and Box 8			
	7 Balances carried forward	364,495	270,458
Less	Debtors	(9,409)	(260,469)
	Payments in advance	0	0
	Petty cash	(9,778)	(9,778)
	Stock	0	0
Add	Creditors	23,092	31,183
	Receipts in advance	0	0
	8 Total cash and ST investments	368,400	31,394

Section 1 – Accounting statements 2013/14 for:

Enter name of reporting body here:

NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE

	Year ending		Notes and guidance
	31 March 2013 £	31 March 2014 £	
			Please round all figures to nearest £1. Do not leave any boxes blank and report £0 or Nil balances. All figures must agree to underlying financial records.
1 Balances brought forward	446,483	270,458	Total balances and reserves at the beginning of the year as recorded in the body's financial records. Value must agree to Box 7 of previous year.
2 (+) Income from local taxation and/or levy	1,121,813	1,245,161	Total amount of local tax and/or levy received or receivable in the year including funding from a sponsoring body.
3 (+) Total other receipts	2,172,819	2,433,789	Total income or receipts as recorded in the cashbook less the taxation and/or levy (line 2). Include any grants received here.
4 (-) Staff costs	2,230,914	2,387,599	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and employment expenses.
5 (-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on the body's borrowings (if any).
6 (-) All other payments	1,239,743	1,197,284	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7 (=) Balances carried forward	270,458	364,495	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6)
8 Total cash and short term investments	31,394	368,400	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – to agree with bank reconciliation.
9 Total fixed assets plus other long term investments and assets	0	0	The original Asset and Investment Register value of all fixed assets, plus other long term assets owned by the body as at 31 March
10 Total borrowings	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

I certify that for the year ended 31 March 2014 the accounting statements in this annual return present fairly the financial position of the body and its income and expenditure, or properly present receipts and payments, as the case may be.

Signed by Responsible Financial Officer:

SIGNATURE REQUIRED

Date DD/MM/YYYY

I confirm that these accounting statements were approved by the body on:

DD/MM/YYYY

and recorded as minute reference:

MINUTE REFERENCE

Signed by Chair of meeting approving these accounting statements:

SIGNATURE REQUIRED

Date DD/MM/YYYY

Section 2 – Annual governance statement 2013/14

We acknowledge as the members of **NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE** our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2014, that:

	Agreed –		'Yes' means that the body:
	Yes	No*	
1 We approved the accounting statements prepared in accordance with the requirements of the Accounts and Audit Regulations and proper practices.	✓		prepared its accounting statements in the way prescribed by law.
2 We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	✓		made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3 We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and proper practices that could have a significant financial effect on the ability of the body to conduct its business or on its finances.	✓		has only done what it has the legal power to do and has complied with proper practices in doing so.
4 We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	✓		during the year has given all persons interested the opportunity to inspect and ask questions about the body's accounts.
5 We carried out an assessment of the risks facing the body and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓		considered the financial and other risks it faces and has dealt with them properly.
6 We maintained throughout the year an adequate and effective system of internal audit of the body's accounting records and control systems.	✓		arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of the body.
7 We took appropriate action on all matters raised in reports from internal and external audit.	✓		responded to matters brought to its attention by internal and external audit.
8 We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the body and where appropriate have included them in the accounting statements.	✓		disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.

This annual governance statement is approved by the body and recorded as minute reference

MINUTE REFERENCE

dated **DD/MM/YYYY**

Signed by:

Chair **SIGNATURE REQUIRED**

dated **DD/MM/YYYY**

Signed by:

Clerk **SIGNATURE REQUIRED**

dated **DD/MM/YYYY**

*Note: Please provide explanations to the external auditor on a separate sheet for each 'No' response. Describe how the body will address the weaknesses identified.

Section 4 – Annual internal audit report 2013/14 to

NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE

The body's internal audit, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ended 31 March 2014.

Internal audit has been carried out in accordance with the body's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the body.

Internal control objective	Agreed? Please choose one of the following		
	Yes	No*	Not covered**
A Appropriate accounting records have been kept properly throughout the year.	✓		
B The body's financial regulations have been met, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	✓		
C The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	✓		
D The annual taxation or levy or funding requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	✓		
E Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	✓		
F Petty cash payments were properly supported by receipts, all expenditure was approved and VAT appropriately accounted for.			✓
G Salaries to employees and allowances to members were paid in accordance with body approvals, and PAYE and NI requirements were properly applied.	✓		
H Asset and investments registers were complete and accurate and properly maintained.	✓		
I Periodic and year-end bank account reconciliations were properly carried out.	✓		
J Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, were supported by an adequate audit trail from underlying records, and, where appropriate, debtors and creditors were properly recorded.	✓		

For any other risk areas identified by the body (list any other risk areas below or on separate sheets if needed) adequate controls existed:

F - NO PETTY CASH PAYMENTS MADE

Name of person who carried out the internal audit: ELFREDA WALKER

Signature of person who carried out the internal audit: Elfreda Walker Date: 11/06/14

*Note: If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

**Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, internal audit must explain why not (add separate sheets if needed).

Report to: Joint Committee, North Essex Parking Partnership (NEPP)

Date: 26 June 2014

Subject: Annual Review of Risk Management

Author: Hayley McGrath, Corporate Governance Manager, Colchester Borough Council

Presented by: Hayley McGrath, Corporate Governance Manager, Colchester Borough Council

1. Action Required

1.1 The Joint Committee is requested to:

- Endorse the Risk Management Strategy for 2014/15.
- Review and comment on the risk register for the North Essex Parking Partnership.

2. Introduction

2.1 Risk Management is the control of business risks in a manner consistent with the principles of economy, efficiency and effectiveness. It is an essential corporate governance process that ensures that both the long and short term objectives of the organisation are achieved and that opportunities are fully maximised.

2.2 Risk Management is not about eliminating risk, as this would limit the ability of the service to develop and deliver its ambitions. Its purpose is to recognise the issues that could effect the achievement of objectives and develop actions to control or reduce those risks.

2.3 It is essential that the service operates an effective risk management process which provides an assurance to all partners that it is being properly managed. As required by each partners own code of corporate governance.

3.0 Outline of the Risk Management Process

3.1 An effective risk management process is a continuous cycle of identification, controlling, monitoring and reviewing of potential risk issues.

3.2 For the NEPP this is governed by a strategy for managing risk that sets out the roles and responsibilities of the joint committee and officers. It also defines the types of risk, the processes to be followed and the review arrangements.

3.3 The main document is the risk register which captures details relating to both strategic and operational risks and the actions to be undertaken to control those risks. This will be reported at least twice a year to the joint committee.

4.0 Review of the Risk Management Strategy

4.1 The strategy should be reviewed annually to ensure that it is still relevant to the service and that it meets the governance objectives. Therefore a review has been carried out and the draft strategy for 2014/15 has been attached at appendix 1 for approval. The review did not highlight the need for any significant amendments.

5.0 Review of the Risk Register

- 5.1 The register is attached at appendix 2, this sets out the strategic risks, which are scored for impact and probability, enabling the risks to be ranked, so that resources can be directed to the key areas.
- 5.2 The register was last reviewed by this committee in January 2014. A workshop has since been held with NEPP officers to fundamentally review the risks and assess the controls and ownership. This has changed the score of several risks. In general it is felt that risks have reduced now that the partnership has settled into its role.
- 5.3 Currently the highest ranking strategic risks are:
- Impact of potential future financial challenges, &
 - Rate of response to business needs and demands.
- 5.4 The operational risks are managed by the service and currently the highest operational risks relate to the possibility of an officer or member of the public incurring a serious injury and an interruption to the IT that is required to deliver the service.
- 5.5 It is requested that this committee reviews the strategic risks to ensure that they still reflect the issues faced by the service and that they are appropriately scored.

6.0 Conclusion and Recommendations

- 6.1 Members are asked to:
- Note and endorse the Risk Management Strategy for the North Essex Parking Partnership, and
 - Agree the strategic risk register, subject to any requested amendments.

7.0 Standard References

- 7.1 Having considered consultation, equality, diversity and human rights, community safety, health and safety and risk management implications, there are none that are significant to the matters in this report.

Attached Papers:

Appendix 1 – Draft Risk Management Strategy for 2014/15

Appendix 2 – Draft risk register June 2014

Appendix 3 – Risk Matrix June 2014

RISK MANAGEMENT STRATEGY

This document outlines the Service's commitment to managing risk in an effective and appropriate manner. It is intended to be used as the framework for delivery of the Risk Management function and provides guidance for officers on developing risk management as a routine management process.

INTRODUCTION

The Service undertakes that this strategy will promote and ensure that:

1. The management of risk is linked to performance improvement and the achievement of the Service's strategic objectives.
2. Members of the committee and Senior Management of the Service own, lead and support on risk management.
3. Ownership and accountability are clearly assigned for the management of risks throughout the Service.
4. There is a commitment to embedding risk management into the Service's culture and organisational processes at all levels including strategic, project and operational
5. All members and officers acknowledge the importance of risk management as a process, by which key risks and opportunities are identified, evaluated, managed and contribute towards good corporate governance.
6. Effective monitoring and reporting mechanisms are in place to continuously review the Service's exposure to, and management of, risks and opportunities.
7. Best practice systems for managing risk are used throughout the Service, including mechanisms for monitoring and reviewing effectiveness against agreed standards and targets.
8. Accountability to stakeholders is fully demonstrated through periodic reviews of the Service's risks, which are reported to the committee.
9. The Risk Management Strategy is reviewed and updated annually in line with the Service's developing needs and requirements.

Endorsement by Chairperson of the Committee

“The North Essex Parking Partnership is committed to ensuring that risks to the effective delivery of its services and achievement of its overall objectives are properly and adequately controlled. It is recognised that effective management of risk will enable the Service to maximise its opportunities and enhance the value of services it provides to the community. The North Essex Parking Partnership expects all officers and members to have due regard for risk when carrying out their duties.”

signature required

WHAT IS RISK MANAGEMENT

Risk Management is the control of business risks in a manner consistent with the principles of economy, efficiency and effectiveness. It is an essential performance management process to ensure that both the long and short term objectives of the Service are achieved and that opportunities are fully maximised.

Risk Management is not about eliminating risk, as this would limit the ability of the service to develop and deliver its ambitions. Its purpose is to recognise the issues that could effect the achievement of the objectives and develop actions to control or reduce those risks. Acknowledgement of potential problems and preparing for them is an essential element to successfully delivering any service or project. Good management of risk will enable the Service to rapidly respond to change and develop innovative responses to challenges and opportunities.

‘The Good Governance Standard for Public Services’ issued by The Independent Commission on Good Governance in Public Services states that there are six core principles of good governance including ‘Taking informed, transparent decisions and managing risk’. The document goes on to state ‘Risk management is important to the successful delivery of public services. An effective risk management system identifies and assesses risks, decides on appropriate responses and then provides assurance that the chosen responses are effective’.

Appendix A outlines the risk management process.

OWNERSHIP

The responsibility to manage risk rests with every member and officer of the service however it is essential that there is a clearly defined structure for the co-ordination and review of risk information and ownership of the process.

The following defines the responsibility for the risk management process within the joint parking service:

Joint Committee – Overall ownership of the risk management process and endorsement of the strategic direction of risk management. Responsible for periodically reviewing the effectiveness of the risk management process.

Assistant Chief Executive, Colchester Borough Council – Responsible for co-ordination of the risk management process, co-ordinating and preparing reports and providing advice and support.

North Essex Parking Partnership Manager – Ownership, control and reporting of the service's operational risks. Embed a risk management culture in the service.

All Employees – To understand and to take ownership of the need to identify, assess, and help manage risk in their individual areas of responsibility. Bringing to the management's attention at the earliest opportunity details of any emerging risks that may adversely impact on service delivery.

Internal Audit, External Audit and other Review Bodies – Annual review and report on the Service's arrangements for managing risk, having regard to statutory requirements and best practice. Assurance on the effectiveness of risk management and the controls environment.

THE WAY FORWARD

Aims & Objectives

The aim of the service is to adopt best practices in the identification, evaluation, cost-effective control and monitoring of risks across all processes to ensure that risks are properly considered and reduced as far as practicable.

The risk management objectives of the North Essex Parking Partnership are to:

- Integrate risk management into the culture of the service
- Ensure that there are strong and identifiable links between managing risk and all other management and performance processes.
- Manage risk in accordance with best practice
- Anticipate and respond to changing social, environmental and legislative requirements
- Prevent injury, damage and losses and reduce the cost of risk
- Raise awareness of the need for risk management by all those connected with the delivery of services.
- Ensure that opportunities are properly maximised through the control of risk.
- Reduce duplication between services in managing overlapping risks and promote 'best practise'.

Strategic Risk Management

Strategic risks are essentially those that threaten the long term goals of the service and therefore are mainly based around meeting the objectives of the Service Agreement. They may also represent developing issues that have the potential to fundamentally effect service provision, such as proposals to dramatically change County Council arrangements.

Operational Risk Management

Operational risks are those that threaten the routine service delivery and those that are associated with providing the service. These could include damage to equipment and Health and Safety issues.

Links

It is essential that risk management does not operate in isolation to other management processes. To fully embed a risk management culture it has to be demonstrated that risk is considered and influences all decisions that the service makes. It is essential that there is a defined link between the results of managing risk and the following:

- Service Delivery Plan
- Revenue and Capital Budgets
- Annual Internal Audit Plan

Action Required

The following actions will be implemented to achieve the objectives set out above:

- Development of a risk register that identifies the strategic and operational risks and outline the actions to be taken in respect of those risks.
- Considering risk management as part of the service's strategic planning and corporate governance arrangements
- Ensuring that the responsibility for risk management is clearly and appropriately allocated
- Maintaining documented procedures for managing risk
- Maintaining a corporate approach to identify and prioritise key services and key risks across the service and assess risks on key projects.
- Maintain a corporate mechanism to evaluate these key risks and determine if they are being adequately managed and financed.
- Establish a procedure for ensuring that there is a cohesive approach to linking the risks to other management processes
- Including risk management considerations in all committee reports
- Ensure appropriate risk management awareness training for both members and officers.
- Establishing a reporting system which will provide assurance on how well the service is managing its key risks and ensures that the appropriate Members and officers are fully briefed on risk issues.
- Preparing contingency plans in areas where there is a potential for an occurrence to have a significant effect on the service and its business capability.
- Regularly reviewing the risk process to ensure that it complies with current national Governance Standards and Best Practice.

REPORTING & REVIEW

To ensure that the risk management process is effective it will need to be measured and reported to the Joint Committee at least every six months, with an annual review demonstrating the effectiveness of the risk management programme.

The results of the Joint Committee reviews should be fed into the risk reporting process for each partner to ensure that each Authority has the necessary evidence to provide assurance for their own governance requirements.

Appendix A

The Risk Management Process

Risk Management is a continual process of identifying risks, evaluating their potential consequences and determining the most effective methods of controlling them and / or responding to them. The risks faced by the Service are constantly changing and the continual process of monitoring risks should ensure that we can respond to the new challenges. This process is referred to as the risk management cycle.

Stage 1 – Risk Identification

Identifying and understanding the hazards and risks facing the service is crucial if informed decisions are to be made about policies or service delivery methods. There is detailed guidance available on how to identify risks which includes team sessions and individual knowledge. Once identified a risk should be reported to the Parking Partnership Manager who will consider its inclusion on the relevant risk register. If the risk is identified in between register reviews then it is reported to the Risk & Resilience Manager for information and the Parking Partnership Manager is responsible for managing the risk.

Stage 2 – Risk Analysis

Once risks have been identified they need to be systematically and accurately assessed. If a risk is seen to be unacceptable, then steps need to be taken to control or respond to it.

Stage 3 – Risk Control

Risk control is the process of taking action to minimise the likelihood of the risk event occurring and / or reducing the severity of the consequences should it occur.

Stage 4 – Risk Monitoring

The risk management process does not finish with the risk control procedures in place. Their effectiveness in controlling risk must be monitored and reviewed. It is also important to assess whether the nature of the risk has changed over time.

STRATEGIC RISKS

RISK No.	RISK	CONSEQUENCE	CONTROLS	BY WHOM	REVIEW	SCORE	Workings		Previous Workings	
							P	I	P	I
1.1	A partner is not represented at a meeting as a suitable member from that authority has not attended, or the meeting is not quorate	There is an imbalance in the decision making power of the committee. A decision is taken on a local matter without local representation. Meeting has to be postponed Decision making delayed.	Each authority will consider their arrangements to ensure that they are appropriately represented. Publish dates in good time combine meetings with other commitments where possible. Committee agendas to be printed a minimum of a week in advance of the meeting.	Each member authority/ Cttee Officer	June 2014	2↓	2	1	3	3
1.2	Due to financial constraints, one of the partners challenges their funding arrangements for the partnership	Decrease in service provision / failure of the partnership. Stranded costs to be covered by the remainder of the partners.	Ensure that member authority representatives fully understand the partnership agreement and are involved in the budget setting of each authority	Chief Finance Officer	June 2014	6↓	3	2	4	4
1.3	There's a change in political will of a partner that leads to the partner withdrawing from the arrangement	Decrease in service provision. The partnership fails and external funding is lost or needs to be repaid.	Ensure that performance of the partnership is appropriately reported back to each authority and the effects of withdrawing are understood	Parking Partnership Manager	June 2014	8↓	2	4	2	4

RISK No.	RISK	CONSEQUENCE	CONTROLS	BY WHOM	REVIEW	SCORE	Workings		Previous Workings	
							P	I	P	I
1.4	Preferences of members, or party political directions, dictate the direction of the meeting.	Adverse reputational impact on the partnership. The items for decision on the agenda do not receive equitable debate and more important items may not receive proper consideration. Decisions are not in the best interests of the partnership. Imbalance in services provided to each partner	Strong chairmanship of the meetings. Members should ensure that they are aware of the committee protocols.	Parking Partnership Manager	June 2014	4↓	2	2	3	3
1.5	Relationship between senior management of the partnership and the committee deteriorates.	Low morale, poor decision making reduced capacity Lack of innovation.	Strong leadership of the partnership Open and honest communication between management and committee	Parking Partnership Manager	June 2014	4	2	2		
1.6	Lack of partnership support for shared targets.	Failure to deliver key targets, missed opportunities, Tarnished reputation.	Ensure that partners are fully briefed on and committed to shared targets.	Parking Partnership Manager	June 2014	3	1	3		

RISK No.	RISK	CONSEQUENCE	CONTROLS	BY WHOM	REVIEW	SCORE	Workings		Previous Workings	
							P	I	P	I
1.7	Essex County Council review decriminalised parking services across the county and make fundamental changes to the service.	Direct effect on the partnership as any County changes will effect the services that the partnership are required to deliver possibly resulting in resourcing and delivery issues.	Members of the committee should maintain close liaison with County and ensure that all opportunities to participate in discussions are taken.	Chair of the joint committee	June 2014	6	2	3		
1.8	Removed									
1.9	Potential future financial challenges, of reduced income and increased costs, are greater than expected.	Inability to invest in the future of the service. Missed opportunities Failure of the service.	Financial performance is stringently monitored and deviancies reported to the partnership for action.	Parking Partnership Manager	June 2014	15↓	3	5	4	5
1.10	The partnership is subject to a major legal challenge relating to policy decision.	High financial impact of defending action. Reputation loss Reduction or withdrawal of services	All policy decisions are made in line with legal powers.	Chair of the joint committee	June 2014	8	2	4		
1.11	Removed									

RISK No.	RISK	CONSEQUENCE	CONTROLS	BY WHOM	REVIEW	SCORE	Workings		Previous Workings	
							P	I	P	I
1.12	Lack of agility in being able to respond to business need and demand, based on 'backwards' looking data in committee reports.	Headline figures sway discussion, masking debate around project and solutions based improvements.				12	3	4		

IMPACT TABLE

	Very Low	1	Low	2	Medium	3	High	4	Very High	5
PROBABILITY	<10%		10 – 25%		25 – 50%		50 – 75%		>75%	
Impact	Minimal - no interruption to service delivery < £10k		Minor - temporary disruption to service delivery £11k - £25k		Significant - interruption to part of the service £26k - £75k		Severe – full interruption to service delivery £76k - £100k		Catastrophic – complete service failure £100k<	

Minimum Score = 1
Maximum Score = 25

Low risk = 1 – 4 Medium Risk = 5 – 12 High Risk = 13 – 25

Removed Items

No	Risk
1.8	Decisions are taken on a political basis as opposed to being considered on their own merits.
1.11	Income assumptions are based on outdated financial data.

NORTH ESSEX PARKING PARTNERSHIP

RISK MATRIX JUNE 2014
(pre committee consideration)

Low Risks	Medium Risks	High Risks
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Scoring 1-5

Risk Tolerance Line

Probability of Occurrence	5 Very High					
	4 High					
	3 Medium		2		12	9
	2 Low		4 5	7	3 10	
	1 Very Low		1	6		
		1 Very Low	2 Low	3 Medium	4 High	5 Very high
Severity of Impact						

Risks Removed

- 1.8 Decisions are taken on a political basis as opposed to being considered on their own merits.
- 1.11 Income assumptions are based on outdated financial data.

Report to: Joint Committee, North Essex Parking Partnership (NEPP)

Date: 26 June 2014

Subject: Annual Governance Statement

Author: Hayley McGrath, Corporate Governance Manager, Colchester Borough Council

Presented by: Hayley McGrath, Corporate Governance Manager, Colchester Borough Council

1. Action Required

The Joint Committee is requested to:

- Note and approve the 2013/14 Annual Governance Statement for the North Essex Parking Partnership, and
- Agree the positive completion of Section 2 (the Governance Declaration) of the Annual Return for 2013/14, and
- Agree the actions highlighted in the statement, which are required to ensure that the service continues to provide appropriate and cost effective services

2. Background Information

- 2.1 The Joint Committee is required to annually review the service's internal control arrangements by regulation 4 of the Accounts and Audit Regulations 2011. This was outlined in detail in the Annual Governance Statement briefing paper that was presented to this committee on 14 March 2013.
- 2.2 In 2011 the requirement for smaller bodies to complete full statements of account was replaced by the completion of an annual return (attached as an appendix to the Draft Accounts report, which is a separate item on this agenda), which consists of four declarations, one of which relates to the body's governance arrangements.
- 2.3 The declaration requires the Committee to confirm that the service has complied with eight areas of governance. Work has therefore been undertaken to review these areas and the purpose of the Annual Governance Statement is to provide the committee with reassurance of the service's compliance with them. A copy of the Governance declaration is attached at appendix 1.
- 2.4 Whilst smaller bodies have to review their governance arrangements to complete the annual return, there is no requirement to produce or publish a formal Annual Governance Statement. However it is considered good practice to do so.

2.0 Conclusion and Recommendations

- 2.1 There have been no significant governance issues raised during the year and the internal audit report for 2013/14 achieved a substantial assurance rating.
- 2.2 The review this year, combined with the maintained audit assurance rating, have demonstrated that the governance arrangements for the partnership continue to be effective. However the completion of the items highlighted on the action plan would further embed the internal controls.

3.0 Standard References

- 3.1 Having considered consultation, equality, diversity and human rights, community safety, health and safety and risk management implications, there are none that are significant to the matters in this report.

Attached Papers:

Appendix 1 - Copy of Section 2 of the Annual Return for 2013/14

Appendix 2 - Draft Annual Governance Statement

Section 2 – Annual governance statement 2013/14

We acknowledge as the members of our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2014, that:

	Agreed –		'Yes' means that the body:
	Yes	No*	
1 We approved the accounting statements prepared in accordance with the requirements of the Accounts and Audit Regulations and proper practices.			prepared its accounting statements in the way prescribed by law.
2 We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.			made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3 We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and proper practices that could have a significant financial effect on the ability of the body to conduct its business or on its finances.			has only done what it has the legal power to do and has complied with proper practices in doing so.
4 We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.			during the year has given all persons interested the opportunity to inspect and ask questions about the body's accounts.
5 We carried out an assessment of the risks facing the body and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.			considered the financial and other risks it faces and has dealt with them properly.
6 We maintained throughout the year an adequate and effective system of internal audit of the body's accounting records and control systems.			arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of the body.
7 We took appropriate action on all matters raised in reports from internal and external audit.			responded to matters brought to its attention by internal and external audit.
8 We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the body and where appropriate have included them in the accounting statements.			disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.

This annual governance statement is approved by the body and recorded as minute reference

dated

Signed by:

Chair

dated

Signed by:

Clerk

dated

*Note: Please provide explanations to the external auditor on a separate sheet for each 'No' response. Describe how the body will address the weaknesses identified.

Appendix 2

**THE NORTH ESSEX PARKING PARTNERSHIP
ANNUAL GOVERNANCE STATEMENT
FOR THE YEAR ENDED 31 MARCH 2014**

Scope of responsibility

Colchester Borough Council, as lead authority for the North Essex Parking Partnership (NEPP), is responsible for ensuring that their business is conducted in accordance with the law and proper standards, and that public money is safeguarded and properly accounted for, and used economically, efficiently and effectively. The Authority also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

In discharging this overall responsibility, Colchester Borough Council is responsible for putting in place proper arrangements for the governance of the NEPP affairs, facilitating the effective exercise of its functions, which includes arrangements for the management of risk.

Colchester Borough Council, for itself, has approved and adopted a code of corporate governance, which is consistent with the principles of the CIPFA/SOLACE Framework *Delivering Good Governance in Local Government*. A copy of the code is on the Council website at www.colchester.gov.uk (detailed in the constitution, which can be found in the 'Council and Democracy' area) or can be obtained from Colchester Borough Council, Rowan House, 33 Sheepen Road, Colchester, CO3 3WG.

Colchester Borough Council will apply the principles of its approach to corporate governance when regulating the affairs of the NEPP. This statement explains how the NEPP has complied with the code and also meets the requirements of regulation 4 of the Accounts and Audit Regulations 2011. Due to the size of the service it is not required to formally publish a governance statement but to demonstrate the service's commitment to providing effective services it is felt appropriate to produce the statement.

DELIVERING GOOD GOVERNANCE IN LOCAL GOVERNMENT:

The purpose of the governance framework

The governance framework comprises the systems and processes, and culture and values, by which the NEPP is directed and controlled and its activities through which it accounts to, engages with and leads the community. It enables the NEPP to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate, cost effective services.

The system of internal control is a significant part of that framework and is designed to manage risk to a reasonable level. It cannot eliminate all risk of failure to achieve policies, aims and objectives and can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the NEPP's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.

The governance framework has been in place at the NEPP for the year ended 31 March 2014 and up to the date of approval of the annual accounts. A detailed description of the comprehensive processes that make up the framework can be found in the 2013/14 Annual Governance Statement for Colchester Borough Council, which is available from the address above.

The Principles of the Governance Framework

The Colchester Borough Council governance framework derives from six core principles identified in a publication entitled The Good Governance Standard for Public Services. This was produced by the Independent Commission on Good Governance in Public Services – a commission set up by the Chartered Institute Of Public Finance and Accountancy (CIPFA), and the Office for Public Management. The commission utilised work done by, amongst others, Cadbury (1992), Nolan (1995) and CIPFA/SOLACE (2001). These principles were adapted for application to local authorities and published by CIPFA in 2007. The six core principles are:

- Focusing on the purpose of the authority and on outcomes for the community and creating and implementing a vision for the local area;
- Members and officers working together to achieve a common purpose with clearly defined functions and roles;
- Promoting values for the authority and demonstrating the values of good governance through upholding high standards of conduct and behaviour;
- Taking informed and transparent decisions which are subject to effective scrutiny and managing risk;
- Developing the capacity and capability of members and officers to be effective; and
- Engaging with local people and other stakeholders to ensure robust public accountability.

Colchester Borough Council has applied these six principles, where appropriate, in regulating the affairs of the NEPP.

DELIVERING GOOD GOVERNANCE IN LOCAL GOVERNMENT:

Review of effectiveness

Colchester Borough Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control. The review of effectiveness is informed by the work of the senior managers within the authority who have responsibility for the development and maintenance of the governance environment, the Internal Audit annual report and also by comments made by the external auditors and other review agencies and inspectorates.

The NEPP is governed by a joint committee which consists of 7 members, one from the Executive of each partner authority - Braintree, Colchester, Epping Forest, Essex, Harlow, Tendring and Uttlesford. The Joint Committee meets at least four times a year and has the delegated power to govern the service. The governance arrangements of the NEPP are primarily set out in the Joint Committee agreement which came into effect on 1 April 2011. The agreement covers the following key regulatory areas:

- Strategic vision and values
- Specification of specific services for each authority
- Specific Limits and Requirements
- Funding and Accounting / Budget processes
- Governance arrangements
- Constitution of the joint committee
- Decision making process
- Monitoring and Assessment
- Scrutiny
- Conduct of members
- Liability of the authorities and members
- Dissolution arrangements

It is Colchester Borough Council's role as lead authority to ensure that the NEPP's activities comply with the governance framework. The NEPP is subject to internal monitoring by Colchester Borough Council's Internal Auditors and Scrutiny committees.

The Joint Committee is responsible for ensuring that the strategic vision of the service is achieved:

"The vision and aim of the Joint Committee will be to provide a parking service that results in a merging of services to provide a single, flexible enterprise providing full parking services for a large group of Partner Authorities. It will be run from a central office, with outstations providing bases for local operations. There will be a common operating model, adopting best practices and innovation, yet also allowing variation in local policies and decision-making. Progress will be proportional to the level of investment in the Annual Business Plan."

The vision is underpinned by a set of values that incorporate good governance principles including defining the services purpose, customer service, financial management, performance management, staff development, efficiency and innovation.

Officers of the NEPP provide updates to each of the Joint Committee's meetings regarding the progress of the service and its effectiveness.

From the work undertaken in 2013/14, Internal Audit has provided satisfactory assurance that the system of internal control that has been in place at Colchester Borough Council for the year ended 31 March 2014 accords with proper practice. This is excepting any details of significant internal control issues as documented in Colchester Borough Council's Annual Governance Statement, none of which relate to the NEPP. It is also the opinion of Internal Audit that the Council's corporate governance framework complies with the best practice guidance on corporate governance issued by CIPFA/SOLACE.

Significant Governance Issues

The review of the effectiveness of the governance and internal control arrangements for the Parking Partnership has identified some areas where actions are required to ensure that the new North Essex Parking Partnership delivers appropriate and cost effective services. These are detailed in the table below:

No.	Issue	Action
1.	<u>Parking Partnership Strategy</u> It was highlighted in last years Annual Governance Statement that a review of the Parking Strategy and Development Plan should be undertaken. This was agreed for completion by March 2014. This had not been finalised by the year end and the internal audit carried out in April 2014 also highlighted the same issue.	The review has been completed and the documentation is being reported to the Joint Committee meeting on 26 June 2014 for approval and implementation.
2.	<u>Reconciliations</u> The internal audit review highlighted that on some occasions there had been incomplete documentation for season ticket and parking charge notices reconciliations.	The concerns raised by the audit have been resolved with immediate effect.

We have been advised on the implications of the result of the review of the effectiveness of the governance framework.

Signed:

.....
 Chairperson North Essex Parking Partnership Joint Committee

.....
 Parking Partnership Manager

.....
 Chief Finance Officer

on behalf of North Essex Parking Partnership

Report to: Joint Committee, North Essex Parking Partnership (NEPP)

Date: 26 June 2014

Subject: **NEPP On-Street financial position at year end 2013/2014**

Author: Matthew Young, Head of Operational Services, Colchester Borough Council

Presented by: Matthew Young, Head of Operational Services, Colchester Borough Council

1. Summary

1.1 The position to date and forecast outturn for the NEPP on-street account is shown in the Appendix to this report. A surplus of £152,000 has been generated and the recommendation for how to deal with this is set out in section four of this report.

2. Income

2.1 The income from Penalty Charge Notices (PCN) was £64,000 below budget at year end which is better than the £90,000 shortfall predicted at period 6. This improvement has been achieved through better targeted enforcement and a change in the rotas to ensure more staff are available at busy times.

2.2 This under recovery has been mostly offset by collecting more income through sales of permits and season tickets as well as a fee for additional work provided to one of the partner authorities by the Group Manager of the NEPP.

2.3 Members should note that it is very difficult to predict levels of income that can be earned through on-street activities as it is all dependent on driver behaviour. However, adjustments have been made in the budgets for the new financial year to reflect the experience during this year.

3. Expenditure

3.1 Overall savings in the staffing budgets totalled just over £130,000 and were mainly down to the reduction in Civil Enforcement Officer (CEO) posts. A sustained effort was made to also reduce costs in both direct and indirect expenditure areas and this has resulted in the improved position than that predicted in month 9. Explanations are provided in the Appendix to this report.

4. Recommendations

4.1 It was agreed at the Joint Committee meeting in January 2014 that surpluses of £50,000 would be retained to offset any deficits in subsequent years.

4.2 However, it is recommended that a further £50,000 is also retained in a ring fenced account held by the lead authority. This will allow for flexible financial management of the on-street account and will further lessen the possibility of the partner authorities having to contribute to any deficits in subsequent years. These funds will not be able to be used for any other purpose by the lead authority other than instructed by the Joint Committee.

4.3 It is also recommended that the remaining £52,000 be used for the following essential items that are required by the partnership to maintain the on-street operation:

- Hardware - £40k
- Training - £12k

The hardware is to improve the hand held devices for Civil Enforcement Officers (CEOs) as the original versions cannot cope with the increased usage required by the loading of Mi-Permit data. The training is to develop further the manager and team leader skills in the NEPP and give refreshment course for CEOs on legislation particularly the future signage changes. This expenditure is line with the legislation that specifies how surpluses on the on-street account can be spent.

4.4 Due to the reductions made to ensure that the previous deficit was eradicated the finance to fund these necessary items was not available in the original NEPP budgets.

Appendix NEPP On-Street Account – Period 12

On-street Account	2013/2014 Actual to date	2013/2014 Budget to date	2013/2014 Variance to date	Note	
Expenditure					
Direct costs					
Employee costs:					
Management	58	55	3		Parking Services Mgt Team staff costs
CEOs & Supervision	1,031	1,162	(131)	A	CEOs & Supervisor staff costs
Back Office	266	270	(4)		Back Office staff costs
TRO's	80	80	-		TRO team staff costs
Premises costs	10	9	1		R&M budget (small expenditure anticipated)
Transport costs (running costs)	29	24	5		Fuel, public transport etc
Supplies & Services	195	228	(33)	B	General expenditure
Third Party Payments	41	28	13	C	Chipside and TEC bureau costs
	1,710	1,856	(146)		
Non-direct costs					
Accommodation	62	64	(2)		Accommodation
Other Support Services	134	149	(15)		Accountancy, HR, insurance, HoS, etc
Cash Office & Receipting & Postage	45	33	12	D	Cash Office & postage
Communications	14	20	(6)		Communications
Fleet contract hire	54	54	-		Fleet costs
IT	73	76	(3)		IT costs
	362	396	(14)		
Total Expenditure	2,092	2,252	(160)		
Income					
Penalty Charges (PCNs)	(1,649)	(1,713)	64	E	PCNs
Parking Permits/Season Tickets	(431)	(386)	(45)	F	Visitor Permits / Season tickets
Parking Charges (P&D etc)	(158)	(158)	-	G	Pay & Display charges
Other income	(6)	-	(6)	H	Misc reimbursements from partners
Total Income	(2,244)	(2,257)	13		
Deficit / (Surplus) transfer to reserve	(152)	(5)	(147)		
	Notes				
	A Savings in enforcement staff costs, net of severance pay (70% attributable to on-street account).				
	B Cost pressure on debt registration fees.				
	C Chipside and Patrol costs				
	D Cost pressure on postage.				
	E Income from penalty charge notices - projection based on recent trends.				
	F Income from season tickets / permits expected to be slightly above budget for the year.				
	G Income from P&D expected to be slightly down due to proposed changes at Harwich Quay.				
	H Income in respect of consultancy works carried out by Parking Manager.				

Report to: Joint Committee, Parking Partnership
Date: 26 June 2014
Subject: **NEPP Development Plan**
Author: Richard Walker, Parking Partnership Group Manager
Presented by: Richard Walker, Parking Partnership Group Manager

1. Summary

- 1.1 The Parking Partnership's first operational years were covered by an Initial Business Plan, which set out how the Partnership would operate and become financially independent.
- 1.2 The intended timescale of the Initial Business Plan has now been completed with the transitional changes and work implemented.
- 1.3 A Development Plan is now proposed to cover the next five years of operation, and the draft Plan is presented for debate, prior to its completion and adoption.
- 1.4 The Development Plan document sets out the strategic direction for the Partnership, and points out the most critical financial factors, and mitigating actions required, which could affect the performance of the service during this timescale.
- 1.5 Members are especially requested to note the income streams and proposals, particularly permit price proposals which are shown in Appendix A, as well as considering other income streams.
- 1.6 Members are invited to debate the contents of the draft Plan, and have input into the future shape and direction of the service, through recommendations made for inclusion in this final version of the Plan.

2. Decisions

2.1 Members are asked to:

- **consider and debate the Development Plan and make recommendations either for changes to the draft;**
- **recommend any other actions or contents for input into the Plan;**
- **consider and debate the general level of pricing over the duration of this plan, in order to add to transparency and openness;**
- **decide the future direction of the Partnership, approving the financial aspects of its provision and support over the next five years;**
- **Approve the Plan in draft/outline, on the understanding that the recommendations will be incorporated into the final version**

Draft Document



Parking Partnership 5-year Strategy & Development Plan 2013/14-2017/18

for the North Essex Partnership Area



**North Essex Parking Partnership
Strategy and Development Plan:
Issue 4 (draft)**

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Telephone 01206 282316

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S:\Development - Service - Asset Plans and
Performance\Development Plan\2013-14\Parking
Partnership development plan 2013 draft v0.1.doc

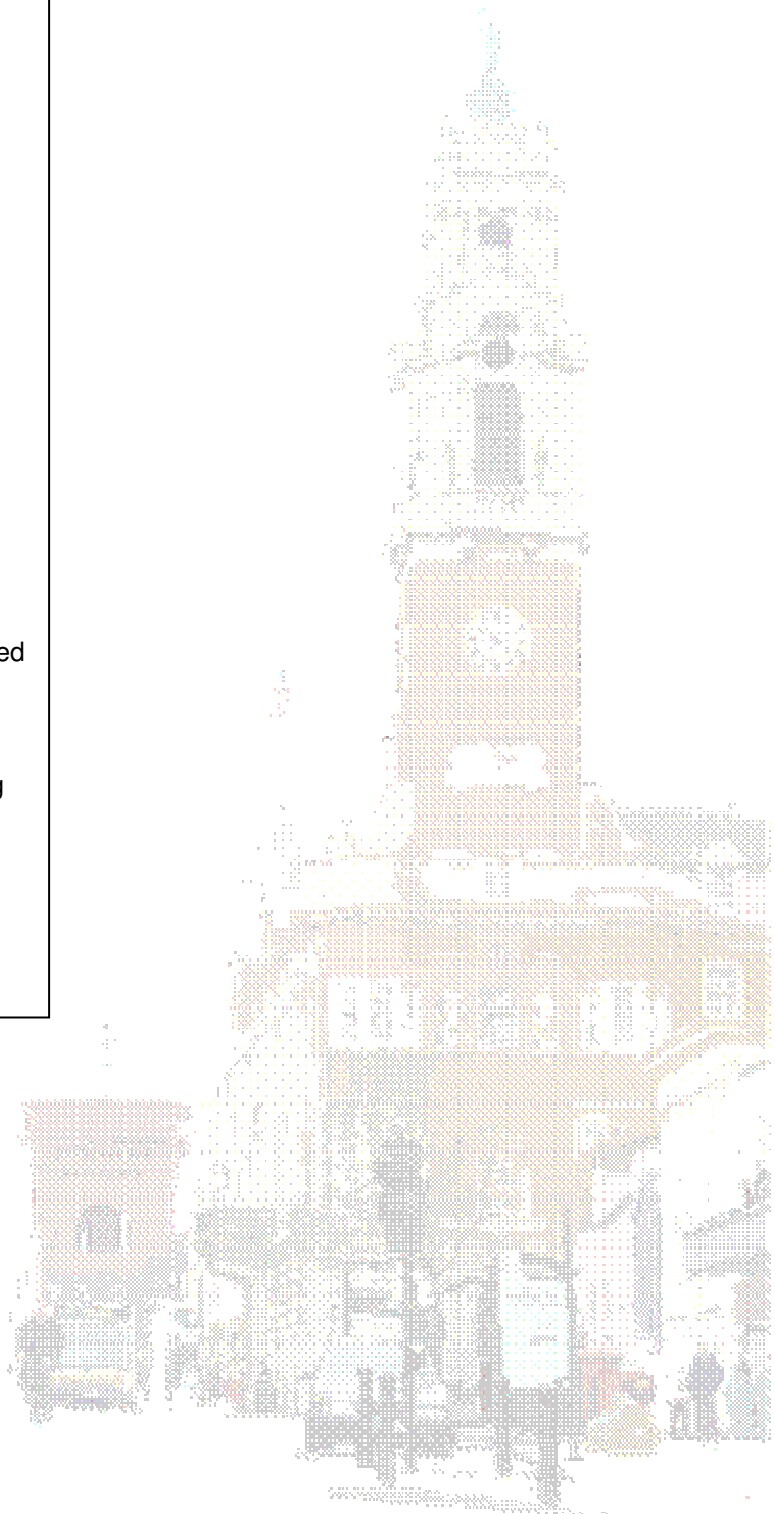
Development Plan v1.1 first issued 2007.

Development Plan v2 issued August 2008

Development Plan v3 amended and re-issued
for Parking Partnership 2009.

Development Plan v4 comprehensively
revised and reissued for North Essex Parking
Partnership December 2013-January 2014

*Information is complemented by the
Partnership's Annual Reports 2012/13 and
2013/14 (produced in retrospect).*



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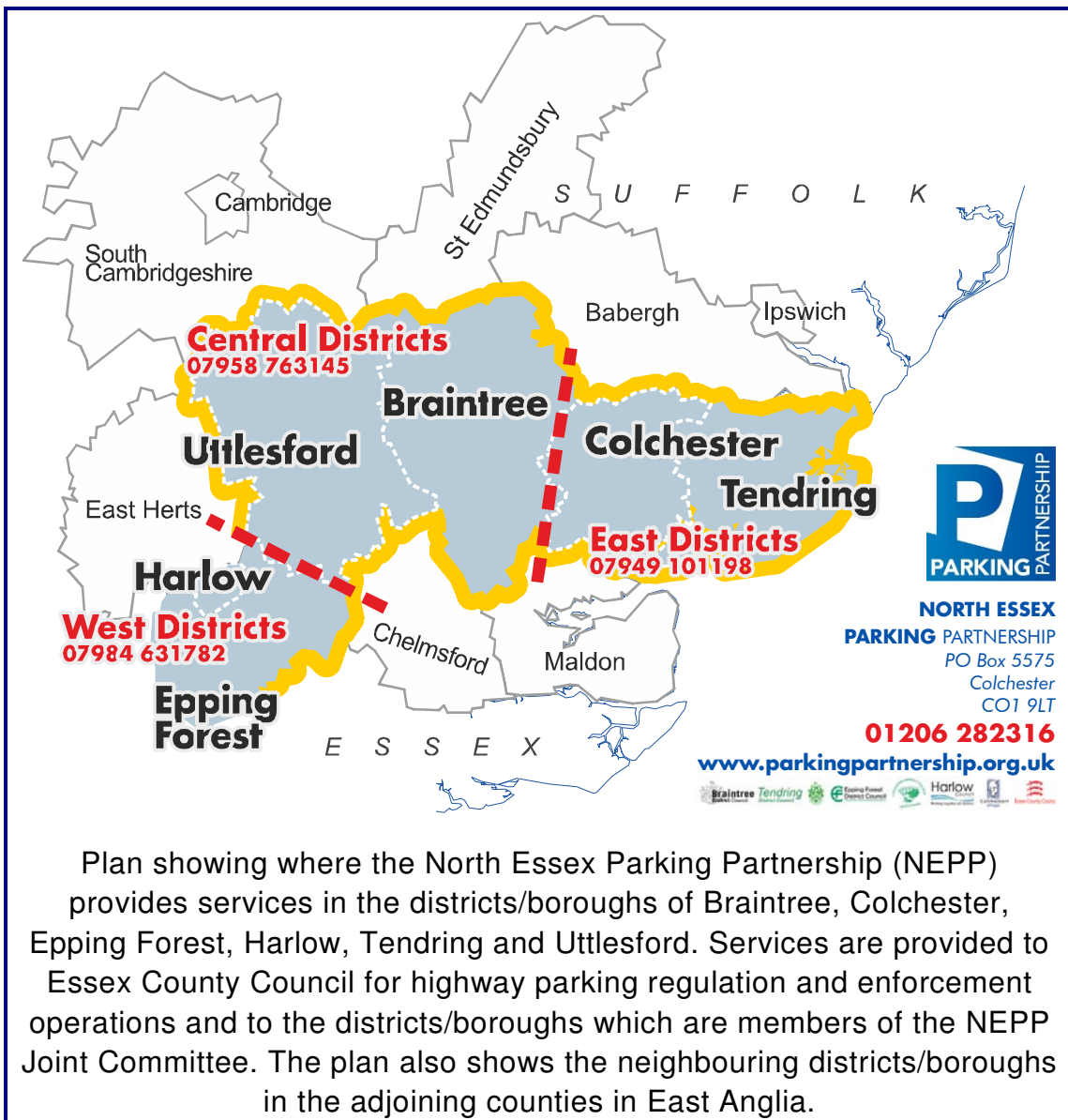


1 Introduction

1.1 About this Document

This document, now in its fourth version, sets the direction for the second half of the North Essex Parking Partnership's (NEPP) Agreement initial term.

It sets out to revise and redefine the NEPP's strategy for the future provision and operation of parking across the borough and district council areas of Essex County Council, Colchester Borough Council, Braintree District, Epping Forest District Council of Civic Offices, Harlow District Council, Tendring District Council and Uttlesford District Council.



1.2 Purpose of this Document

The document sets out to:

- Determine the future direction of the Parking Partnership operationally and financially, having completed the Implementation Plan set out in the Business Case.
- Make clear links between the Parking Strategy and other transport related strategies in place including any local or town centre plans;
- Determine a strategic approach to future provision including changes to parking regulations, enforcement and operational services investigating any gaps in the level and quality of provision and opportunities to make efficiencies in the service, and what actions the Partnership should take in each case;
- Define the current position with regard to on-street and off-street parking, to determine a strategy for the level and quality of the service provided and what actions the Partnership could take;
- Set out the level of contributions required from Partner Authorities against the Service Level Agreement;
- Take into account the need to achieve sustainability by setting out what is considered to be a fair pricing structure and how, if any surplus is generated by the service, that might be used to help support services offered.

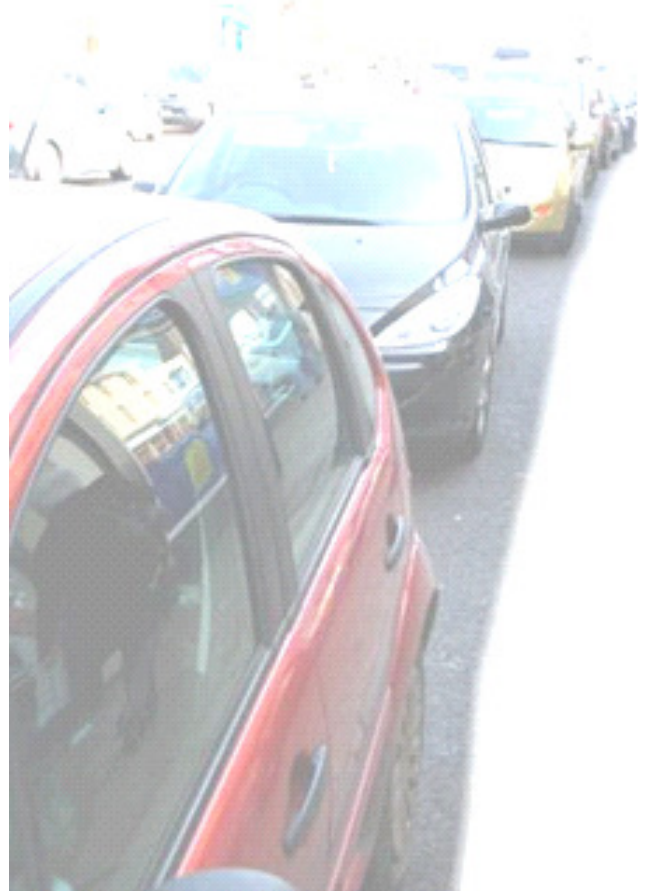
1.3 Partnership Services

The Joint Committee Agreement defines the services to be delivered in the on-street areas.

The off-street parking Service Level Agreement (SLA) shows services provided to the Partner Authorities which (decided by Committee December 2012).

1.4 Background

A Development Plan for parking was first issued in 2007 for operations in Colchester; the Plan was revised and updated as operations have changed. The 2008 issue represented the first full update and that version has been supplemented with strategy Plans for the joining districts with the advent of the Partnership. This was updated to reflect the formation of the current Partnership operation of seven authorities under Agreement. The Plan is a “live” document.



1.5 History

Prior to the Partnership Agreement, the partner authorities operated their own discrete Agreements with the County Council to provide parking services, and operated their own off-street parking services entirely separately.

The implementation of the 2011 Parking Partnership – based on the ideas from our previous similar but smaller three-district Partnership – has been a significant change. The effect has been able to implement one of the most innovative and efficient operations in the country. NEPP received a national award to recognise its achievements.

This Plan is a summary of the development that the service now requires detailing the steps that need to be taken in order to build upon the successful and efficient operation outlined in our initial plans.

The aim is to continue to deliver good quality, innovative and efficient public services at minimum cost.

To this end there's a number of exciting projects to implement in the coming years which will further complement the groundwork already done in becoming the best all-round parking operation possible.

1.6 About the Partnership

NEPP is an independent local government service, which reports to a Joint Committee of Essex County Council. The North Essex Parking Partnership Joint Committee governs the operations and is known as the Joint Parking Committee (JPC).

Beside the county council, the six district and borough councils of North Essex are also Members of the NEPP JPC and are represented by Executive Councillors at the Committee, which meets about five times a year, with its AGM in June. The NEPP JPC receives operational, financial and other topical reports from lead officers.

Each of the district and borough councils (the “client authorities” of NEPP) has a client officer with whom the NEPP officers maintain regular contact. The officers of the NEPP operational service are employed by a host authority, which in the case of NEPP is Colchester Borough Council.

More details about the NEPP and its governance can be found in the service's Annual Reports published at www.parkingpartnership.org

The county council has also delegated powers to make parking restrictions/permissions such as “yellow lines” to the NEPP and the JPC considers schemes from cases discussed locally.

Strategic Links

The Strategy needs to be closely linked with the county council's priorities principally the Local Transport Plan (LTP) as it relates to the decriminalised Civil Parking Enforcement scheme (CPE) and any future development of park & ride sites (P&R) to serve towns in the partnership area. This document therefore also considers these issues.

This document outlines a 5-year Parking Strategy for the North Essex area and is based on principles that reflect:

- National, regional and local objectives for regeneration, transport and the environment;
- The mitigation of changes in town centre parking stocks as a result of regeneration in town centres stemming from regeneration plans and local plans to revitalise high streets.
- Any improvements to the overall parking service provided by the partner councils which may be required.
- Any changes to legislation or Guidance from government as a result of recent consultation.

1.7 Structure of Document

The Strategy is presented under the following headings:

1. Introduction
2. Mission and Vision
3. Aims and Objectives
4. Review of work to date
5. Financial Matters
6. Parking Enforcement Service
7. The Technical Service
8. Off-street parking operations
9. Business Unit and Policy issues
10. Performance Management
11. Technology
12. Future recommendations
13. Phased implementation plan

Each section provides a summary of the key issues together with the recommendation(s) for areas to be developed, that are highlighted in boxes, within the text.

2 Mission and Vision

2.1 Mission

Our mission is to:

- Provide a well-budgeted, effective, efficient and economic service in line with national, regional and local objectives for regeneration, transport and the environment;
- Plan for and provide adequate parking for future needs, including during regeneration;
- Maintain the highest possible level of service, safety and customer care whilst maximising income;
- Demonstrate continuous service improvement and high levels of performance.
- Clearly and concisely communicate the vision and plans set out herein to all those who need to buy in to them in order to deliver the programme.

2.2 Vision

The Partnership's Vision:

It is expected that in 5 years the result of merging services will be a single, flexible enterprise providing full parking services for a large group of partner authorities.

The vision calls for combined collaborative working, as a single enterprise. In future years, the enterprise will bring together the parking expertise from all the partner authorities (including any future partners which may join), as a single entity managed centrally with satellite outstations providing bases for local operations.

There will be a common operating model, adopting best practices and innovation, yet also allowing variation in local policies and decision-making. Progress will be constrained by investment in the annual business plan.

To create a flexible business enterprise operating as a single unit formed out of the existing three authorities' operations will require joint investment (both political and financial) from all partners and a sign-up to a joint strategy, model and structure proposed.

3 Aims and Objectives

The plan sets out specific strategies relating to each part of the service, or parts of the client authorities' services where change is taking place; they have independent timescales, but fit together and support this document

The Aims are divided into functions as follows:

3.1 Business Aims

- Support the core principles of TMA 2004 and LTP3;
- Operate the Civil Parking Enforcement function beyond March 2018;
- Achieve an overall financial account to operate parking enforcement and the TRO function overall at zero deficit;
- Maintain a reserve fund within agreed boundaries;
- Work in partnership with others wherever possible
- Partnership Client Officers take all reasonable steps to ensure individual areas maintain their off-street contribution;
- Maintain signs and lines and TROs to an acceptable level ensuring suitable funding is available

3.2 Supporting the Aims of the Local Transport Plan

The Partnerships continue to support the Local Transport Plan outcomes of Essex County Council (LTP3 and beyond) including:

- Improving the management of parking within urban areas, (including the possible development of Park & Ride facilities to remove traffic from congested corridors);
- Stronger parking enforcement, particularly where illegally parked vehicles impede traffic flows or block access by public transport; and
- Improving the management of goods deliveries, ensuring that appropriate vehicles are used and that delivery and loading does not inhibit traffic flows
- Providing connectivity for Essex communities and international gateways to support sustainable economic growth and regeneration
- Reducing carbon dioxide emissions and improve air quality through lifestyle changes, innovation and technology
- Improving safety on the transport network and enhance and promote a safe travelling environment

3.3 The Partnership Governance Document

The Partnership Joint Committee Governance document (“The Agreement”), outlines the control and leadership of the joint parking service parking governance strategy for the partner authorities and which also sets out how the partner authorities fund and operate the Joint operation.

The Governance document defines the starting position (“baseline”) with regard to on- and off-street parking operations and on-street enforcement in partnership by defining the level and quality of the services provided originally by the partner authorities before their merger (and therefore the service level provided in their area if they chose to leave), and the actions required to operate the service through a Joint Committee.

3.4 Legislation and external agreements

Much of the work carried out by the Partnership is governed by primary legislation, regulations and guidance – the appropriate references are given later in this document.



Car parking is one of the most important services which any local authority provides, with links to town centre vitality and income being brought to the fore in recent National and Select Committee reports.

3.5 Updating the Business Plan

The initial Business Plan document detailed budgets for the Partnership

from 2011 to 2014 having projected contributions based on 2009/10 figures.

This new Strategy takes and develops the details and provides projections based on actual operations in order to provide an updated Plan for the years 2014/15 and beyond.

In addition, a budget for off-street operations is provided based on the Service Level Agreement (SLA) principles that were agreed at JPC in December 2012.

3.6 Other Plans

Planned projects can be implemented using “daughter” plans, which prioritise and amplify the work and processes to be gone through further.

It will be necessary for the Parking Partnership’s client authorities to maintain asset management plans separately from the Parking Partnership operational service itself, since the asset base remains the responsibility of the Client Authority.

The Partnership will assist and advise the client authorities of issues such as asset maintenance. Wherever necessary, the Partnership will make consultancy services available to client authorities for special projects which might fall outside the SLA.

4 Review of work to date

4.1 Review of Objectives

The initial Business Plan document detailed a number of steps to be taken in the transitional years, in order to help the service manage a break-even budget by 2014.

These steps have largely been completed and the budget is forecast to be out of deficit for the out-turn of 2013/14.

Actions already taken will continue to contribute efficiencies as the systems are expanded to cover all activities.

Steps taken include:

- Introduction of MiPermit for cashless car parking, paperless permits and season tickets and virtual visitor permits.
- The system extends opportunities for motorists to pay electronically; cashless parking is now available in Colchester, Uttlesford and Epping car parks, Loughton and Buckhurst Hill, Harwich and Saffron Walden on-street locations, with Braintree car parks presently under test.
- 'Paperless' Car Park Season Tickets and Resident Permits are available in place of paper permits, bringing savings in postage, secure stationery and more flexibility in payment collection systems.
- 'Virtual' Visitor Permits are available in place of scratch-cards bringing savings in postage, secure stationery and more flexibility in payment

collection systems. There has been a high conversion rate within the trial area (Colchester), with over 18000 having been transferred to the Internet service between October and March, with a growing take-up.

- Scratch-cards are still available to those who have no access to the Internet, although only until a 24/7 phone line can be provided.
- A CCTV car has been procured for use near schools and other high level restrictions. Operation of the car helped to bring enforcement to more places during peak times where it has been called for but impractical to reach previously.



- Enforcement and operational services in Epping Forest have been merged and operations streamlined.
- The Technical Service has begun to implement a large number of requested restrictions and has carried out two major town reviews.
- Enforcement services have been streamlined in accordance with the views of the Joint Committee; there are now 66 CEOs posts

5 Financial Matters

5.1 Budget for 2014/15 onwards

The initial business plan set out the interim budgets required to re-align the service to achieve a balanced budget in 2013/14. The initial business plan did not set out any details beyond 2013/14, and that is the purpose of this document.

The first years of operation included investment in systems and hardware, plus an adjustment for the later integration of the Epping Forest operations.

In addition to the annual budget there is agreement to carry forward deficits or surpluses in the on-street and off-street operations from year to year, provided the variance is not in excess of £50k. Those variances must be dealt with by early intervention within the next financial year.

A number of initiatives have now been implemented in order to gain additional efficiencies in the system, as identified in the initial Business Plan.

It is clear that without changing investment, income, or the level of resources, the level of financial out-turn will gradually reduce as costs and expenditure increase in line with inflation.

Essential inflationary increases account for around £130k of additional expenditure each year, whilst running costs are being kept under strict control. All costs will be subject to inflationary increases.

Presently the TRO team is funded from the On-Street fund in order to maximise the maintenance funding available. This effectively reduced the out-turn level by around £98k.

It is important (and in certain cases, a legal requirement) that each element of the service is covered by its own funding.

5.2 Finance Key Facts

Increasing the off-street contribution (which covers between 20% and 30% of enforcement work and 100% of car park operations work) by 3% would mean an additional £37k income.

Increasing the resident permit charge by £5 (about 9%) could mean an additional income of £22k

Increasing the Resident Visitor charge by 20p from 80p to £1 would bring £22k income.

PCN income for resident areas cannot be used to fund residential enforcement. That cost must be borne by the resident permit price. The reasons for this being that there is no guarantee of any PCNs being issued, and so any scheme must be self-financing without relying on such PCN income.

The PCN value is set by Department for Transport (DfT), centrally. It is unlikely that the PCN value will be increased. The enforcement process has been strengthened over recent years to enable more of the outstanding charges to be collected. Efficiencies have instead been sought in the process.

Consultation with Client Officers and at Scrutiny has shown that the financial information would be well received if the details for coming years could be set out in a planned way. Details of the larger costs and income streams are shown in the Appendices.

There are few income streams which can be relied upon. One source of income is from On-Street Pay & Display areas, where a fee to park is set at a level to encourage space availability for short stays, primarily in support of nearby businesses and to regulate all-day use of kerb space by supporting use of nearby off-street car parks for longer stays. The Committee has previously decided that new Pay & Display areas would only be considered as part of an overall local scheme, and these will be investigated as part of this Plan.

5.3 Action Plan

Actions have been recommended in the short-term and medium term and these are contained within the Plans in order to mitigate and maintain the budget position over coming years.

These include areas where efficiencies could be made, additional income could be earned, or fees and charges may need to be adjusted.

The appropriate measures have been included within the agreed 2014/15 budget, and a Plan for future years for Proposed Permit Charges is shown in the table at **Appendix A**.

A plan of proposed actions is included at **Appendix B (details to be confirmed after decision)**.

5.4 Comparing the North and South Partnerships

	Area	Population	Density (per sq m)
NEPP	885	745,700	842
SEPP	483	651,500	1,350
SEPP <i>as a proportion:</i>	55%	87%	160%

The two Partnership areas have their own particular features, although the NEPP area is significantly more rural with greater distances to travel.

SEPP is just over half the size of NEPP in area. SEPP is more populous, and the population spread is over one and a half times the density. SEPP has a proportional population 160% the size for its area when compared to NEPP.

6 Parking Enforcement Service

6.1 Background

The enforcement service covers highway on-street areas and off-street car parks. The amount of work carried out in car parks is set in relation to the Service Level Agreement.

The on-street operation is funded by NEPP income and adjusts to the resources available.

Costs and resources are split between the on-street and off-street accounts.

Following the Joint Committee's decision in December 2012, the Partnership undertook a restructuring exercise in mid-2013. The current number of CEOs available in each area is as follows:

Area	CEOs
East	18
Central	15
West	18

The teams are then split between districts on a beat system. This equates roughly as follows (on a day to day basis slightly more or fewer resources may be deployed depending upon the local shift pattern and any leave or recruitment ongoing). A table is shown below:

District	On or Off Street	CEOs per district	% split of CEO time
Tendring	On	4	8%
Colchester	On	8.6	17%
	Off	5.4	11%
Braintree	On	5.25	10%
	Off	2.25	4%
Uttlesford	On	5.25	10%
	Off	2.25	4%
Harlow	On	6.3	12%
	Off	2	4%
Epping Forest	On	6.3	12%
	Off	3.4	7%

Tendring is not part of the Partnership for Off-Street.

Looking at the split of work completed, using PCNs issued in 2012/13 as a guide, the split of employees roughly mirrors the allocation of work, with the exception of Colchester, where significantly more PCNs were issued per CEO on-street.

District	On or Off Street	% split of CEO time	% split of PCN issued
Tendring	On	8%	10%
Colchester	On	17%	27%
	Off	11%	10%
Braintree	On	10%	9%
	Off	4%	5%
Uttlesford	On	10%	5%
	Off	4%	4%
Harlow	On	12%	10%
	Off	4%	3%
Epping Forest	On	12%	10%
	Off	7%	8%

6.2 Future Provision

There is a continuing need to protect accessibility of the kerbside to provide adequate parking supply for shopping, leisure and commercial activities.

The enforcement service is about to commence recruiting for a small number of vacant posts where staff have moved on. It is felt that the organisation's number of officers and balance of the CEO teams is now at the correct level, where resources are stable, sustainable and affordable for the medium-term future.

The only changes may be to supplement seasonal levels with overtime or seasonal part-time working.

7 The Technical Service

7.1 Background

The Technical service is currently being reorganised in order to bring together the Technical and Operational sections into one team, and identify separately the cash collection service. If it is beneficial the cash collection and counting service may be outsourced, depending upon the market evaluation.

The Technical Team is responsible for On-street Regulations and maintenance and this is part-funded by an Essex County Council maintenance contribution (£150k p.a.) and partly from external contributions to cover Traffic Regulation

Order design. The latter will fund an additional two technical posts, which will be dependant upon continuing funding.

8 Off-street parking operations

8.1 Car Parks

This section captures the role of the car park infrastructure in attracting visitors and shoppers and alludes to the relationship with the local economy and vibrancy of the town centre.

The Off-street functions, reporting to the Off-Street Sub Committee of the Joint Parking Committee for those client authorities which have agreed the NEPP shall provide their parking services were agreed in a Service Level Agreement at the December 2012 meeting.

The off-street SLA is fundamentally a menu of operational items which can be selected. The level and depth of the operation provided is agreed by Districts who can choose as much or little of the operation as it is efficient to agree, to be provided by the operational function of NEPP.

The level of service provided dictates the pricing structure. The pricing structure and contributory budget is reviewed in this section.

The work of the Off-Street Review continues.

(A fully-costed SLA will be developed and attached to the final version, once the work on the Technical Team Review and Cash Collection Contracts, if applicable, have been concluded).

8.2 Split of work: Cash Service

To assist in the planning for the Off-Street Review, the table below summarises the amount of work done in cash collection / counting terms for each area, and each account, based on machines, collections and shows a percentage of the total budget for cash services which can be attributed to each authority.

A small amount of work is carried out for the on-street service (approx 10% of collections or 2% by income), but in any event, the majority of the work is for the off street function.

The details are shown in the tables below.

Area/District (both on- and off- street)		Ops/cash personnel split by area	Account	Machines serviced	Machines by % of total	Estimated Annual Collections	Collections by % of total
East	Tendring	50%	On	2	1%	234	1%
	Colchester		Colchester - Off	53	31%	10212	41%
Central	Braintree	30%	Braintree - Off	20	12%	3152	13%
	Uttlesford		On	6	3%	936	4%
			Uttlesford - Off	27	16%	4212	17%
West	Epping Forest	20%	On	24	14%	1248	5%
			Epping Forest - Off	41	24%	4680	19%

On-Street total (pay & display on-street work carried out) is equivalent to 10% (32 machines, collected non-daily).

For information, Harlow and Tendring carry out their own off-street cash collections.

In terms of actual cash collected and processed on behalf of the client authorities, the split is as follows:

Proportion of work by Income - per account
2013/14

	proportion
Braintree	11%
Colchester (<i>all sites</i>)	60%
Epping Forest	17%
Uttlesford	10%
On Street	2%

9 Business Unit & Policy issues

9.1 Technology

“Response Master” technology has been trialled which can assist in creating bespoke letters. The results are being compared to improvements which can be made in the usual personalised letter response system.

Links are now available from the database enabling email responses to be sent. This area is to be developed further over the coming year.

9.2 Virtual Permits

Reducing secure stationery, the virtual permit system has been very successful in reducing postage costs and creating efficiency through using an online system. The system communicates with the officers’ handhelds on street.

10 Technology

10.1 Website

The information carried on the website has been improved and will continue to be developed further.

10.2 Other Technological Solutions

A CCTV car has been trialled in order to gather data on contraventions outside schools. Over the coming months this will be reported, and a decision will be made on the future provision towards the end of the financial year, and depending on future regulatory changes.

The vision for the Partnership reflects that Back Office systems and communication will be improved continuously. The recent introduction of email responses direct form the database is an example of such a saving, by reducing stationery and postage costs.

11 Future recommendations

To be added following discussion

To continue to implement savings brought about by MiPermit, and digital communications wherever possible. To maintain income from existing streams at a proportionate level. To investigate other income streams, such as external work, a review of the work of the CCTV car, implementation of few Pay & Display sites as part of wider parking management schemes

12 Phased implementation plan

To be added following discussion and decisions

To include:

- Permit Prices
- Visitor Permit Prices
- Income from PCNs
- Other Income Streams
- Employee costs
- Examples of other reduced costs

Appendix A

Permit Prices – proposals for discussion.

Table of Prices - budget proposals								
Parking Order:	Braintree							
Scale of Existing Charges	2011	2012	2013	2014	2015	2016	2017	2018
Resident Permit	£30.00	£33.00	£35.00	£40.00	£43.00	£45.00	£48.00	£50.00
Second Resident Permit (where available)	£30.00	£41.25	£45.00	£50.00	£55.00	£60.00	£65.00	£70.00
Third Resident Permit	£50.00	£62.50	£80.00	discontinued				
Parking Order:	Colchester							
Scale of Existing Charges	2011	2012	2013	2014	2015	2016	2017	2018
Resident Permit	£50.00	£52.00	£55.00	£60.00	£62.00	£63.00	£64.00	£65.00
Second Resident Permit (where available)	£50.00	£52.00	£70.00	£75.00	£78.00	£80.00	£80.00	£80.00
Third Resident Permit	£50.00	£52.00	discontinued					
Parking Order:	Harlow							
Scale of Existing Charges	2011	2012	2013	2014	2015	2016	2017	2018
Resident Permit	£18.00	£21.00	£25.00	£30.00	£33.00	£35.00	£38.00	£40.00
Second Resident Permit (where available)	£34.00	£42.50	£55.00	£60.00	£65.00	£70.00	£75.00	£80.00
Third Resident Permit	£70.00	£87.50	£110.00	discontinued				
Parking Order:	Tendring							
Scale of Existing Charges	2011	2012	2013	2014	2015	2016	2017	2018
Resident Permit	£35.00	£39.00	£42.00	£47.00	£50.00	£53.00	£55.00	£58.00
Second Resident Permit (where available)		£52.00	£55.00	£60.00	£62.00	£65.00	£68.00	£70.00
Parking Order:	Uttlesford							
Scale of Existing Charges	2011	2012	2013	2014	2015	2016	2017	2018
Resident Permit	£70.00	£70.00	£70.00	£70.00	£70.00	£70.00	£70.00	£70.00
Second Resident Permit (where available)			£100.00	£105.00	£105.00	£105.00	£105.00	£105.00
Parking Order:	Epping Forest							
Scale of Existing Charges	2011	2012	2013	2014	2015	2016	2017	2018
Resident Permit	£25.00	£30.00	£35.00	£40.00	£43.00	£45.00	£48.00	£50.00
Second Resident Permit (where available)	£50.00	£55.00	£70.00	£75.00	£78.00	£80.00	£80.00	£80.00
Third Resident Permit	£100.00	£125.00	£130.00	£150.00	£150.00	£155.00	£155.00	£160.00

Appendix B

Proposed Actions

To be added following discussion and decisions

S:\Development - Service - Asset Plans and Performance\Development Plan\2014-15\Parking Partnership development plan 2014 on - draft v0.2.doc

Report to: On-Street report to Joint Committee, Parking Partnership

Date: 26 June 2014

Subject: North Essex Parking Partnership Operational Report

Author: Lou Belgrove, NE Parking Partnership

Presented by: Lou Belgrove, Business Manager, NE Parking Partnership

1. *Introduction and Purpose of Report*

1.1 The report gives Members an overview of operational progress since March 2014.

1.2 The report is presented for information and scrutiny and for ease of reference the following section has again been organised using relevant operational headings.

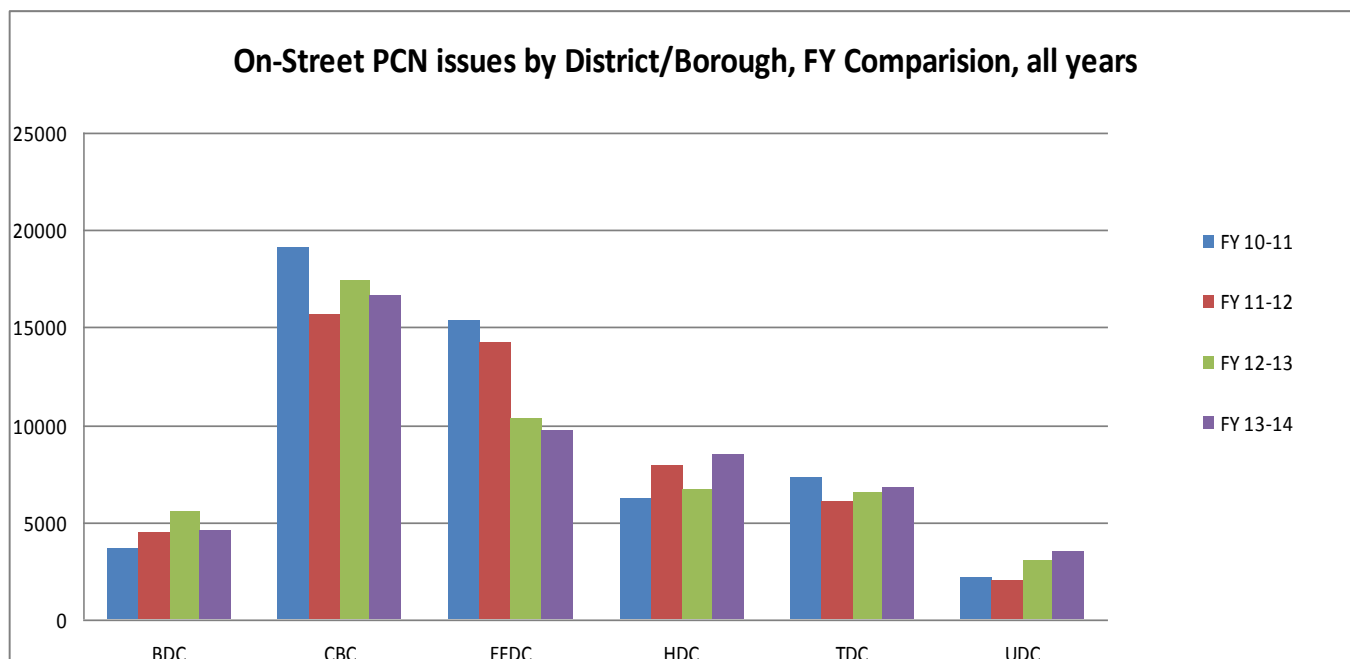
2. *Detailed considerations*

2.1 *On - Street Performance measures*

2.1.1 The following table and graph shows the issue rate of all Penalty Charges for the on-street parking function.

On Street PCNs by month, per District/Borough

	BDC	CBC	EFDC	HDC	TDC	UDC		BDC	CBC	EFDC	HDC	TDC	UDC
Apr-10	369	1605	1142	446	424	159	Apr-12	434	1195	1074	362	566	194
May-10	359	1555	1437	391	767	177	May-12	379	1388	1200	422	484	202
Jun-10	301	1471	1271	347	789	142	Jun-12	389	1171	940	540	525	236
Jul-10	289	1293	1380	397	1108	172	Jul-12	474	1225	1091	509	596	275
Aug-10	262	1758	1143	380	734	199	Aug-12	525	1249	1076	449	667	308
Sep-10	321	1596	1283	386	607	207	Sep-12	504	1375	723	369	361	261
Oct-10	323	1981	1284	473	738	249	Oct-12	448	1491	749	603	376	294
Nov-10	339	2057	1554	897	617	293	Nov-12	431	1631	656	818	432	312
Dec-10	235	1151	1105	490	314	94	Dec-12	459	1515	603	760	539	209
Jan-11	286	1803	1448	692	506	132	Jan-13	467	1565	576	535	470	258
Feb-11	263	1464	1151	795	453	149	Feb-13	570	1799	723	545	575	262
Mar-11	290	1360	1222	543	216	118	Mar-13	437	1804	905	744	865	256
FY 10-11	3637	19094	15420	6237	7273	2091	FY 12-13	5517	17408	10316	6656	6456	3067
Apr-11	298	1441	1081	700	593	139	Apr-13	444	1790	857	685	921	265
May-11	383	1483	1079	837	464	146	May-13	373	2132	947	781	1002	263
Jun-11	321	1449	1058	900	497	139	Jun-13	385	1519	802	858	736	324
Jul-11	344	1556	1154	853	747	149	Jul-13	446	1782	748	880	727	322
Aug-11	484	1340	1059	543	667	196	Aug-13	337	1331	741	892	461	278
Sep-11	483	1257	1223	567	489	195	Sep-13	382	1154	661	610	372	274
Oct-11	467	1620	1250	670	588	214	Oct-13	351	1234	858	566	523	212
Nov-11	364	1214	1319	751	437	186	Nov-13	359	1250	940	783	549	333
Dec-11	314	1123	1404	703	364	163	Dec-13	360	1078	884	682	326	273
Jan-12	403	1141	1287	679	445	164	Jan-14	423	984	854	583	338	423
Feb-12	246	843	1099	451	302	126	Feb-14	345	1191	659	522	301	250
Mar-12	321	1157	1260	295	487	147	Mar-14	310	1224	768	630	484	283
FY 11-12	4428	15624	14273	7949	6080	1964	FY 13-14	4515	16669	9719	8472	6740	3500
							Apr-14	368	910	729	453	367	307
							May-14	487	1021	746	633	500	362



- 2.1.2 In the smaller districts PCN levels continue to increase year on year – this is due to measures that the Enforcement Area Managers have implemented including better deployment of staff and more intelligent enforcement.
- 2.1.3 The two larger districts have suffered mainly due to decreased numbers of CEOs. Recruitment is ongoing to recruit to the full compliment of staff.
- 2.1.4 Consideration also has to be given to the difference between the NEPP’s enforcement policy compared to that of the previous contractor in the Epping Forest district. NEPP operates a fairer, more transparent service in line with recent Government recommendations and this will naturally reduce the number of PCNs issued.

2.2 CCTV Vehicle

- 2.2.1 The vehicle has now been launched in all participating authorities and has been in operation since February 2014.
- 2.2.2 Work is ongoing with the supplier and contractor in regard to a number of issues with the vehicle’s communication and processing software, which have hindered the vehicles capabilities in regard to geographical limits during the initial months. All cases received are continuing to be reviewed by senior officers to ensure compliance and correct operation with the new process.
- 2.2.3 The table overleaf shows the numbers relevant to each district and an overall total:

	Braintree	Colchester	Epping Forest	Harlow	Uttlesford	Total
No of reviewed cases sent to NEPP by review station*	78	70	34	18	0	200
No of cases progressed by NEPP**	43 (55.1% conversation rate from cases sent from review station)	12 (17.1% conversation rate from cases sent from review station)	10 (29.4% conversation rate from cases sent from review station)	6 (33.3% conversation rate from cases sent from review station)	0	71 (35.5% conversation rate from cases sent from review station)
Penalty Charge Notices paid	25 (58.1% of all cases progressed by NEPP)	10 (83.3% of all cases progressed by NEPP)	8 (80% of all cases progressed by NEPP)	3 (50% of all cases progressed by NEPP)	0	46 (64.8% of all cases progressed by NEPP)
Cases elsewhere in the process (awaiting payment, at DVLA)	18	1	2	3	0	24

*Review Station – Evidence packs submitted by the car are reviewed to deem whether a contravention had in fact taken place. If deemed to be a "good" case – the file is transferred into the NEPP's notice processing software.

**Cases progressed by NEPP – Cases reviewed by a trained, experienced NEPP officer to ensure that case is seen to be a valid PCN. Case is converted into a PCN NtO (Regulation 10 PCN, sent through the post) and sent to the DVLA for the vehicle keeper details.

2.2.4 The vehicle is designated to a specific district each week, on a rota basis. This means that the vehicle will be in each district once every five weeks.

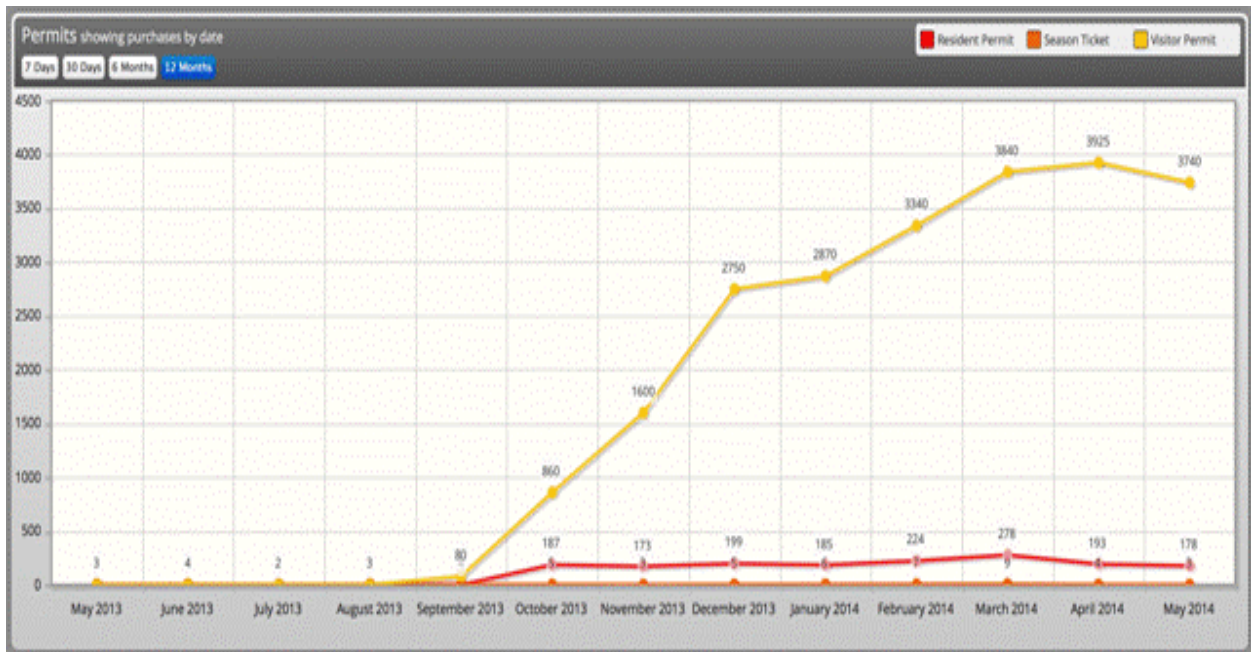
2.2.5 The above table does show a nil return for UDC, although the vehicle has been in the district for two separate weeks. Unfortunately, one of these weeks was half-term and due to the limited amount of other no-stopping restrictions within the district (that the car is able to enforce) – the vehicle was not able to issue any PCNs on those occasions.

2.2.6 Of the 71 PCN NtOs sent resulting from evidence collected by the car, 50 of these were in relation to vehicles parked in contravention outside schools. Of the 50 issued for the school related contraventions, 34 of these have since paid in full.

2.3 MiPermit

2.3.1 Following a successful roll out to residents in the Colchester Borough, officers will shortly start on the implementation of MiPermit in the rest of the East (Tendring) followed by the rest of the Partnership.

2.3.2 The graph overleaf (taken from the MiPermit report suite) shows the continuing conversion of Colchester's resident permits and visitor permits to the digital system.



2.3.3 In accordance with the outcomes of the recent Resident Parking Consultation in Colchester, officers will also be amending the existing MiPermit structure to align with the new zones allowing residents to continue to “self-serve” despite the changes being made to their existing schemes.

2.4 Email responses

2.4.1 Parking Officers dealing with pre-NtO correspondence are now able to reply to informal challenges by email. After initial investigations into the possibility of electronic replies, work was started with Chipside and CBC’s Corporate ICT to implement this method of response.

2.4.2 Email accounts have been created to store sent emails and wording has been added to the website to inform motorists of the option to receive electronic responses to their informal challenges.

2.4.3 Since implementation at the beginning of May 2014, of the 703 responses sent to informal pre-NtO challenges, 282 have been sent via email (40.1%).

2.4.4 As officers become use to this method of response it is envisaged that this percentage will increase allowing for efficiencies to be made in regard to stationery and postage.

2.4 Future work

2.4.1 The issues outlined at the last meeting, and discussed with Client Officers recently, make up the future work of the NEPP. The focus will remain on generating further efficiency in office systems and patrol deployment through “smarter enforcement” in order to reduce costs.

Report to: The North Essex Parking Partnership Joint Committee

Date: 26th June 2014

Subject: Traffic Regulation Order Update

Author: Trevor Degville & Shane Taylor

1. Introduction and Purpose of Report

1.1 The report provides an update of the progress of the schemes that NEPP officers have been working on in 2014.

2 Completed Schemes

2.1 In the Epping Forest District waiting restriction schemes have been completed in the following roads in Loughton: Ladyfields, Ladyfields Close, Lushes Road, Borders Lane, High Beech Road, Connaught Hill, Connaught Avenue, Forest View Road and Oakwood Hill.

2.2 In the Tendring District NEPP, acting as contractors for Essex County Council, have introduced and amended restrictions in Nelson Road, Kingsway and Station Road in Dovercourt. These permanent restrictions were requested due to the location of the street market in Dovercourt and came into operation on the expiry of a NEPP temporary order that was introduced in 2012.

3.0 Current Proposals

3.1 NEPP has recently formally advertised proposed restrictions and revocations in Tendring, Uttlesford, Harlow and Braintree districts.

3.2 Braintree District

Traffic orders in the following roads have been advertised and the introduction of the new restrictions are now being planned. This includes arranging notices of making and sealing the new orders as well as arranging for any lines and signs that are required to be sited prior to the operational date.

Road	Type of Restriction
Coach House Way, Witham	No waiting and No loading, and Goods Vehicle loading
Masefield Road, Braintree	No waiting
Milton Avenue, Braintree	No waiting
Century Drive, Braintree	No waiting
Spa Road, Witham	School entrance markings
Manor Street, Braintree	Waiting restrictions, limited waiting times and permit holder bays

3.3 Uttlesford District

Restrictions in the following roads have recently been advertised and the introduction of the new restrictions are now being planned.

Road	Type of Restriction
Normansfield, Great Dunmow	No waiting
Station Road, Saffron Walden	No waiting
Bullfields, Newport	No waiting
High Street, Saffron Walden	No waiting and No loading
Braintree Road, Watch House Green	School entrance markings
School Lane, Henham	School entrance markings
Sages, Henham	School entrance markings
High Street, Elsenham	School entrance markings
South Road, Saffron Walden	School entrance markings
High Street, Hatfield Broad Oak	School entrance markings
School Street, Great Chesterford	School entrance markings

3.4 Tendring District

Restrictions in the following roads have recently been advertised and the introduction of the new restrictions are now being planned

Road	Type of Restriction
Main Road, Dovercourt	No waiting
Rochford Way, Frinton on Sea	No waiting
Garden Road, Frinton on Sea	No waiting and No loading
Ravensdale, Clacton on Sea	Revocation of waiting restriction
Colchester Road, Wix	School entrance markings
Walton Road, Clacton on Sea	School entrance markings
Hadleigh Road, Frinton on Sea	School entrance markings

3.5 Harlow District

A summary of the currently advertised proposals are shown below. At the time of writing these proposals are still in the consultation period and so are may be subject to alteration or cancellation

Road	Type of Restriction
Brays Mead	No waiting
Hart Road	No waiting
Hobtoe Road	No waiting
Hodings Road/ParkMead/Upper Mead/The Hornbeams	Waiting/loading restrictions and permit holders
Hookfield/Tawnys Road	No waiting
Old House Croft	No waiting

4.0 Colchester Review

4.1 The Colchester review has been formally advertised and over 1000 items of correspondence were received concerning this. It is the intention of NEPP officers to have an operational date for the new map based order in September.

5.0 Maintenance Works

5.1 Lining works to refresh existing restrictions recommenced in April. This work will be on-going throughout the summer and autumn depending on weather, work priorities and budgetary position. The replacement of damaged/missing signs is on-going throughout the year.

5.2 A breakdown of most of the replacement/new lines that were put down by NEPP in the 2013 lining season was provided at the JPC on 8th August. The below shows a comparison of the current financial years lining work compared to the same stage last year up to 13th June.

	01/04/13 - 13/06/2013	01/04/14 - 13/06/2014	Comparison
Yellow lines	2805	8753	5948
Letters	82	103	21
Kerb blips	111	0	-111
Disabled Bays	4	0	-4
School Keep Clear	17	30	18
Bus Stops	4	2	-2
Parking Dots	900	570	-330

5.3 The start of the 2013 lining season was wet which has meant that more days lining have so far been completed in 2014 compared to last year. It is likely this trend will not continue as June and July 2013 were a particularly busy time for lining works.

6.0 TRO Progression process

6.1 At the recent client officer meeting it was suggested that a summary of the stages prior to a traffic order may be beneficial in view of possible changes to membership of the JPC. In view of this a basic progression is shown for a request that is received directly by the NEPP, rather than works undertaken on behalf of Essex County Council:

Step 1 - Application form received with suggested parking/waiting restriction and reasons for requirement

Step 2 - Area visited by NEPP officers and report given to partner authorities' client officer

Step 3 - Local consideration and prioritisation by partner authority

Step 4 - Joint Parking Committee meeting to agree schemes to be prioritised. At this point schemes can be rejected, approved or deferred to be considered again at a future JPC. Current NEPP policy is to consider schemes at two meetings a year with the ability to consider other traffic order requests at other meetings on an individual basis.

Step 5 – Schemes approved by the JPC will have restrictions designed by NEPP officers and the relevant maps created.

Step 6 - Formal consultation will be arranged. Notices will appear in a local paper, on street furniture, on the Parking Partnership website and a copy held at partner authorities' offices. When considered necessary there will also be a letter drop to nearby properties.

Step 7 - During the consultation period objections can be received. The objections will be considered by NEPP officers who will seek the opinion of the partner authority. The objections could lead to the proposed scheme being abandoned or having to be redesigned and then re-advertised again. The decision on whether to seal the traffic order will then be made using the Group Managers delegated authority, thus preventing the scheme being delayed until a further JPC where approval for the scheme could be given.

Step 8 - If the order is sealed, a Notice of Making will appear in a local paper with an operational date. In the gap between the notice appearing and the operational date, NEPP officers will ensure the relevant lines/signs/permits are put in place.

6.2 The next JPC when a significant number of traffic order schemes are due to be prioritised is at the October meeting.

Report to: On-Street report to Joint Committee, Parking Partnership

Date: 26 June 2014

Subject: Free of Charge Permits Report

Author: Lou Belgrove, NE Parking Partnership

Presented by: Lou Belgrove, Business Manager, NE Parking Partnership

1. Introduction and Purpose of Report

- 1.1 The report gives Members an overview of the issues relating to free of charge “partnership” permits issued by the NEPP.
- 1.2 The report is presented for information and consideration and for ease of reference the following sections have again been organised using relevant headings.

2. Detailed considerations

2.1 History

- 2.1.1 At a previous Joint Committee meeting information was presented to Members in regard to the level of permits issued by the NEPP, at no cost to the authority or body requiring the permit.
- 2.1.2 The majority of the permits issued are due to historical arrangements which were in place prior to the NEPP taking on the responsibility.
- 2.1.3 The permits are generally issued to staff of other public sector organisations for use whilst on official business. The permits allow the holder to park in an on-street permitted parking place (resident parking bay, limited wait bays for example).
- 2.1.4 A cost of £16 can be allocated to the processing of each of these permits. A large number of amendments are also processed also at a cost of £16 per permit.
- 2.1.5 Members were asked to give consideration to the implementation of an administration charge when issuing these specific permits as NEPP were, in effect, subsidising the costs of the other services by absorbing the costs.

2.2 Current Situation

- 2.2.1 In the Financial Year 2013/14, 692 permits were issued free of charge by NEPP to other authorities or organisations, at a cost of £16 per permit (£11,072). NEPP absorbed this cost.

2.2.2 The below table shows the number of “Partnership Permits” issued to each district in 2013/14:

Colchester Borough Council	84
Colchester Borough Homes	132
NEPP	16
Essex County Council	132
Tendring District Council	22
Epping Forest District Council	2
Braintree District Council	9

2.2.3 Work has been done by CBC and notice has been given to Senior Managers within the Authority that a re-charge for these permits will be annually applicable.

2.2.4 Agreement has also been reached with Colchester Borough Homes (where the majority of permits are issued) to annually re-charge back to NEPP a payment of £20 per permit issued (this covers the initial issue and any subsequent amendments).

2.2.5 ECC Highways have also confirmed that they will now be administering their own permits to park on the Highway which will negate the need for NEPP to process the permits on their behalf.

2.3 Considerations

2.3.1 Recognition was previously given that the number of free of charge permits is unacceptable and that a consistent approach was needed across the Partnership. It was also recognised that NEPP should not bear the costs of the permits.

Members are asked to agree that:

- An administration charge of £20 per “Partnership” permit to be paid to NEPP by invoice or re-charge on an annual basis.

Report to: The North Essex Parking Partnership Joint Committee

Date: 26th June 2014

Subject: Wivenhoe Old Ferry Road Development

1. Introduction and Purpose of Report

1.1 At the Joint Parking Committee held on 6th March proposals for the NEPP to introduce a TRO in the Wivenhoe Port Development were heard. The TRO would seek to reduce the impact of commuter parking in the development through the introduction of a resident permit parking scheme.

1.2 This scheme has come to the NEPP through ECC/CBC Councillor Julie Young. Funding has been made available for the TRO, but Essex County Council have not provided any timescale to undertake the work.

1.3 During the discussion it was noted that the proposals were sensible but concerns were raised about the precedent this would set in completing work on behalf of Essex County Council considering that the NEPP had previously not been able to access section 106 TRO schemes. Members also raised the issues associated with the adoption of roads on new developments under the five year rule which NEPP has adopted. Members did note that the Wivenhoe Old Ferry Road Development was a sensible scheme.

1.4 In view of the concerns the following was resolved:

(a) A decision on the Wivenhoe Old Ferry Road Development would be deferred seeking further clarification from Essex County Council (ECC).

(b) The North Essex Parking Partnership write a letter to Essex County Council outlining that if the NEPP were to complete the work it would need the following assurances;

- i. The NEPP would undertake the advertising for the TRO scheme,
- ii. The scheme would be fully funded by Essex County Council,
- iii. That considering the current rules, this would set a precedent for future Traffic Regulation Orders associated with section 106 monies being allocated to the NEPP.

2.0 Essex County Council officers have been written to and have supplied the following responses to the JPC's concerns. These are outlined below

- The NEPP would undertake the advertising for the TRO scheme

"This has been agreed by ECC with the caveat that ECC would need to make sure there is sufficient budget in the 106 agreement to cover this cost."

- The scheme would be fully funded by Essex County Council

“ECC would like to promote the scheme as a Section 106, to be delivered by NEPP on behalf of ECC. ECC need therefore to provide the funding and there is £15K available. Nothing has been designed yet but ECC would need to see if there is a shortfall before deciding to commit to the scheme.”

NEPP officers do feel that it is unlikely that there will be a shortfall and that additional income would be generated through permit sales.

- That the NEPP will be able to access s106 monies in the future to implement schemes and that these are allocated to the NEPP in the planning agreement

“The response we have had from the officers is that the ambition was always that the costs of schemes required as part of development would be gained through the section 106 process and that the opportunity to undertake the work required would then be offered to the parking partnerships in the first instance.”

3.0 Decision

3.1 NEPP officers would recommend progressing the scheme as part of the NEPP works programme and request that the Joint Committee supports that proposal

NORTH ESSEX PARKING PARTNERSHIP (NEPP)

FORWARD PLAN OF WORKING GROUP AND JOINT COMMITTEE MEETINGS AND REPORTS 2014-15

COMMITTEE / WORKING GROUP	DRAFT REPORT DUE DATE	CLIENT OFFICER MEETING	JOINT COMMITTEE MEETING	MAIN AGENDA REPORTS	AUTHOR
Joint Committee for On/Off Street Parking (AGM) Page 106	29 May 2014	5 June 2014 10-12pm Grand Jury Room, Town Hall, Colchester	26 June 2014 1.00 pm Grand Jury Room, Town Hall, COLCHESTER	Statement of Accounts	Steve Heath (CBC) 01206 282389
				Annual Governance Statement/ Risk Register (schedule high up the agenda) Budget Report 2013/14: Year End Actions Development Plan Operational Report Scheme Updates Free Permits Report Election of Chairman for 2014/15 Wivenhoe Old Ferry Road Development	Hayley McGrath (CBC) 01206 508902 Matthew Young (CBC) Richard Walker (PP) Richard Walker / Lou Belgrove (PP) Trevor Degville/Shane Taylor (PP) Lou Belgrove (PP) Trevor Degville (PP)
Joint Committee for On/Off Street Parking	18 September 2014	25 September 2014 10-12pm Grand Jury Room, Town Hall, Colchester	16 October 2014 1.00 pm Council Offices London Road Saffron Walden	Budget Update: 6 month position Budget 2015-16 Price Review Operational Report	Richard Walker/Samantha Sismey Matthew Young/Samantha Sismey (CBC) Richard Walker (PP) Richard Walker / Lou Belgrove (PP)

COMMITTEE / WORKING GROUP	DRAFT REPORT DUE DATE	CLIENT OFFICER MEETING	JOINT COMMITTEE MEETING	MAIN AGENDA REPORTS	AUTHOR
				Annual Report TRO Schemes for approval Scheme Updates Review of Off-Street and Cash Collection arrangements Audit Report	Richard Walker (PP) Trevor Degville/Shane Taylor (PP) Trevor Degville/Shane Taylor (PP) Matthew Young Hayley McGrath (CBC)
Joint Committee for On/Off Street Parking	13 November 2014	20 November 2014 10-12pm G3, Rowan House Colchester	11 December 2014 1.00 pm Epping Forest DC	Budget Update Budget 2015/16	Richard Walker/Samantha Sismey Matthew Young
Joint Committee for On/Off Street Parking	12 February 2015	19 February 2015 10-12pm S17, Rowan House Colchester	12 March 2015 1.00 pm Braintree	Budget Update TRO Schemes for Approval Scheme Update Policy Review Operational Report	Richard Walker/Samantha Sismey Trevor Degville/Shane Taylor (PP) Trevor Degville/Shane Taylor (PP) Richard Walker (PP) Lou Belgrove (PP)

CBC / Parking Partnership Contacts

Parking Partnership Group Manager, Richard Walker
 Parking Manager, Lou Belgrove
 Technical Services, Trevor Degville
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North Essex Parking Partnership

Joint Working Committee Off-Street Parking

Grand Jury Room, Town Hall, High Street,
Colchester

26 June 2014 at 1.00 pm

The vision and aim of the Joint Committee is to provide a merged parking service that provides a single, flexible enterprise of full parking services for the Partner Authorities.

North Essex Parking Partnership

Joint Committee Meeting – Off-Street

Thursday 26 June 2014 at 1.00 pm
Grand Jury Room, Town Hall, High Street, Colchester

Agenda

Attendees

Executive Members:-

Susan Barker (Uttlesford)
Anthony Durcan (Harlow)
Nick Barlow (Colchester)
Rodney Bass (ECC)
Robert Mitchell (Braintree)
Gary Waller (Epping Forest)

Non Executive Members:-

Eddie Johnson (ECC)

Officers:-

Lou Belgrove (Parking Partnership)
Richard Clifford (Colchester)
Trevor Degville (Parking Partnership)
Amanda Hoadley (Epping Forest)
Steve Heath (Colchester)
Joe McGill (Harlow)
Paul Partridge (Braintree)
Liz Burr (ECC)
Andrew Taylor (Uttlesford)
Shane Taylor (Parking Partnership)
Richard Walker (Parking Partnership)
Leah Whitwell (Braintree/Colchester)
Matthew Young (Colchester)

	Introduced by	Page
1. Welcome & Introductions		
2. Chairman To appoint the Chairman for 2014-15		
3. Deputy Chairman To appoint the Deputy Chairman for 2014-15		
4. Apologies Qasim Durrani has sent his apologies, and will be substituted by Amanda Hoadley.		
5. Declarations of Interest The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda.		
6. Have Your Say The Chairman to invite members of the public or attending councillors if they wish to speak either on an item on the agenda or a general matter.		
7. Minutes To approve the Off-Street Parking Joint Committee Minutes of the 6 March 2014.		1-2
8. NEPP Off-Street financial position at year end 2013/2014 To note the NEPP Off-Street financial position at year end 2013/2014	Matthew Young	3-4
9. NEPP Off-Street service To consider the review of the NEPP Off-Street Service	Matthew Young	5-6
10. Operational Report To consider and note the Operational Report for Off-Street Parking.	Lou Belgrove	7-8

NORTH ESSEX PARKING PARTNERSHIP JOINT COMMITTEE FOR OFF-STREET PARKING

6 March 2014 at 1.00pm

Griffin Suite, Latton Bush Centre, Harlow

Executive Members Present:-

Councillor Susan Barker (Uttlesford District Council)
Councillor Tony Durcan (Harlow District Council)
Councillor Martin Hunt (Colchester Borough Council)
Councillor Robert Mitchell (Braintree District Council)
Councillor Gary Waller (Epping Forest District Council)

Apologies: -

Councillor Eddie Johnson (Essex County Council)
Councillor Rodney Bass (Essex County Council)

Also Present: -

Jonathan Baker (Colchester Borough Council)
Lou Belgrove (Parking Partnership)
Trevor Degville (Parking Partnership)
Paul Partridge (Braintree District Council)
Jeremy Pine (Uttlesford District Council)
Shane Taylor (Parking Partnership)
Richard Walker (Parking Partnership)
Sarah Ward (Colchester Borough Council)
Matthew Young (Colchester Borough Council)

Apologies:-

Liz Burr (Essex County Council)
Qasim Durrani (Epping Forest District Council)
Vicky Duff (Essex County Council)
Joe McGill (Harlow District Council)
Hayley McGrath (Colchester Borough Council)
Samir Pandya (Braintree District Council)
Andrew Taylor (Uttlesford District Council)
Leah Whitwell (Braintree / Colchester)

16. Declaration of Interest

Councillor Barker, in respect of being a Member of Essex County Council, declared a non-pecuniary interest.

17. Minutes

RESOLVED that the minutes of the meeting of the Joint Committee for Off-Street Parking of 8 January 2014 be confirmed as a correct record.

18. NEPP Off-Street financial position at period 10 2013/14

Matthew Young introduced the report on the financial position of the Off-Street financial position at period 10, which stood at a deficit of £11,000. It was stated that the latest financial

information shows that at the end of February 2014, the deficit reduced to £9,000.

Richard Walker highlighted that the current processes in place in the NEPP for debt registration is not currently included in the Off-Street account as the Districts retain this fee, which would potentially decrease the deficit a further £2,000-£3,000.

RESOLVED that the NEPP Off-Street financial position at period 10 2013/2014 be noted.

19. Operational Report

Lou Belgrove, Parking Partnership, presented the operational report for Off-Street Parking. She explained that the main change from the last meeting of the NEPP has been the introduction of cashless parking in all Uttlesford District Council car parks, with continuing work to implement this in Braintree car parks as of April 2014.

Members discussed the impact of offers on car parking in town centres reducing the level of income, and the possibility of implementing cashless parking in Harlow District Council car parks.

RESOLVED that the Operational Report be noted.

20. NEPP Off-Street – review of service

Matthew Young introduced the report which asks the Joint Committee to note the intention to review the off-street service provided by the NEPP.

A further report will be brought to the next meeting in June, which will set out the new arrangements including cash collection and counting, customer service in car parks and car park machine maintenance as well as the Traffic Regulation Order service. This report will also set out any recommendations that require Committee approval.

Members of the Committee thanked the hard work of the officers and Chairman over the past year.

RESOLVED that the intention to review the NEPP Off-Street service and bring a further report to the 26 June 2014 meeting be noted.

Report to: Joint Committee, Parking Partnership

Date: 26 June 2014

Subject: **NEPP Off-Street financial position at year end 2013/2014**

Author: Matthew Young, Head of Operational Services, Colchester Borough Council

Presented by: Matthew Young, Head of Operational Services, Colchester Borough Council

1. Summary

- 1.1 The position to date and outturn for the NEPP off-street account is shown in Appendix A. A surplus of £9,000 has been achieved this year.
- 1.2 As this amount falls within the £50,000 surplus limit as agreed at the January 2014 meeting this will be held in a ring-fenced account by the lead authority to offset any deficits in subsequent years.

2. Income

- 2.1 The income received on the off-street account is fixed as it is mainly the contributions agreed with the participating authorities when the budgets are set. However, this year a small amount has been earned by carrying out work for partner authorities that has been in addition to that paid for in the annex to the Joint Committee agreement. This has offset the small change in the contribution by Epping Forest DC, which was agreed during the year.

3. Expenditure

- 3.1 The savings on staffing which have come from the reduction in enforcement staff have been offset by a range of unexpected costs that are explained in the Appendix attached to this report. These costs have been included in the Off-Street budget for the new financial year. However, due to careful management these costs have balanced themselves out to bring the expenditure in line with the budget set for the off-street account.

Appendix – NEPP Period 12 Off-Street account

Off-street Account	2013/2014 Actual to date	2013/2014 Budget to date	2013/2014 Variance to date		
Expenditure					
Direct costs					
Employee costs:					
Management	15	14	1		Parking Services Mgt Team staff costs
CEOs & Supervision	442	498	(56)	A	CEOs & Supervisor staff costs
Back Office	114	116	(2)		Back Office staff costs
Off-street Account	381	399	(18)	B	Off-street car park workers / cash collectors
Premises costs	2	2	-		Premises work to be recharged to partners
Transport costs (running costs)	7	(1)	8	C	Fuel, public transport etc
Supplies & Services	132	71	61	D	General expenditure
Third Party Payments	18	12	6	E	Chipside and TEC bureau costs
	1,111	1,111	-		
Non-direct costs					
Accommodation	12	16	(4)		Accommodation
Other Support Services	39	45	(6)		Accountancy, HR, insurance, HoS, etc
Cash Office & Receipting & Postage	30	27	3	F	Cash Office & postage
Communications	3	5	(2)		Communications
Fleet contract hire	47	47	-		Fleet costs
IT	10	19	(9)		IT costs
	141	159	(18)		
Total Expenditure	1,252	1,270	(18)		
Funded by:					
Braintree District Council	(142)	(142)	-		BDC contribution
Colchester Borough Council	(626)	(626)	-		CBC contribution
Epping Forest District Council	(262)	(266)	4		EFDC contribution
Harlow District Council	(66)	(66)	-		HDC contribution
Uttlesford District Council	(148)	(148)	-		UDC contribution
Other income	(17)	(12)	(5)	G	Work for partners outside of normal duties
Total Income	(1,261)	(1,260)	(1)		
Deficit / (Surplus)	(9)	10	(19)		
	Notes				
	A Savings in enforcement staff costs, net of severance pay (30% attributable to off-street account). Saving on off-street staff due to retirement.				
	B Cost pressure due to cash counting duties now being carried out by off-street staff.				
	C Cost pressure on fuel.				
	D Cost pressure of £18k on equipment and materials spend (some of which will be recharged to partners). Cost pressure of £21k on MiPermit transaction fees (includes forecasted BDC & UDC costs). Cost pressure of £11k on Cale Briparc. Cost pressure of £6k on British Parking Association Membership. Cost pressure of £5k on G4S costs for 4 months of year.				
	E Cost pressure on debt registration fees.				
	F Cost pressure on postage.				
	G Relates to additional services provided by NEPP to CBC, partly offset by credit note for duplicate inv.				

Report to: Joint Committee, Parking Partnership

Date: 26 June 2014

Subject: **NEPP Off-Street service**

Author: Matthew Young, Head of Operational Services, Colchester Borough Council

Presented by: Matthew Young, Head of Operational Services, Colchester Borough Council

1. Summary

- 1.1 As advised to the Joint Committee at its meeting in March 2014 the off-street service has been fundamentally reviewed and a new structure put in place and recruited to. The details of the review are contained in section two of this report.
- 1.2 As a result of this it is the intention of the lead authority as an operational decision to outsource the cash collection and cash counting service. There are still a number of risks involved in moving to this new way of operating, particularly the potential impact on the finances of the NEPP off-street account. In that regard, there is no doubt that the direct staffing costs will be reduced, but it is the final cost of the outsourcing that is still to be confirmed.
- 1.3 Further updates on progress will be provided to the Joint Committee at its next meeting and Client Officers from all participating authorities will be consulted and involved where necessary. It is recognised that all authorities will want to restrict any increases in the costs of the off-street service.

2. Detailed considerations

- 2.1 Members will recall from the report at the NEPP Joint Committee in March that the principles of the proposed new structure are to include more generic technical roles; flexible working practices and the best use of the associated enforcement resources.
- 2.2 The Business Case was put together that described how this could be achieved and existing NEPP off-street staff were consulted as well as the Client Officers from each participating authority.
- 2.3 Following the consultation no comments were received that required changes to be made to the Business Case and so the review moved into the implementation phase.
- 2.4 Firstly, posts in the new structure were compared to posts in the old structure to see if any were a 'match'. From this exercise three staff were matched into the Parking Manager role; the Technical Team Leader role and a Cash Collector role. Staff not matched were asked to express an interest in roles in the new structure and were interviewed for these roles.

- 2.5 Seven staff were appointed into the new Technical Officer roles. Five staff were unsuccessful and will be subject to redundancy or redeployment, although two of them had requested voluntary redundancy through the process. No staff expressed an interest in either the Cash Collection or Cash Counting roles in the new structure.
- 2.6 It is likely that the cash collection and cash counting service will now be outsourced but this is the subject of a tender process and the success of this will be reported to the Joint Committee in due course as well as the overall cost. The contract will be held by the lead authority.
- 2.7 There will be a negative impact financially in this financial year due to the costs of any redundancies that occur, but these figures have not been finalised at this stage. However this will be offset by the reduction in salaries for the staff that will no longer be employed in the service.
- 2.8 When officers have finalised all costs involved in changing the new structure and commencing the new arrangements the financial impact on the NEPP Off-Street account will be discussed with Client Officers and solutions discussed. From this a recommendation will be made to the Joint Committee for agreement.
- 2.9 It is planned to have the new structure operating by 1st July 2014 but as Members will recognise there are still a number of issues to resolve before this can be confirmed.

Report to: Off – Street Sub Committee, Parking Partnership

Date: 26 June 2014

Subject: Operational Report

Author: Lou Belgrove, NE Parking Partnership

Presented by: Lou Belgrove, Business Manager, NE Parking Partnership

1. *Introduction and Purpose of Update*

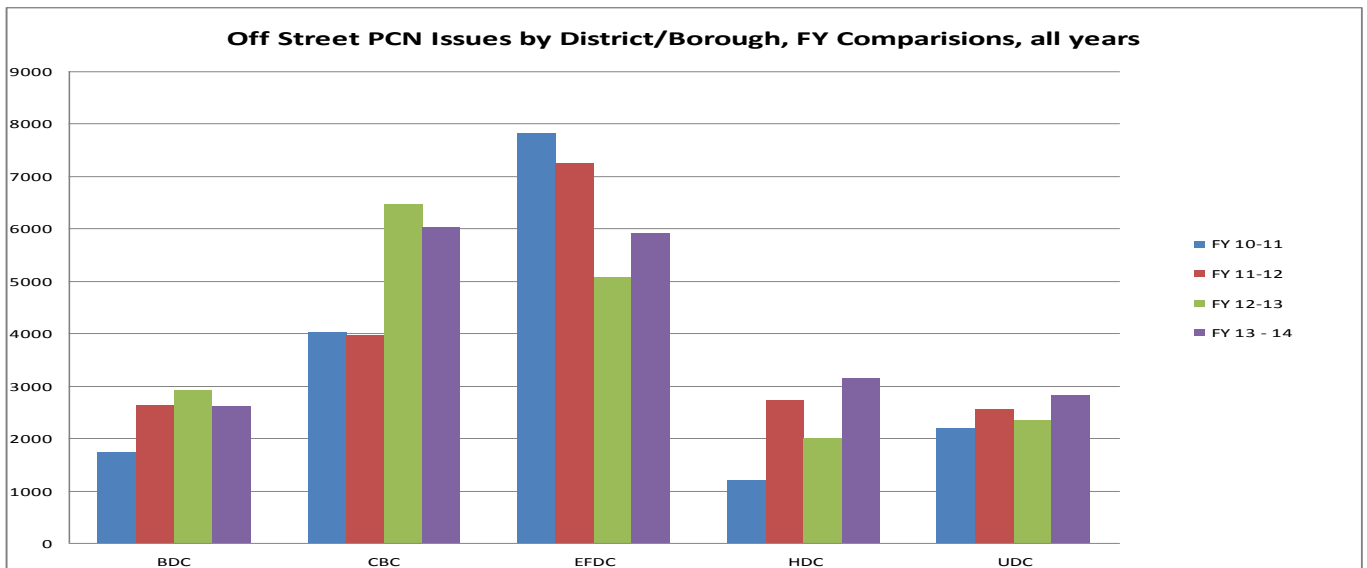
- 1.1 The paper gives Members an update of operational progress since the last meeting in January 2014.
- 1.2 The paper is presented for information and scrutiny and for ease of reference the following section has again been organised using relevant operational headings.

2.0 *Off - Street Performance measure*

- 2.1 The following chart shows the issue rate of all Penalty Charges for the off-street parking function.

Off Street PCNs by month, per District/Borough

	BDC	CBC	EFDC	HDC	TDC	UDC		BDC	CBC	EFDC	HDC	TDC	UDC
Apr-10	178	382	757	131	0	182	Apr-12	167	535	414	100	0	134
May-10	152	477	690	103	0	155	May-12	191	767	563	174	0	123
Jun-10	146	338	650	78	0	204	Jun-12	195	578	532	188	0	194
Jul-10	157	306	782	89	0	231	Jul-12	266	557	489	172	0	201
Aug-10	156	321	685	81	0	189	Aug-12	281	627	506	187	0	199
Sep-10	158	232	653	81	0	229	Sep-12	233	535	342	170	0	198
Oct-10	150	287	700	67	0	213	Oct-12	255	541	293	161	0	210
Nov-10	147	339	631	139	0	209	Nov-12	263	516	297	176	0	191
Dec-10	110	227	400	95	0	155	Dec-12	260	527	269	180	0	187
Jan-11	118	319	587	110	0	131	Jan-13	250	372	383	131	0	231
Feb-11	131	376	632	116	0	136	Feb-13	266	403	485	148	0	264
Mar-11	124	410	662	103	0	145	Mar-13	295	516	505	222	0	196
FY 10-11	1727	4014	7829	1193	0	2179	FY 12-13	2922	6474	5078	2009	0	2328
Apr-11	144	355	599	202	0	135	Apr-13	246	596	507	280	0	233
May-11	228	406	581	275	0	203	May-13	206	770	466	360	0	331
Jun-11	265	332	586	302	0	195	Jun-13	239	626	592	299	0	268
Jul-11	279	363	629	342	0	250	Jul-13	281	696	427	367	0	315
Aug-11	345	367	607	259	0	301	Aug-13	250	528	493	361	0	220
Sep-11	276	281	623	223	0	285	Sep-13	240	439	456	196	0	294
Oct-11	262	332	667	294	0	285	Oct-13	242	400	599	231	0	322
Nov-11	218	239	771	217	0	266	Nov-13	266	423	588	222	0	294
Dec-11	156	194	561	181	0	153	Dec-13	193	317	378	173	0	136
Jan-12	185	456	653	164	0	210	Jan-14	163	348	511	192	0	186
Feb-12	129	172	436	108	0	122	Feb-14	145	413	444	203	0	104
Mar-12	133	477	546	151	0	154	Mar-14	143	468	459	258	0	124
FY 11-12	2620	3974	7259	2718	0	2559	FY 13 - 14	2614	6024	5920	3142	0	2827
							Apr-14	164	520	319	220	0	109
							May-14	227	499	495	219	0	145



2.2 Deployment of CEOs continues to be looked at to reflect the on-street/off-street split - to ensure the correct level of enforcement is allocated to each area and we should now begin to see the issue rate reflect these changes over the coming months.

3.0 *MiPermit*

3.1 Cashless parking has now been rolled out in all Braintree District Councils car parks. This now means that MiPermit is available as an additional payment option in all car parks managed by the NEPP, apart from those in Harlow. NEPP officers will discuss with Harlow officers in regards to the implementation of the service in their car parks over the coming months.

4.0 *Vandalism*

4.1 We have recently experienced a spate of vandalism in car parks in both Colchester and Uttlesford.

4.2 Charging has recently been introduced in the two car parks in Dedham, Colchester. Shortly after the installation of the machines, all three had been vandalised, ultimately resulting in the removal of one of them for repair.

4.3 Four machines in Swan Meadow car park in Uttlesford have been targeted during the month of May. Whilst the Dedham machines were just vandalised, the machines in Uttlesford were actually attacked with the intention of stealing the contents of the cash box.

4.4 An amount of money was lost due to the attacks on the UDC machines and as a result collections were made more frequent in the days following to avoid further loss.

4.5 New parts have been ordered to repair those machines that were damaged.

5.0 *Future work*

5.1 The issues outlined at the last meeting, and discussed with Client Officers recently, make up the future work of the NEPP. The focus will remain on generating further efficiency in office systems and patrol deployment through “smarter enforcement” in order to reduce costs.

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creating a better place



Mr Glen Chipp
Chief Executive of Epping Forest District
Council
Via email

Our Ref: 8/Councils, officers and
organisations

Date: 1 August 2014

Dear Mr Chipp

Adoption of the River Roding Strategy

The Environment Agency is responsible for the overview and provision of flood risk management in England. We have been working on a flood risk management strategy for the River Roding and following consultation with the public, local government and other relevant organisations, it was approved in July 2012. We thank you for your input during the consultation which we have taken into consideration in arriving at the final recommendations.

We are now adopting the recommendations of the strategy and beginning to implement the preferred options. We are writing to all properties and landowners within the boundary of the River Roding's flood plain, advising them of the strategy recommendations and how the implementation will impact on their property. The implementation of this strategy will benefit 1000 properties in the catchment. Unfortunately, some properties will remain at high risk, or in a few cases, have an increased risk of flooding. We are working with these property owners to offer advice and guidance to ensure they are aware of their risk and steps they can take to minimise this risk and prepare for flooding.

Before we fully implement the changes to our maintenance work in this area, we will write to all affected parties to give at least 12 months formal notice of the change. This is in accordance with our Protocol for Maintenance of Flood and Coastal Risk Management Assets (England) (Version 2) October 2013.

The strategy identifies the best way to manage flood risk in the catchment, with the aim of protecting as many properties as possible while carefully balancing the amount of public money we spend.

Environment Agency
Apollo Court, 2 Bishops Square Business Park, St Albans Road West, Hatfield AL10 9EX
Tel: 03708 506 506 Fax: 01707 632500
www.environment-agency.gov.uk

Our recommendations are based on government policy which means we must focus our work and make sure we continue to spend taxpayers' money where it delivers the greatest flood risk benefit. We assess all flood risk management activities using a risk based approach and invest in those activities that will contribute most to reducing flood risk per pound of funding.

Our booklet Living on the Edge gives more information on the rights and responsibilities of those who own land adjacent to a river bank. This is available on our website at **www.gov.uk/government/publications/riverside-ownership-rights-and-responsibilities**.

The Roding Strategy recommendations, which include a flood storage area at Shonks Mill upstream of the M25 as well as changes to maintenance activities, will reduce flood risk to 1000 properties. We have started investigations into the flood storage area and will contact local residents in the coming months. To find out more visit our website at **www.gov.uk/government/publications/river-roding-flood-risk-management-scheme** . Our Post Adoption Statement and a Statement of Environmental Particulars are also on this website. Alternatively you can view the document at our Hatfield office or request copies by writing to:

Dak Gor
Partnership and Strategic Overview
Environment Agency
Apollo Court
2 Bishops Square Business Park
St Albans Road West
Hatfield
Hertfordshire
AL10 9EX.

or by email: **RodingStrategy@environment-agency.gov.uk**

If you have any questions please contact us at this address.

Yours sincerely



Caroline Douglass
Area Manager
Hertfordshire and North London

Environment Agency
Apollo Court, 2 Bishops Square Business Park, St Albans Road West, Hatfield AL10 9EX
Tel: 03708 506 506 Fax: 01707 632500
www.environment-agency.gov.uk



SCRUTINY



Report to:

Safer, Greener, Cleaner Scrutiny Panel (7 October 2014)

Portfolio: All Portfolios (Cabinet)

Subject: Key Performance Indicators 2014/15 - Quarter 1 Performance

Officer contact for further information: S. Tautz (01992 564180)

Democratic Services Officer: A. Hendry (01992 564246)

Recommendations/Decisions Required:

That the Scrutiny Panel review performance in relation to the key performance indicators within its areas of responsibility, for the first quarter of the year.

Executive Summary:

1. Pursuant to the Local Government Act 1999, the Council is required to make arrangements to secure continuous improvement in the way in which its functions and services are exercised, having regard to a combination of economy, efficiency and effectiveness.
2. As part of the duty to secure continuous improvement, a range of Key Performance Indicators (KPI) relevant to the Council's services and key objectives, are adopted each year. Performance against the majority of KPIs is monitored on a quarterly basis, and has previously been a focus of inspection in external assessments and judgements of the overall progress of the authority.

Reasons for Proposed Decision:

3. The KPIs provide an opportunity for the Council to focus attention on how specific areas for improvement will be addressed, and how opportunities will be exploited and better outcomes delivered.
4. A number of KPIs are used as performance measures for the Council's key objectives for each year. It is important that relevant performance management processes are in place to review and monitor performance against the key objectives, to ensure their continued achievability and relevance, and to identify proposals for appropriate corrective action in areas of slippage or under performance.

Other Options for Action:

5. No other options are appropriate in this respect. Failure to monitor and review KPI performance and to consider corrective action where necessary could have negative implications for judgements made about the Council's progress, and might mean that opportunities for improvement are lost. The Council has agreed new arrangements for the member review of performance against the KPIs from the 2014/15 municipal year.

Report:

6. A range of thirty-six Key Performance Indicators (KPI) for 2014/15 was adopted by the Finance and Performance Management Cabinet Committee in March 2014. The KPIs are important to the improvement of the Council's services and the achievement of its key objectives, and comprise a combination of some former statutory indicators and locally determined performance measures. The aim of the KPIs is to direct improvement effort towards services and the national priorities and local challenges arising from the social, economic and environmental context of the district, that are the focus of the key objectives.
7. Progress in respect of each of the KPIs is reviewed by the relevant Portfolio Holder, Management Board, and overview and scrutiny at the conclusion of each quarter. In order to enhance the value of the on-going review of KPI performance throughout each year, no indicators are subject to scrutiny or performance reporting at year-end only.
8. Improvement plans are produced for all of the KPIs each year, setting out actions to be implemented in order to achieve target performance, and to reflect changes in service delivery. In view of the corporate importance attached to the KPIs, the improvement plans are agreed by Management Board and are also subject to ongoing review between the relevant service director and Portfolio Holder over the course of the year.
9. As part of the overview and scrutiny review undertaken in 2013/14, changes have been made to arrangements for the quarterly review of KPI performance with effect from the current municipal year. From this first quarter of the year, the existing scrutiny panels (Finance and Performance Management, Housing, Planning Services, Safer, Greener, Cleaner) are now each responsible for the review of quarterly performance against specific KPIs within their areas of responsibility, rather than all indicators being considered by the Finance and Performance Management Scrutiny Panel as previously.

Key Performance Indicators 2014/15 - Quarter 1 Performance

10. The overall position with regard to the achievement of target performance for all of the KPIs at the end of the first quarter (1 April to 30 June 2014) of the year, was as follows:
 - (a) 22 (60%) indicators achieved the cumulative third-quarter target; and
 - (b) 14 (39%) indicators did not achieve the cumulative third-quarter target, although 4 (11%) of these KPI performed within the agreed tolerance for the indicator.
11. A headline third-quarter performance summary in respect of each of the KPIs for 2014/15 is attached as Appendix 1 to this agenda together with details of the specific three-month performance for each indicator.
12. The 'amber' performance status used in the KPI report identifies indicators that have missed the agreed target for the quarter, but where performance is within an agreed tolerance or range. The KPI tolerances were agreed by Management Board when targets for the KPIs were set in February 2014, or were subsequently determined by the appropriate service directors. Of the thirty-six KPI, 80% indicators are currently anticipated to achieve the cumulative year-end target.
13. In order to avoid the generation of multiple reports, the new arrangements for the quarterly review of KPI performance are intended to be achieved through the production of a single quarterly report for consideration by each of the scrutiny panels. The designated lead officer for each panel will focus member attention on relevant indicators from the report at the respective meetings, as follows:

KPI	Description	Scrutiny Panel
GOV001	Website satisfaction	Finance & Performance Management
GOV002	Commercial premises (Rent)	Finance & Performance Management
GOV003	Commercial premises (Occupancy)	Finance & Performance Management
RES001	Sickness absence	Finance & Performance Management
RES002	Invoices paid	Finance & Performance Management
RES003	Council Tax collection	Finance & Performance Management
RES004	NNDR collection	Finance & Performance Management
RES005	New benefit claims	Finance & Performance Management
RES006	Changes of circumstance	Finance & Performance Management
RES007	Fraud (Investigations)	Finance & Performance Management
RES008	Fraud (Proven)	Finance & Performance Management
COM001	Percentage of rent paid	Housing
COM002	Re-letting of Council properties	Housing
COM003	Tenant satisfaction	Housing
COM004	Temporary accommodation	Housing
COM005	Homes in decent condition	Housing
COM006	Modern Homes Standard	Housing
COM007	Emergency repairs	Housing
COM008	Responsive repairs	Housing
COM009	Repairs appointments	Housing
COM010	Call response (Careline)	Housing
NEI010	Increase in homes	Planning Services
GOV004	Major planning applications	Planning Services
GOV005	Minor planning applications	Planning Services
GOV006	Other planning applications	Planning Services
GOV007	Planning appeals	Planning Services
GOV008	Planning appeals (Members)	Planning Services
NEI001	Non-recycled waste (kg)	Safer, Greener, Cleaner
NEI002	Non-recycled waste (%)	Safer, Greener, Cleaner
NEI003	Litter	Safer, Greener, Cleaner
NEI004	Detritus	Safer, Greener, Cleaner
NEI005	Neighbourhood complaints	Safer, Greener, Cleaner
NEI006	Fly-tipping (Investigations)	Safer, Greener, Cleaner
NEI007	Fly-tipping (Contract)	Safer, Greener, Cleaner
NEI008	Fly-tipping (Non-contract)	Safer, Greener, Cleaner
NEI009	Noise complaints	Safer, Greener, Cleaner

14. Appropriate officers will be available to address concerns or questions in respect of current performance in areas within the responsibility of the panel. The success of this arrangement will be reviewed at year-end.
15. The Scrutiny Panel is requested to review three-month performance in relation to the KPIs for 2014/15 within its areas of responsibility.

Resource Implications:

Resource requirements for actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer and reflected in the budget for the year.

Legal and Governance Implications:

There are no legal or governance implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for

2014/15 will have been identified by the responsible service director/chief officer.

Safer, Cleaner, Greener Implications:

There are no implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the corporate Safer, Cleaner, Greener initiative, or any crime and disorder issues within the district. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

Consultation Undertaken:

The performance information and targets set out in this report have been submitted by each appropriate service director and have been reviewed by Management Board. The individual KPI improvement plans for 2014/15 will be agreed by the Board.

Background Papers:

First-quarter KPI submissions held by the Performance Improvement Unit. KPI calculations and supporting documentation held by respective service directorates

Impact Assessments:

Risk Management

There are no risk management issues arising from the recommendations of this report. Relevant issues arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

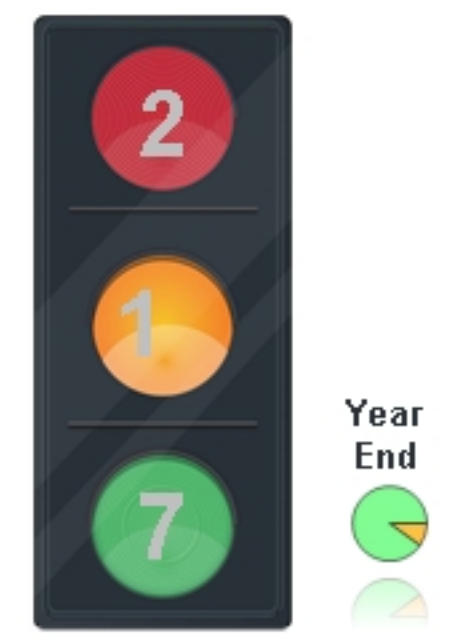
Equality:

There are no equality implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

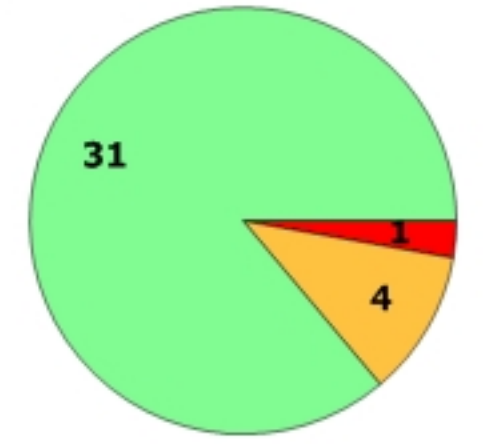
Overall summary of KPIs achieving target



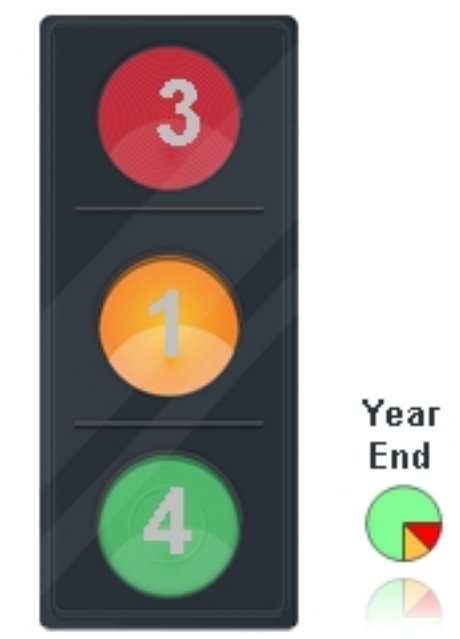
Communities Directorate



Predicted Level of Year End Target Achievement (All KPIs)



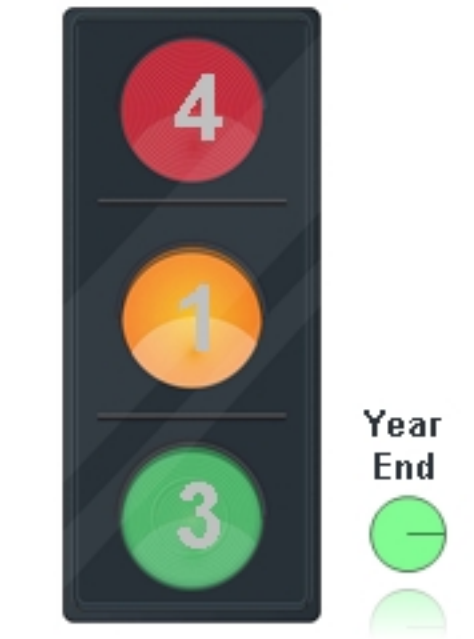
Governance Directorate



Neighbourhoods Directorate



Resources Directorate



Headlines - Reflecting on our performance

Q1 2014/15
 22 out of 36 Key Performance Indicators have achieved target in Q1, representing 61% of the full set.

Of the 14 KPIs missing their target 4 missed within their tolerated amber margin.

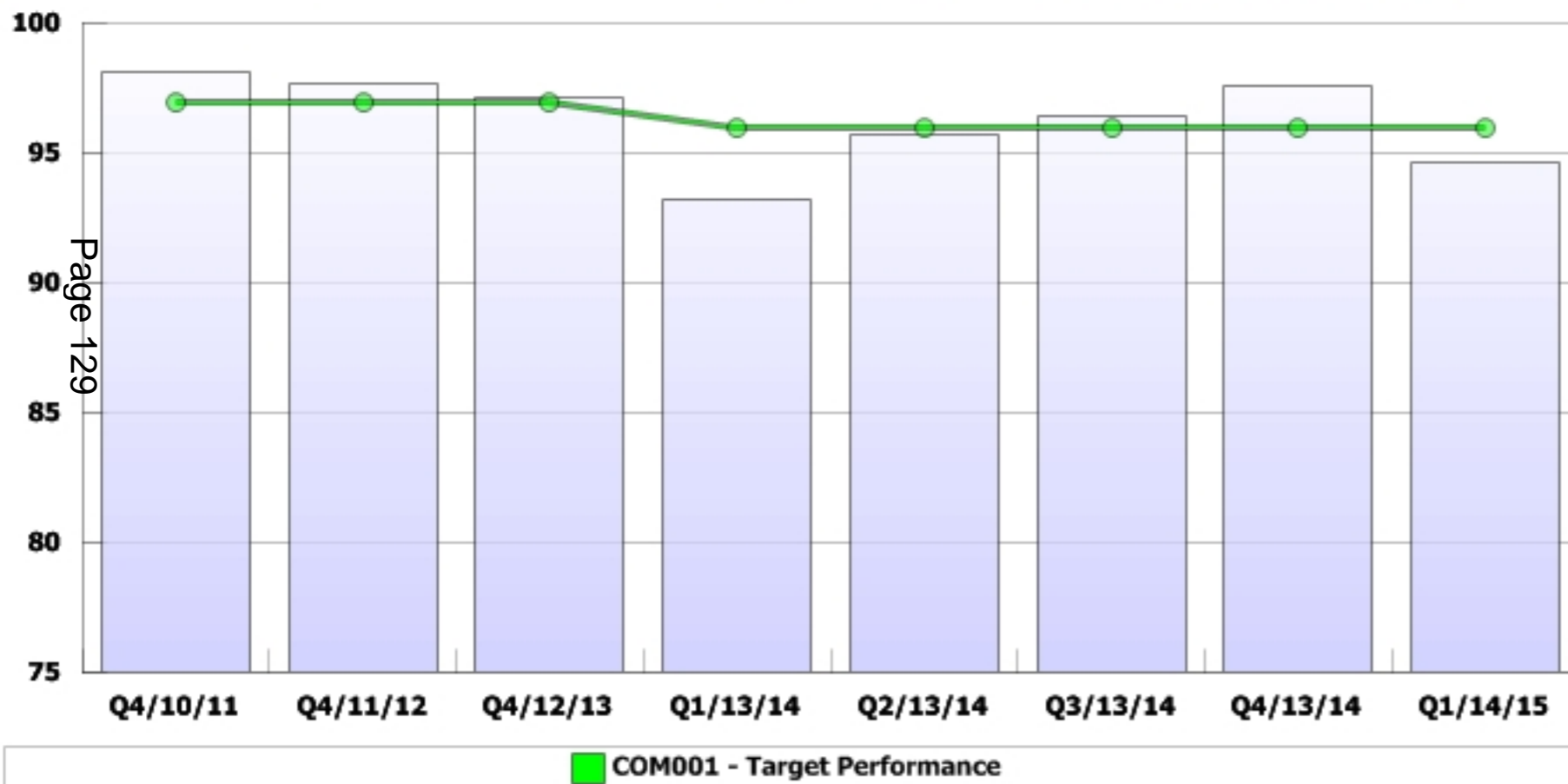
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
Communities Quarterly KPIs										
COM001	(Housing rent) (%)	96.00%	94.66%		96.00%		96.00%		96.00%	Yes
COM002	(Void re-lets) (days)	37.0	39.0		37.0		37.0		37.0	Uncertain
COM003	(Tenant satisfaction) (%)	98.00%	99.00%		98.00%		98.00%		98.00%	Yes
COM004	(Temp. accommodation) (no.)	65	51		65		65		65	Yes
COM005	(Non-decent homes) (%)	0.00%	0.00%		0.00%		0.00%		0.00%	Yes
COM006	(Modern Homes Std) (%)	825	1,244		1,650		2,475		3,300	Yes
COM007	(Emergency repairs) (%)	99%	99%		99%		99%		99%	Yes
COM008	(Responsive repairs) (days)	7.0	7.7		7.0		7.0		7.0	Yes
COM009	(Emergency repairs) (%)	98%	99%		98%		98%		98%	Yes
COM010	(Calls to Careline) (%)	97.5%	99.7%		97.5%		97.5%		97.5%	Yes
Governance Quarterly KPIs										
GOV001	(Website Satisfaction) (Stars)	3.0	2.7		3.0		3.0		30.0	Yes
GOV002	(Commercial rent arrears) (%)	3.00%	4.73%		3.00%		3.00%		3.00%	No
GOV003	(Commercial premises let) (%)	98.00%	97.97%		98.00%		98.00%		98.00%	Yes
GOV004	(Major planning) (%)	75.00%	100.00%		75.00%		75.00%		75.00%	Yes
GOV005	(Minor planning) (%)	90.00%	95.83%		90.00%		90.00%		90.00%	Yes
GOV006	(Other planning) (%)	94.00%	95.90%		94.00%		94.00%		94.00%	Yes
GOV007	(Appeals - officers) (%)	19.00%	18.20%		19.00%		19.00%		19.00%	Yes
GOV008	(Appeals - members) (%)	50.00%	66.67%		50.00%		50.00%		50.00%	Uncertain
Neighbourhoods Quarterly KPIs										
NEI001	(Non-recycled waste) (kg)	101	98		199		298		400	Uncertain
NEI002	(Household recycling) (%)	60.95%	63.00%		62.03%		61.02%		60.00%	Uncertain
NEI003	(Litter) (%)	8%	2%		8%		8%		8%	Yes
NEI004	(Detritus) (%)	10%	7%		10%		10%		10%	Yes
NEI005	(Neighbourhood issues) (%)	95.00%	96.03%		95.00%		95.00%		95.00%	Yes
NEI006	(Fly-tip investigations) (%)	90%	93%		90%		90%		90%	Yes
NEI007	(Fly-tip: contract) (%)	90%	90%		90%		90%		90%	Yes
NEI008	(Fly-tip: non-contract) (%)	90%	97%		90%		90%		90%	Yes
NEI009	(Noise investigations) (%)	90%	85%		90%		90%		90%	Yes
NEI010	(Increase in homes) (no.)	68	65		187		218		230	Yes
Resources Quarterly KPIs										
RES001	(Sickness absence) (days)	1.69	2.03		3.05		4.82		7.00	Yes
RES002	(Invoice payments) (%)	97%	96%		97%		97%		97%	Yes
RES003	(Council Tax collection) (%)	27.03%	27.32%		51.94%		77.56%		97.00%	Yes
RES004	(NNDR Collection) (%)	29.68%	28.43%		55.97%		82.33%		97.70%	Yes
RES005	(New benefit claims) (days)	25.00	23.06		25.00		25.00		25.00	Yes
RES006	(Benefits changes) (days)	10.00	8.36		10.00		10.00		6.00	Yes
RES007	(Benefit fraud) (no.)	47	32		125		169		250	Yes
RES008	(Proven fraud) (%)	35%	28%		35%		35%		35%	Yes

COM001 What percentage of the rent due from our council home tenants was paid?

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	96.00%	94.66%	✗
Q4/13/14	96.00%	97.60%	✓
Q3/13/14	96.00%	96.45%	✓
Q2/13/14	96.00%	95.77%	✗
Q1/13/14	96.00%	93.27%	✗

Annual Target: 2014/15 - 96.00%
2013/14 - 96.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q1 2014/15) - Although the target has not been met in Q1, it is expected that it will be met by the end of Q4, as the end of year figure is always the highest by far.

As in previous years, it has proved difficult to measure performance on a quarterly basis due to the complicated calculation. This is because at the end of each quarter rent paid by direct debit is not always able to be included, especially now there are so many payment dates available to customers. Furthermore, amounts paid by tenants at the cash desk by cheque may not have reached their accounts.

Corrective action proposed (if required):

(Q1 2014/15) - A project is underway, in conjunction with Finance and Audit, to carry out monthly reconciliations of the rent accounts. One of the purposes of this project is to improve the performance figure on a quarterly basis.

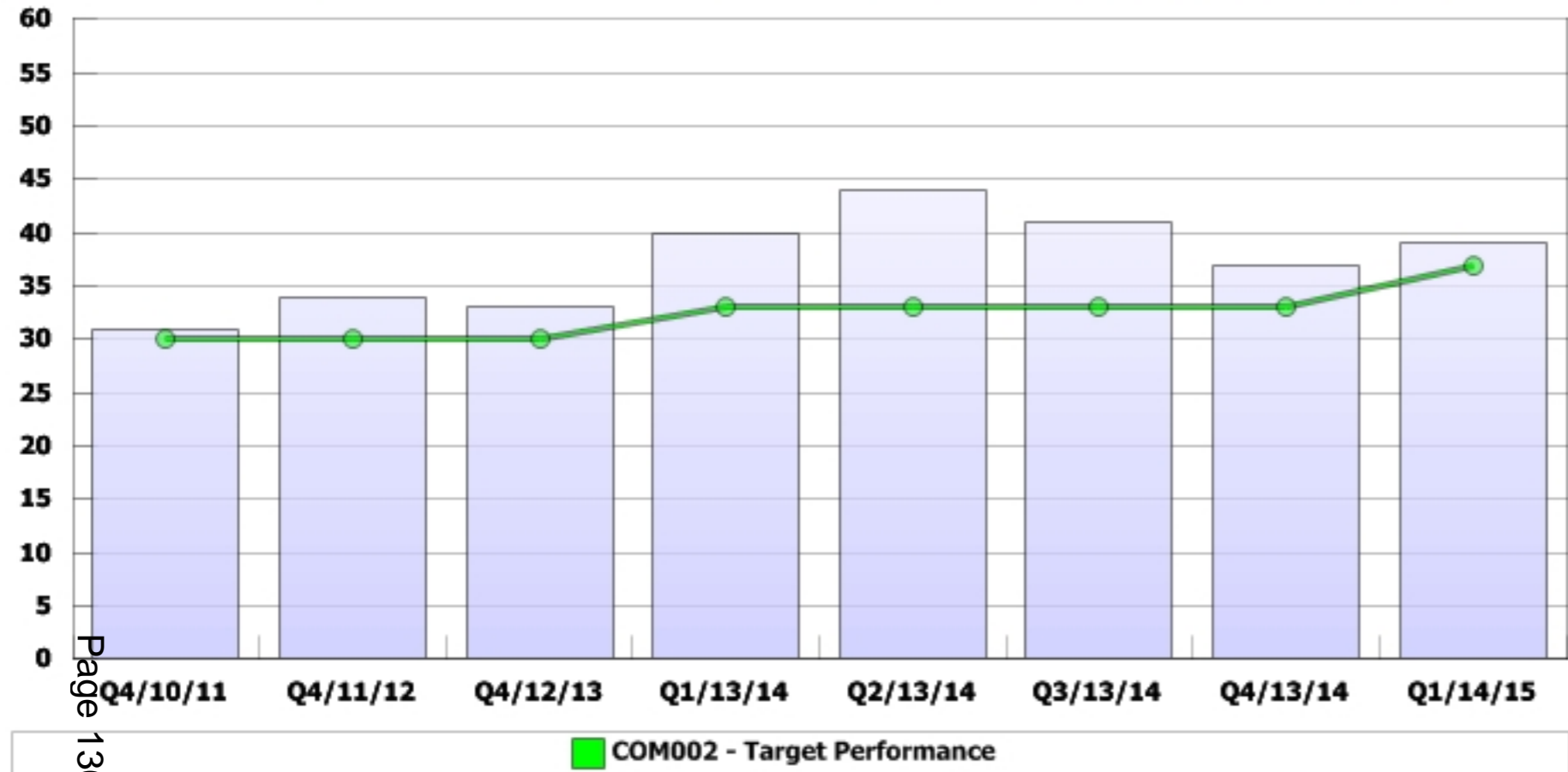
COM002 On average, how many days did it take us to re-let a Council property?

Additional Information: The calculation excludes those properties which are 'difficult to let' (offered to and refused by at least two applicants) or 'major works' (works over 6 weeks AND over £1500 in cost terms). In addition it also excludes 'properties let through mutual exchanges', 'very sheltered accommodation' and 'properties the council intends to sell or demolish'.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472



Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	37.0	39.0	✗
Q4/13/14	33.0	37.0	✗
Q3/13/14	33.0	41.0	✗
Q2/13/14	33.0	44.0	✗
Q1/13/14	33.0	40.0	✗

Annual 2014/15 - 37 days
Target: 2013/14 - 33 days
Indicator of good performance: A lower number of days is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Uncertain

Comment on current performance (including context):

(Q1 2014/15) - The Housing Allocation Team have begun undertaking pre-verification checks on bidders to reduce time at point of allocation. In addition, it is planned to undertake a detailed void study to identify ways of improving performance.

Corrective action proposed (if required):

(Q1 2014/15) - The following corrective actions are being considered as part of the ongoing process of improving relet times:

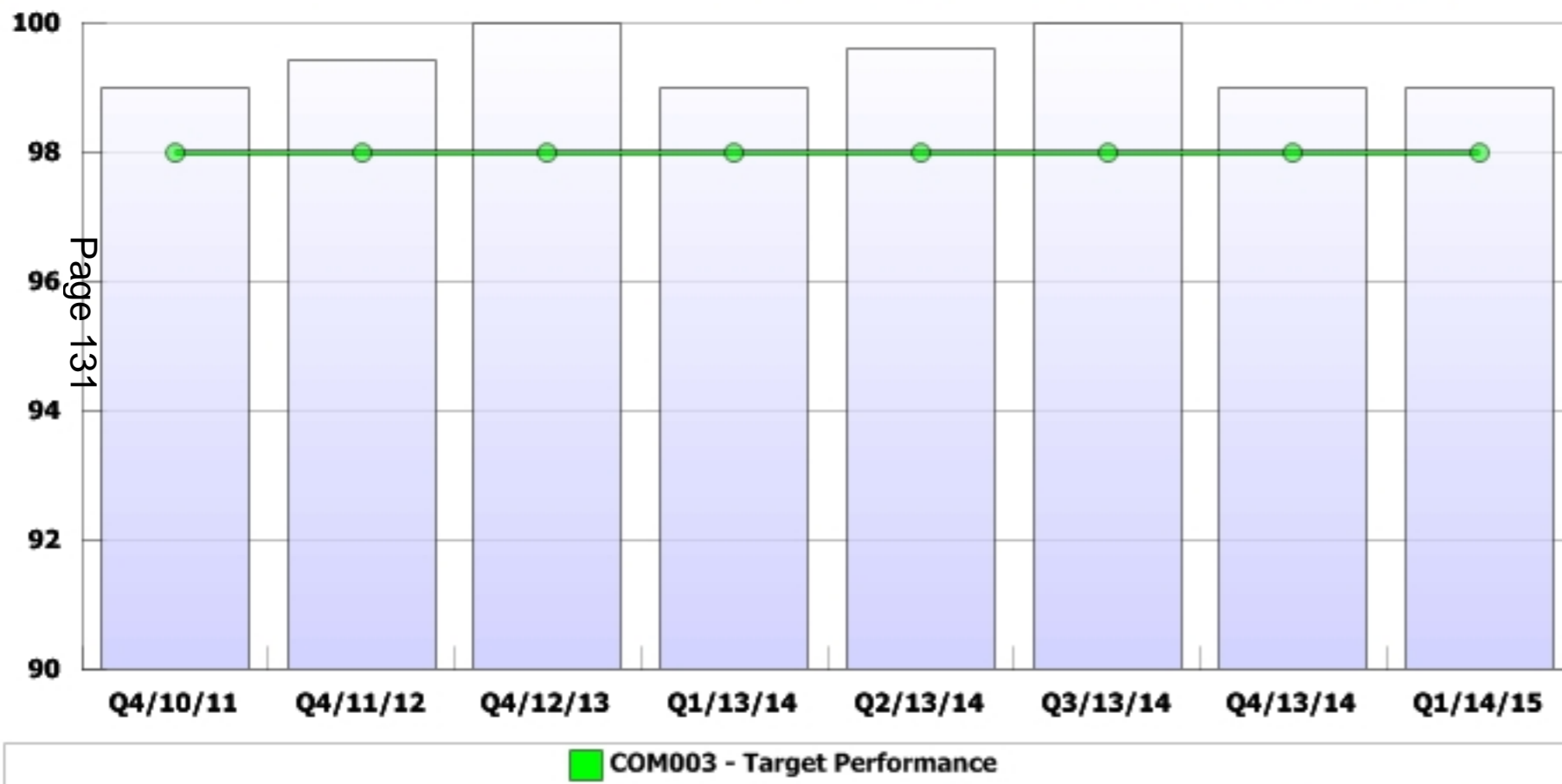
- Possible re-introduction of pre-inspections prior to tenants transferring. Permissions will be withheld where properties are in a poor state of repair. This will avoid undertaking extensive works following vacation thereby extending the void period.
- Reducing bidding cycles from fortnightly to weekly to reduce the period between the keys being returned to Housing Options and the property being let.
- Introducing multiple viewings for general needs difficult to let properties which should reduce the time between offers.

COM003 How satisfied were our tenants with the standard of the repairs service they received?

Additional Information: This indicator is a measure of housing management performance, as it is incumbent upon the Council as landlord to ensure the upkeep of its dwellings and that repairs are completed on time and to the satisfaction of tenants

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	98.00%	99.00%
Q4/13/14	98.00%	99.00%
Q3/13/14	98.00%	100.00%
Q2/13/14	98.00%	99.61%
Q1/13/14	98.00%	99.00%



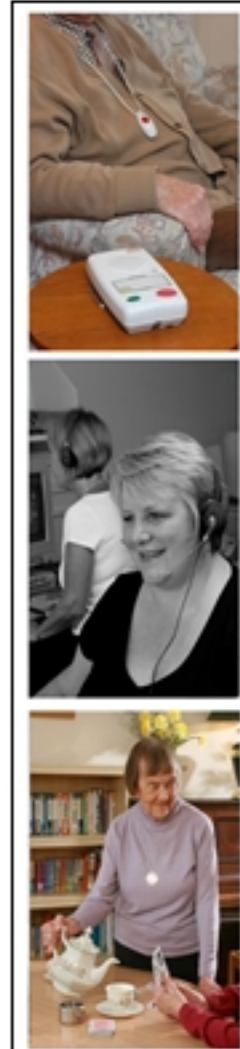
Annual 2014/15 - 98.00%
Target: 2013/14 - 98.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q1 2014/15) - Satisfaction continues to achieve target.

Corrective action proposed (if required):

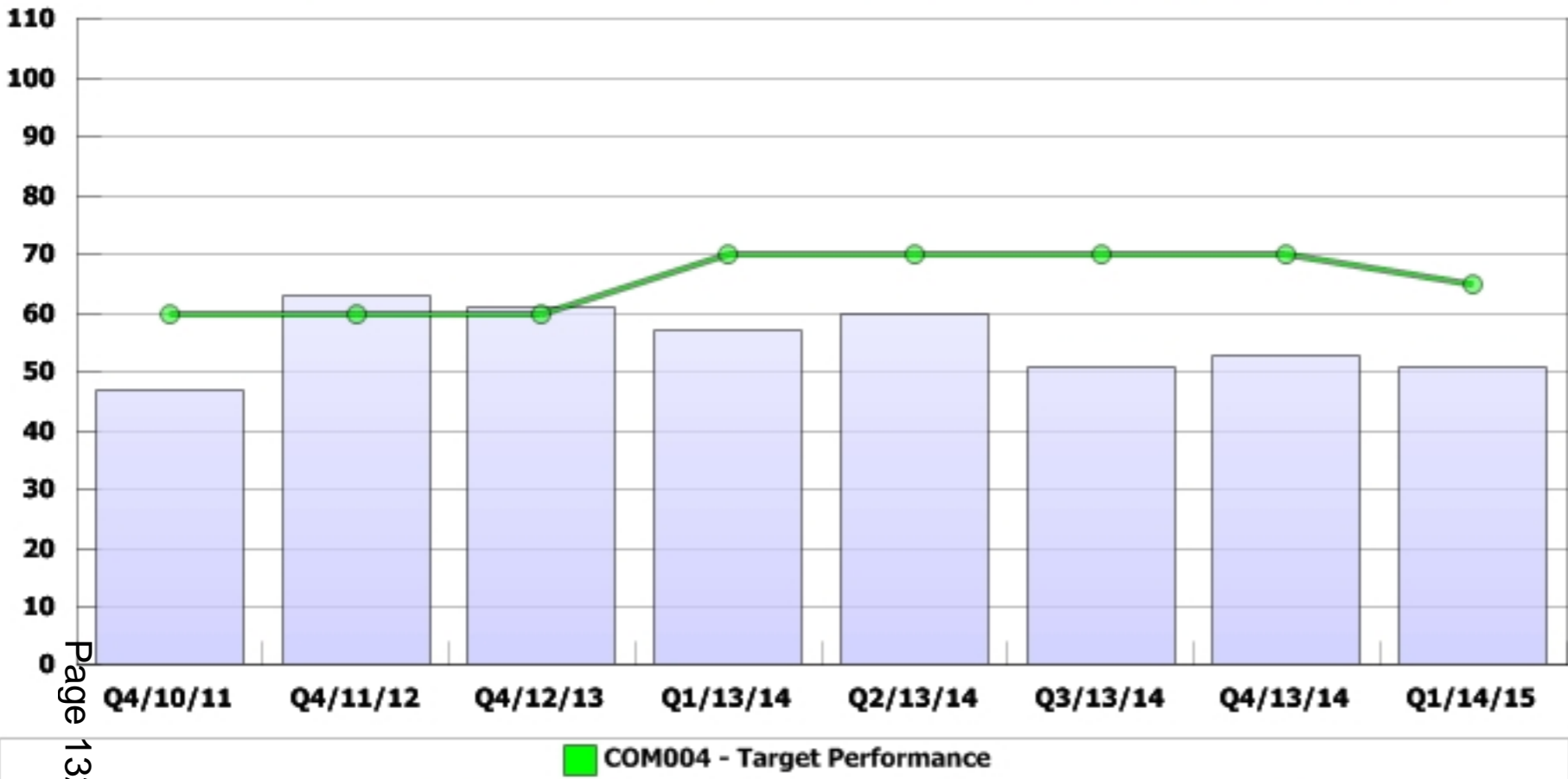
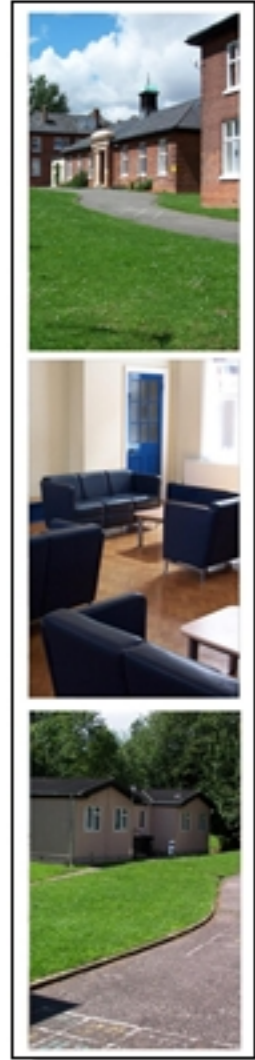
Empty box for corrective action proposed.

COM004 How many households were housed in temporary accommodation?

Additional Information: This indicator monitors progress towards reducing the number of households in temporary accommodation provided under homelessness legislation. Annual performance is judged on the average of all four quarters performances.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Direction of Improvement
Q1/14/15	65	51	↓
Q4/13/14	70	53	↓
Q3/13/14	70	51	↓
Q2/13/14	70	60	↓
Q1/13/14	70	57	↓

Annual 2014/15 - 65
Target: 2013/14 - 70
Indicator of good performance: A lower number is good
↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

Corrective action proposed (if required):

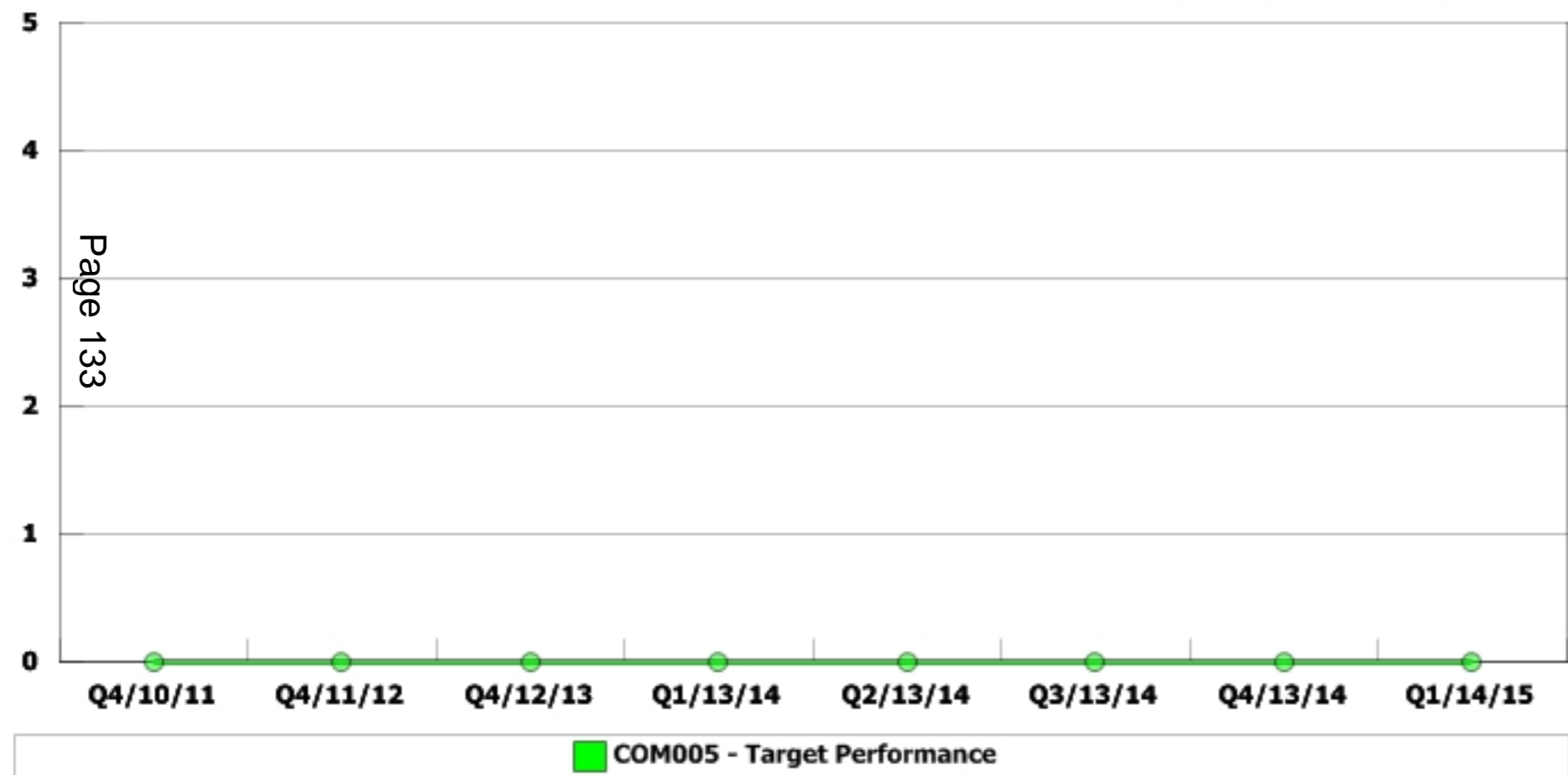
(Q1 2014/15) - The target has been achieved.

COM005 What percentage of our council homes were not in a decent condition?

Additional Information: This indicator measures the number of non-decent council homes and the proportion this represents of the total council housing stock, in order to demonstrate progress towards making all council housing decent.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	0.00%	0.00%
Q4/13/14	0.00%	0.00%
Q3/13/14	0.00%	0.00%
Q2/13/14	0.00%	0.00%
Q1/13/14	0.00%	0.00%

Annual 2014/15 - 0.00%
 Target: 2013/14 - 0.00%
 Indicator of good performance:
 A lower percentage is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2014/15) - Potential building element failures have been identified from Stock Condition Survey Address List and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into Non-Decent category.

During 2013-14 over 998 Stock Condition Surveys were completed and during 2014-15 the same number of surveys are planned to ensure no properties fall into the Non-Decent category.

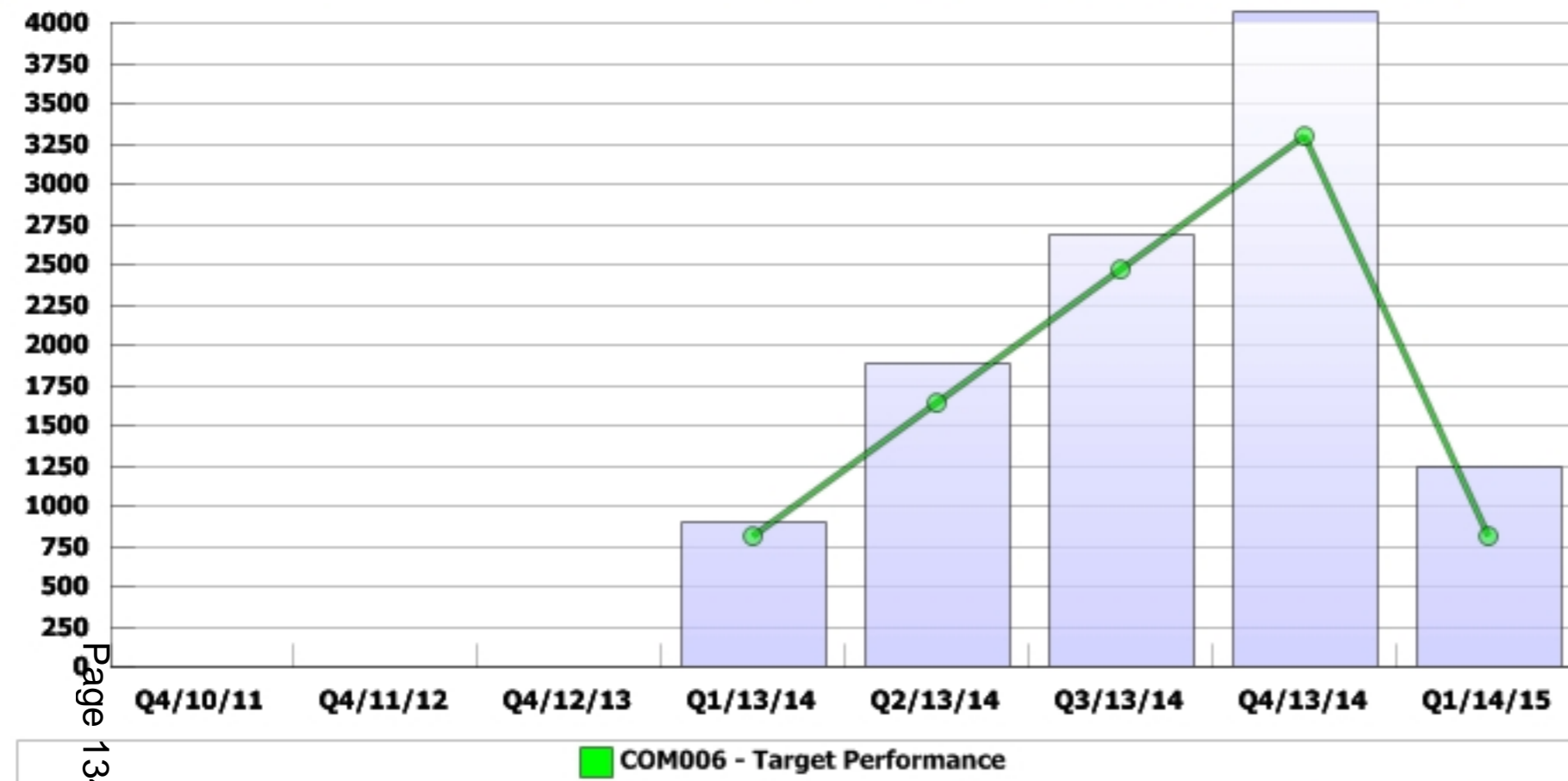
Corrective action proposed (if required):

COM006 How many of the key building components required to achieve the Modern Homes Standard were renewed?

Additional Information: We are not currently at the Modern Homes Standard. If we were, we would still anticipate having to replace in excess of 2750 components per year to maintain that standard. Therefore, in order to address the backlog over time we will aim to replace in excess of this annual requirement each year, until we reach the Modern Homes Standard across our housing stock.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	825	1,244
Q4/13/14	3,300	4,076
Q3/13/14	2,475	2,689
Q2/13/14	1,650	1,898
Q1/13/14	825	905

Is it likely that the target will be met at the end of the year?
 Yes

Indicator of good performance: A higher percentage is good
 is the direction of improvement

Comment on current performance (including context):

(Q1 2014/15) - Potential building element failures have been identified from Stock Condition Survey Address List and appropriate Capital and Revenue works programmes have commenced to prevent these properties falling into the Non-Decent category.

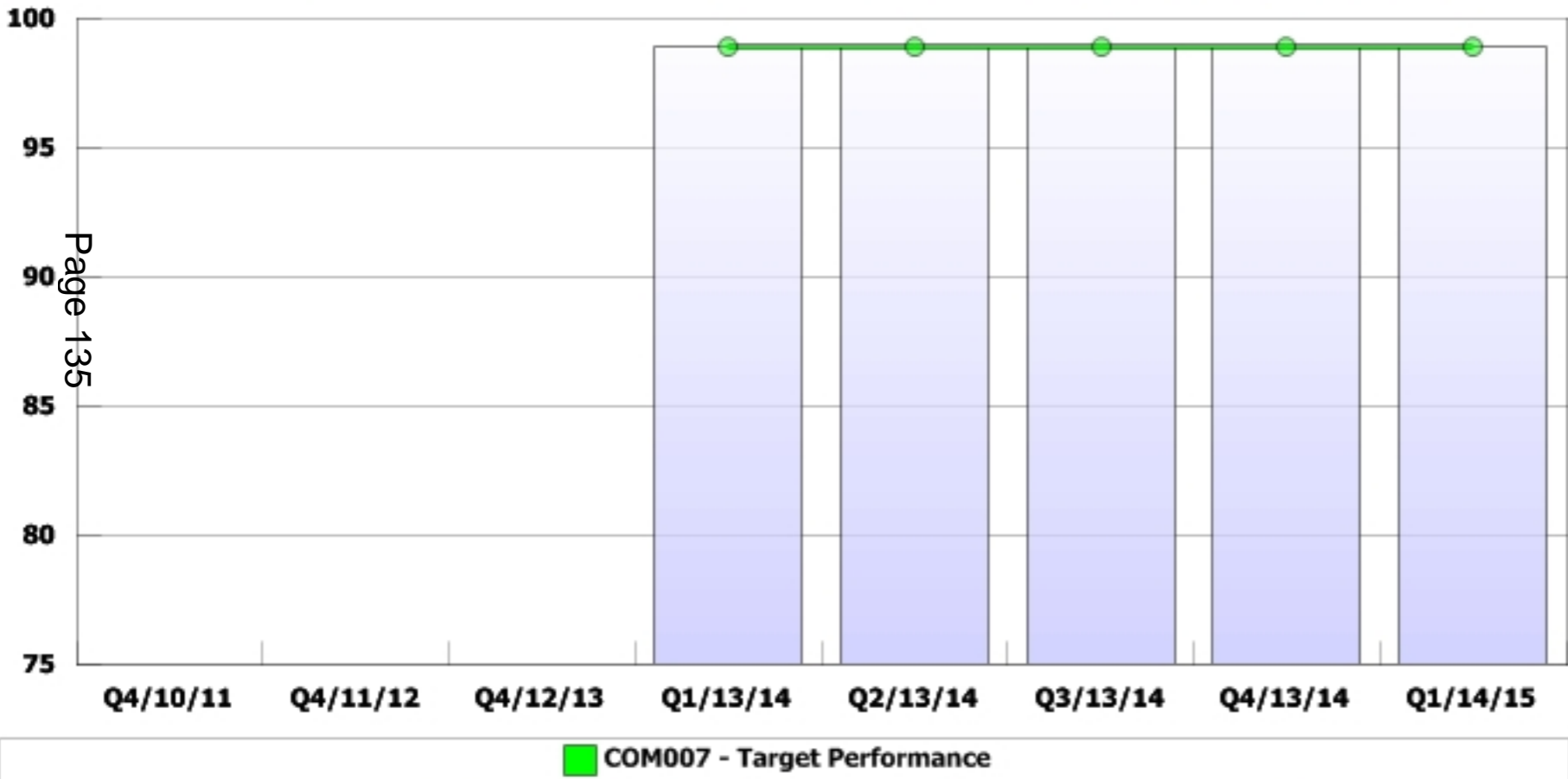
Corrective action proposed (if required):

COM007 What percentage of all emergency repairs are attended to within 4 working hours?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	99%	99%
Q4/13/14	99%	99%
Q3/13/14	99%	99%
Q2/13/14	99%	99%
Q1/13/14	99%	99%

Annual Target: 2014/15 - 99%
 Target: 2013/14 - 99%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

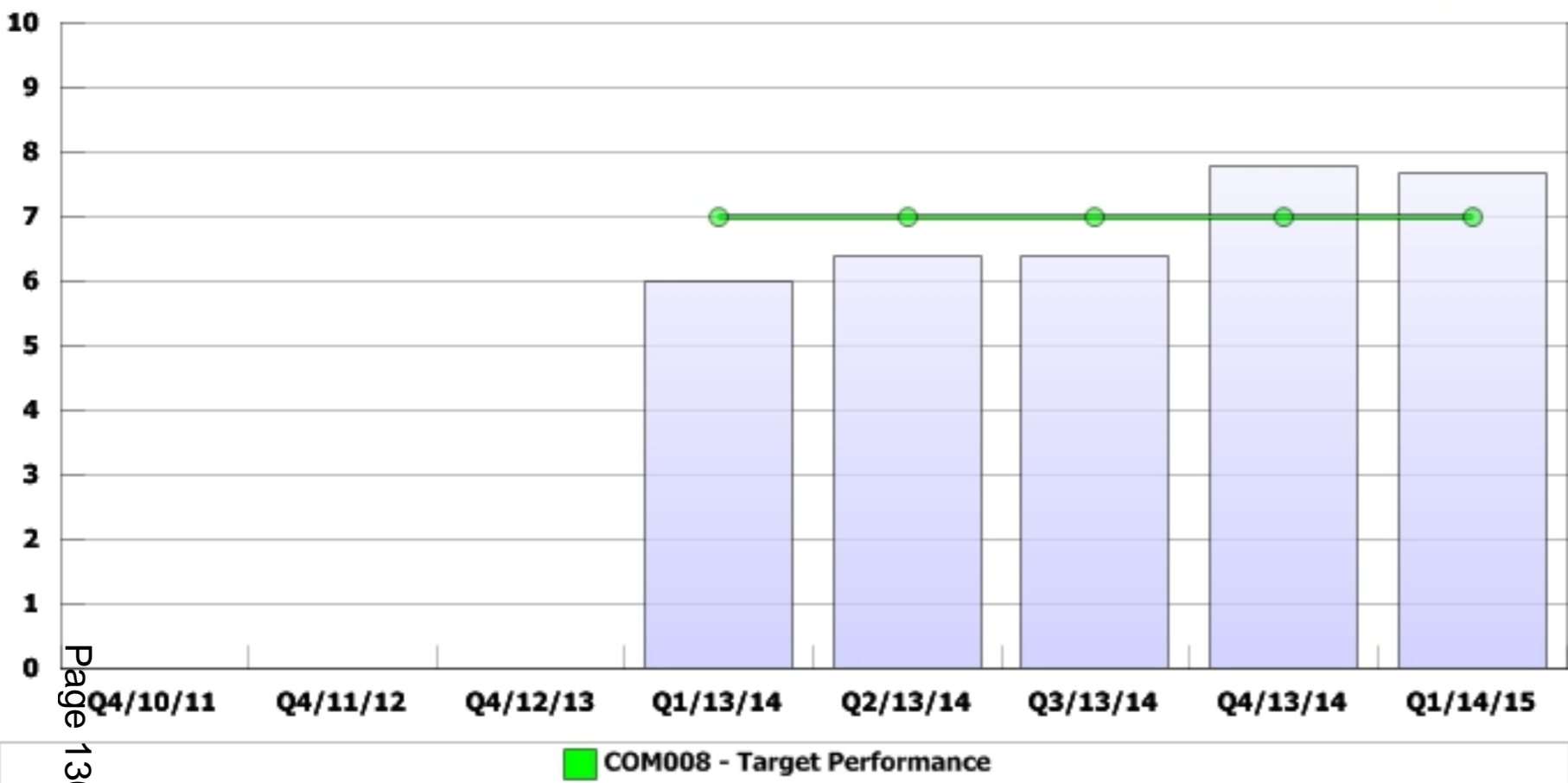
(Q1 2014/15) - Performance target achieved, average attendance performance is 1 hour 37 minutes.

Corrective action proposed (if required):

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	7.0	7.7	✗
Q4/13/14	7.0	7.8	✗
Q3/13/14	7.0	6.4	✓
Q2/13/14	7.0	6.4	✓
Q1/13/14	7.0	6.0	✓

Annual 2014/15 - 7 working days
Target: 2013/14 - 7 working days
Indicator of good performance: A lower number of days is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

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Comment on current performance (including context):

(Q1 2014/15) - Performance has failed to achieve target for Q1. This indicator has been affected by the number of fencing jobs reported following the storms in the earlier part of the year. This was further impacted by a national shortage of fencing timber to complete these repairs. Current performance for jobs reported since 1 April 2014 to date has this performance at 5.91 working days.

Corrective action proposed (if required):

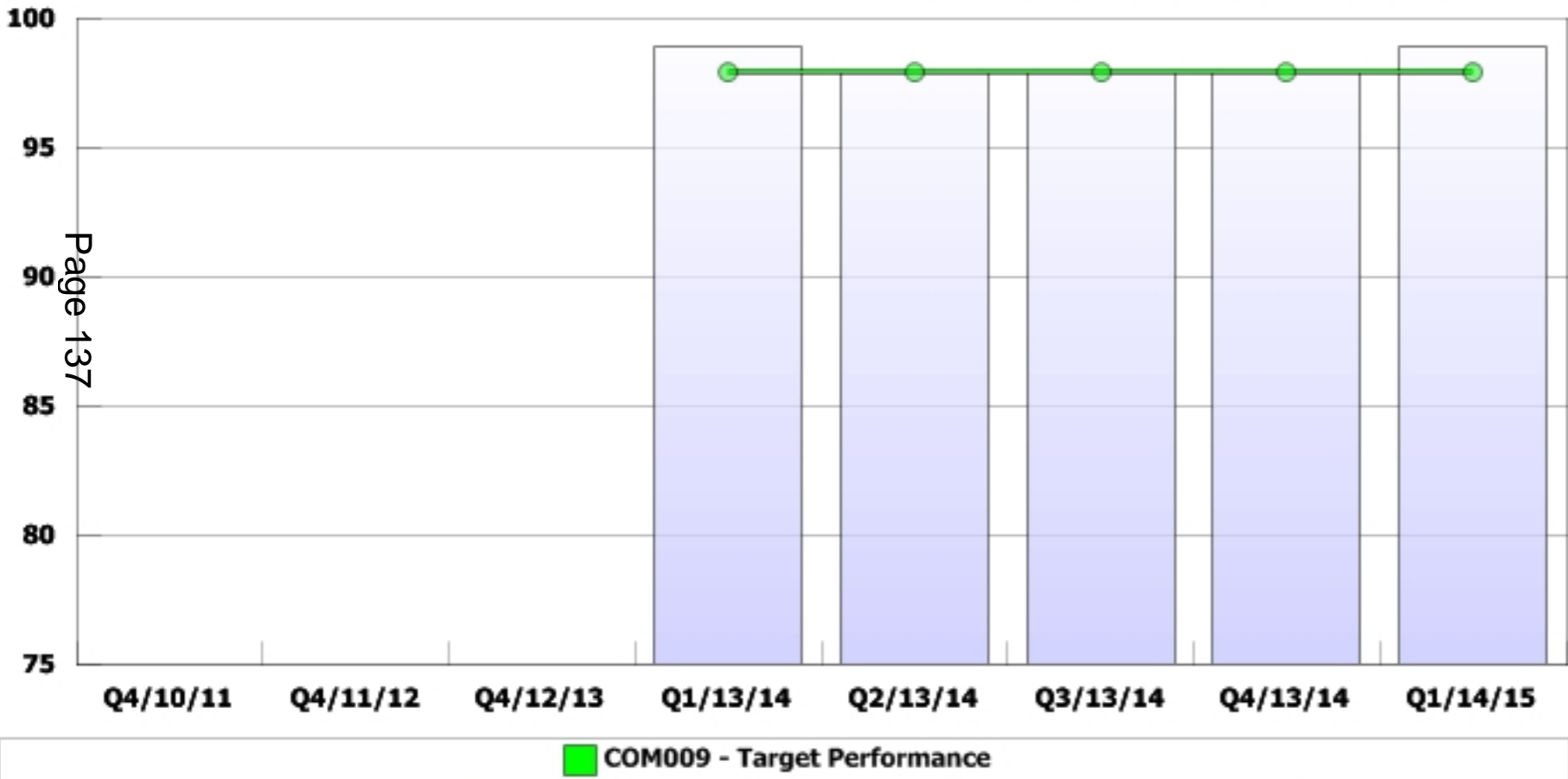
(Q1 2014/15) - The Housing Repairs Service will drive performance in Q2 through to Q4 to reduce the full year performance back down to 7 working days by the end of March 2015. By keeping performance under 6 working days this should have the effect of reducing the 0.71 working day average increase over the full year.

COM009 What percentage of appointments for repairs are both made and kept?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	98%	99%
Q4/13/14	98%	98%
Q3/13/14	98%	98%
Q2/13/14	98%	98%
Q1/13/14	98%	99%

Annual Target: 2014/15 - 98%
 Target: 2013/14 - 98%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q1 2014/15) - Performance has achieved target.

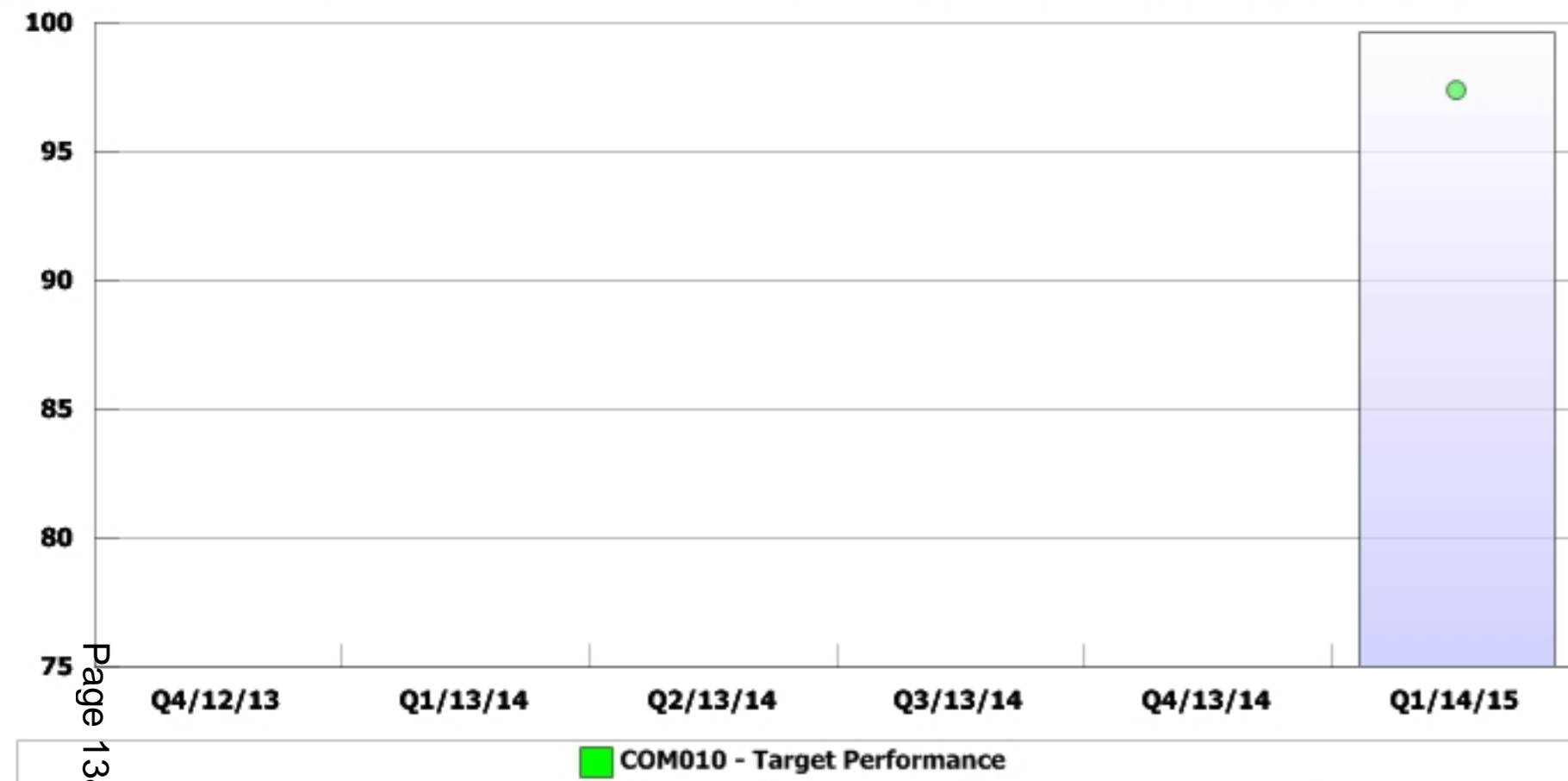
Corrective action proposed (if required):

COM010 What percentage of calls to the council's Careline service are answered within 60 seconds?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	97.5%	99.7%
Q4/13/14		0.0%
Q3/13/14		0.0%
Q2/13/14		0.0%
Q1/13/14		0.0%



Annual Target: 2014/15 - 97.50%
2013/14 - N/A

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement



Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q1 2014/15) - The target has been achieved.

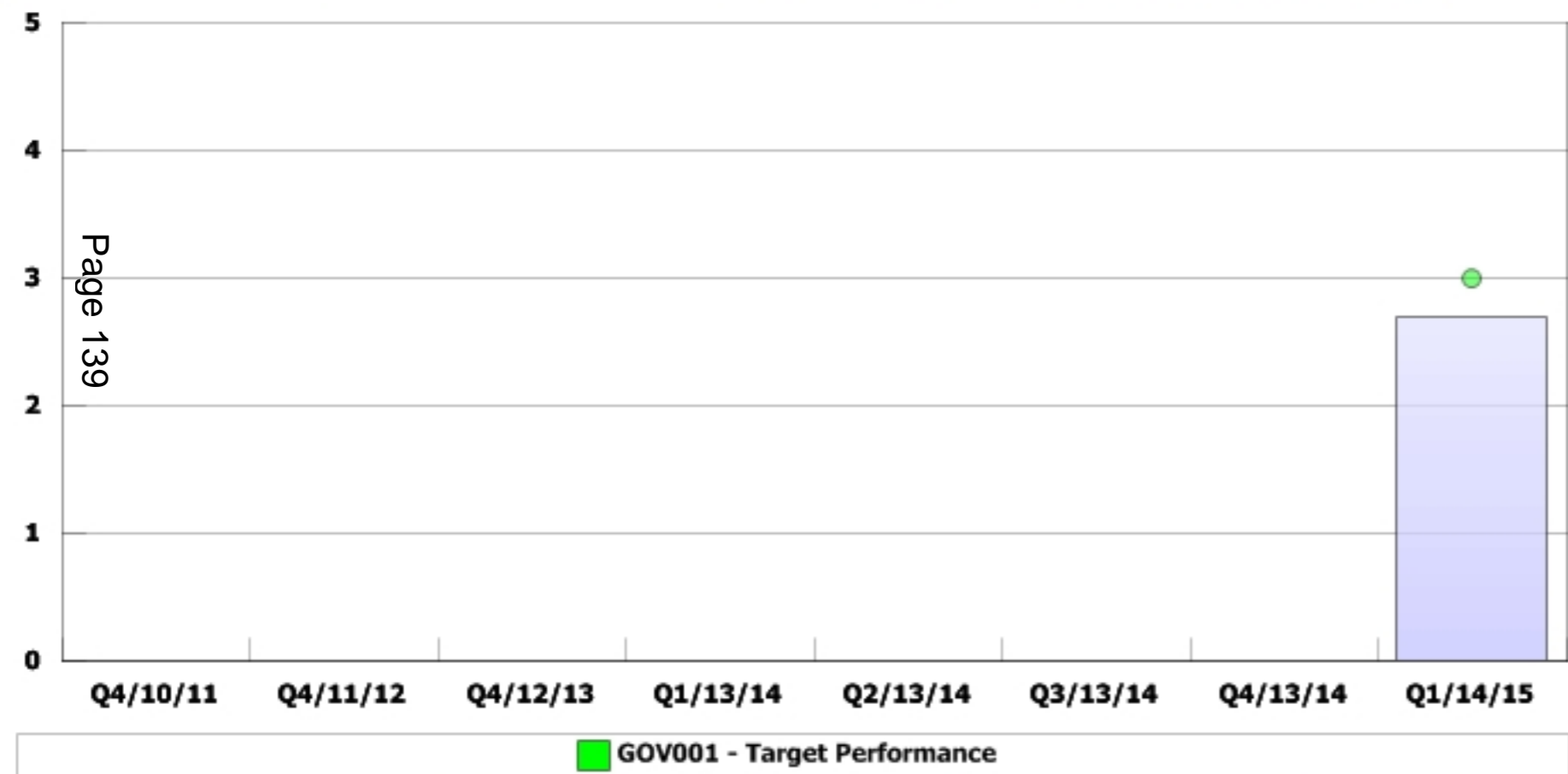
Corrective action proposed (if required):

Empty box for corrective action.

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	3.0	2.7
Q4/13/14		0.0
Q3/13/14		0.0
Q2/13/14		0.0
Q1/13/14		0.0

Annual Target: 2014/15 - 3 Stars
 2013/14 - N/A
Indicator of good performance:
 A higher level is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q1 2014/15) - The new user feedback tool was implemented in April 2014. The user can select a happy, neutral or sad face and leave comments which are linked to the page. There were 23 replies in the first 3 months consisting of 7 happy, 6 neutral and 10 sad giving an average of 2.7.

Corrective action proposed (if required):

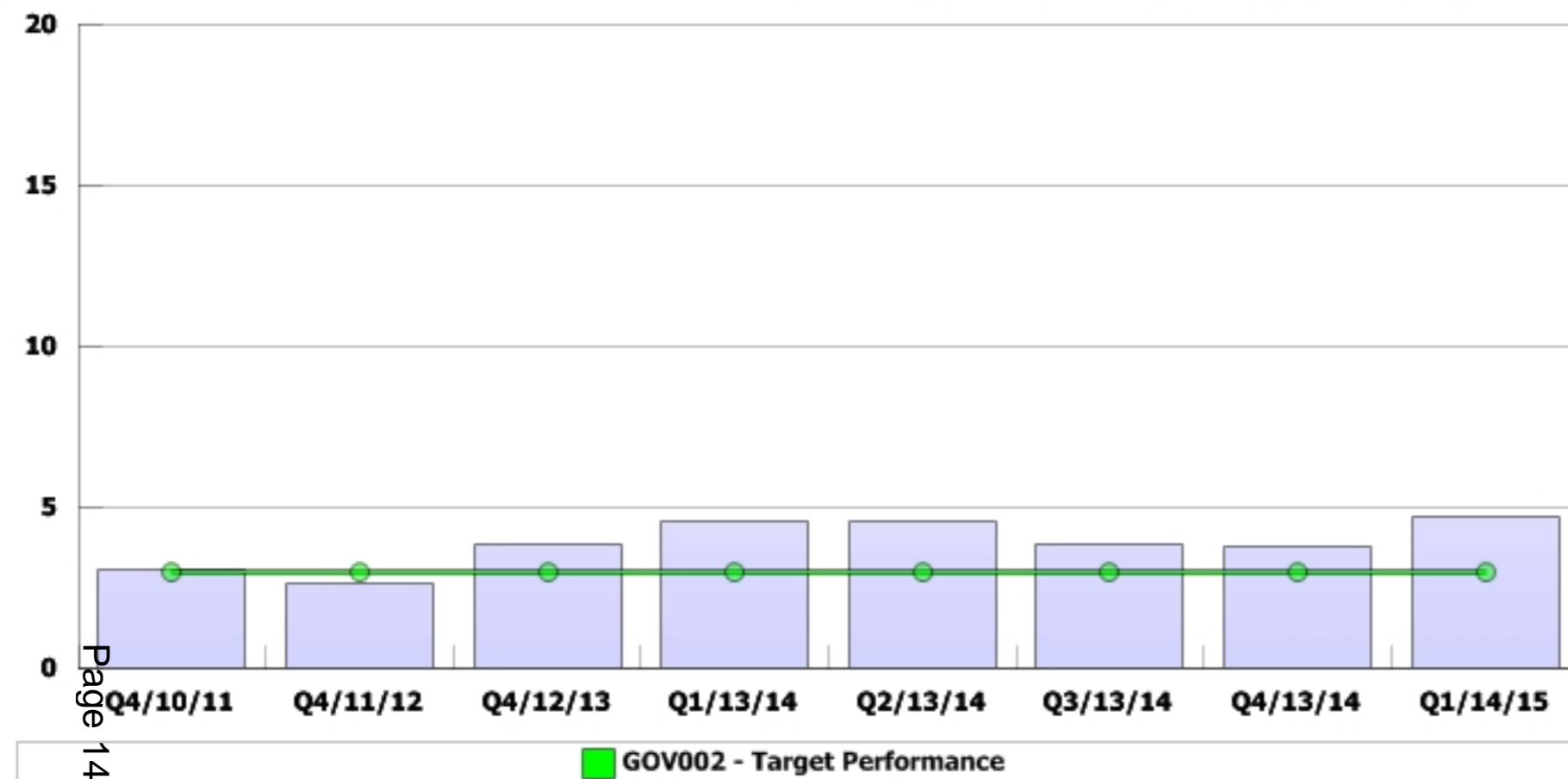
(Q1 2014/15) - The comments have enabled us to make specific changes to benefit users which cannot be gained from statistics alone.

GOV002 What percentage of the rent we were due to be paid for our commercial premises was not paid?

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. Performance against this indicator is reported on a quarterly basis.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	3.00%	4.73%	✗
Q4/13/14	3.00%	3.80%	✗
Q3/13/14	3.00%	3.90%	✗
Q2/13/14	3.00%	4.60%	✗
Q1/13/14	3.00%	4.60%	✗

Annual Target: 2014/15 - 3.00%
2013/14 - 3.00%

Indicator of good performance:
A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

No

Comment on current performance (including context):

(Q1 2014/15) Arrears are slightly higher than the target but still quite low in the present economic climate.

Corrective action proposed (if required):

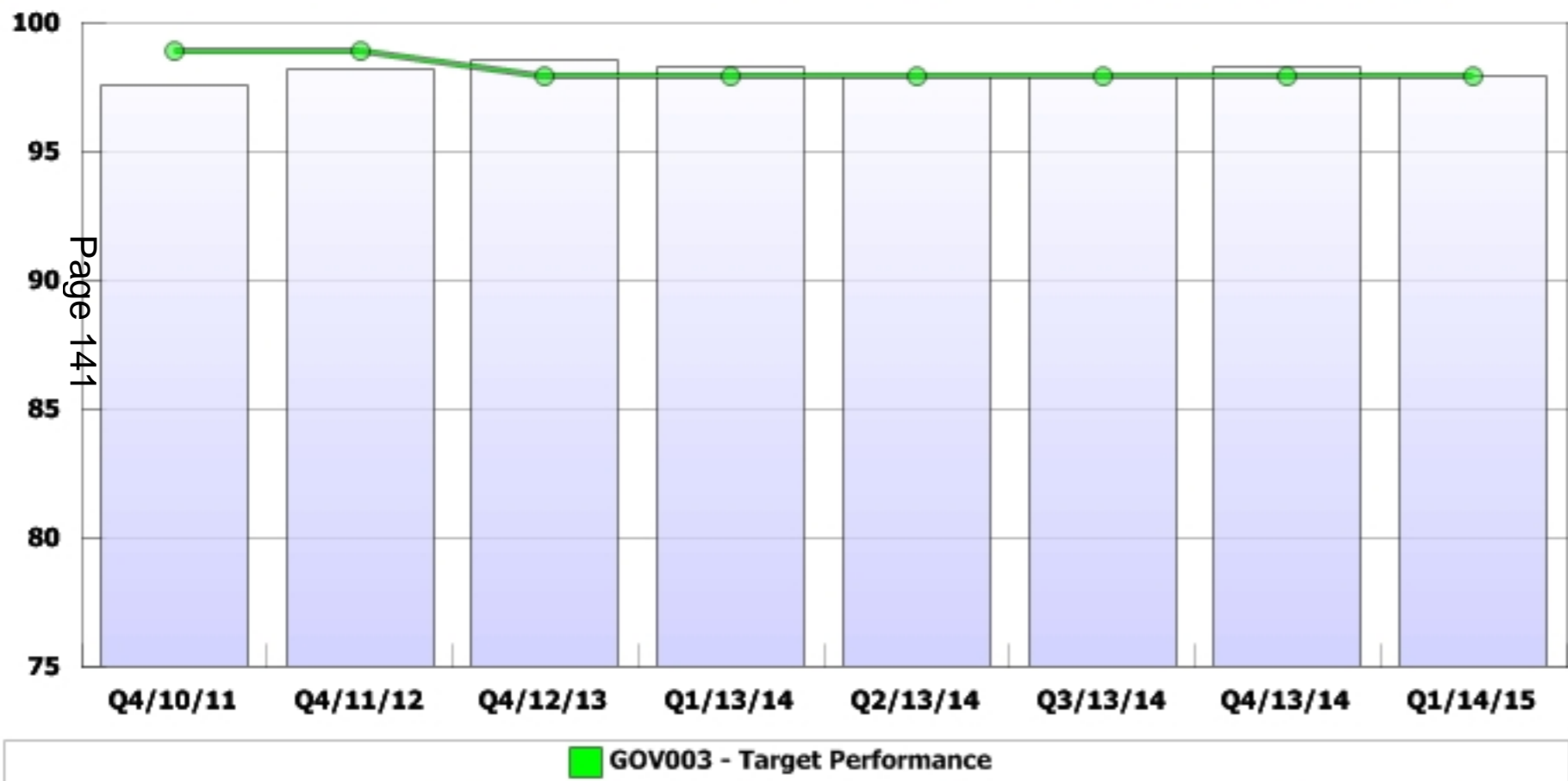
(Q1 2014/15) It is hoped to start arrears meetings with Finance and Legal Services again in the near future.

GOV003 What percentage of our commercial premises was let to tenants?

Additional Information: This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. Performance against this indicator is reported on a quarterly basis.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	98.00%	97.97%	✗
Q4/13/14	98.00%	98.31%	✓
Q3/13/14	98.00%	97.97%	✗
Q2/13/14	98.00%	97.97%	✗
Q1/13/14	98.00%	98.31%	✓

Annual 2014/15 - 98.00%
Target: 2013/14 - 98.00%
Indicator of good performance:
A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q1 2014/15) The target was almost met.

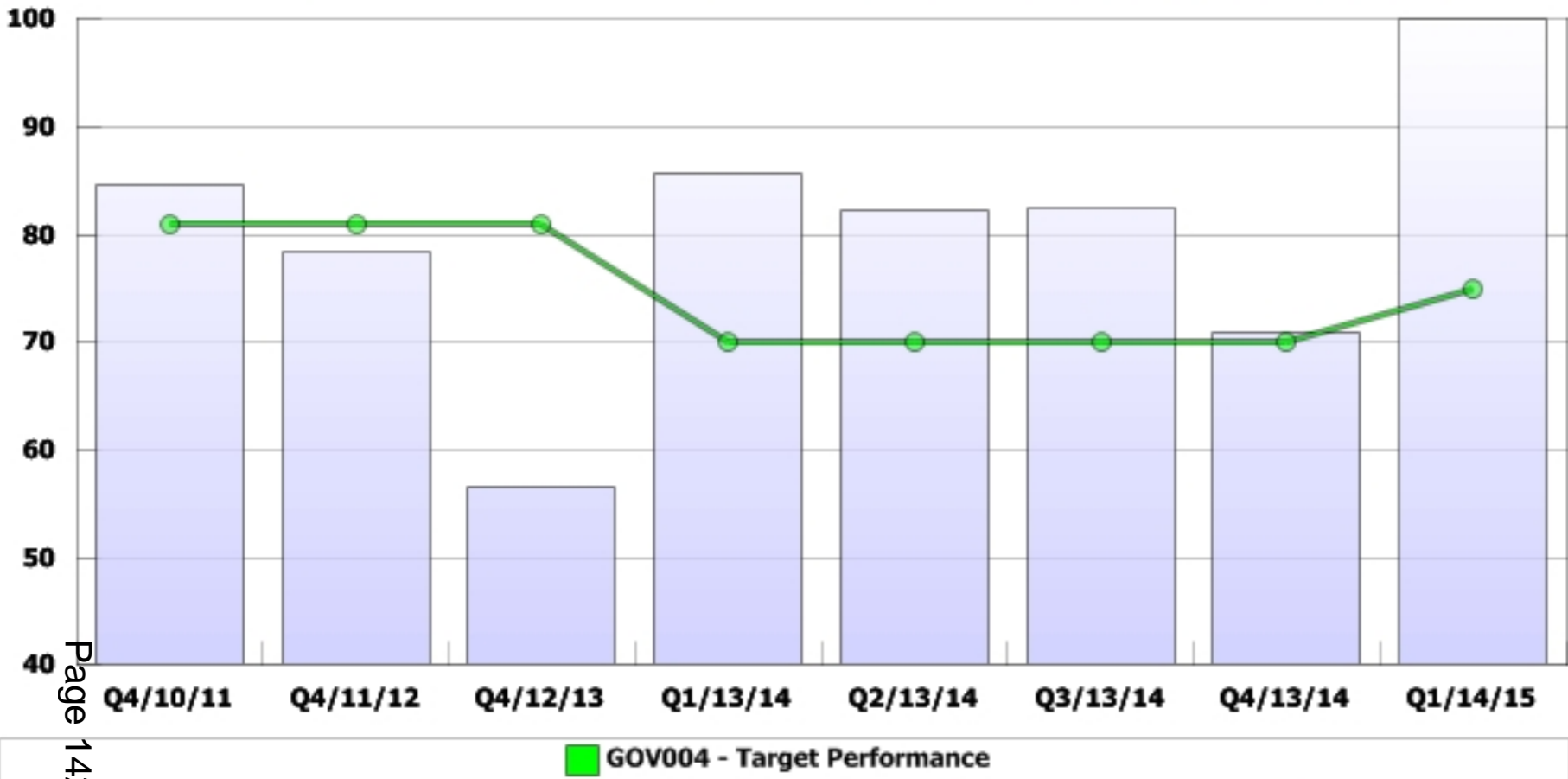
Corrective action proposed (if required):

GOV004 What percentage of major planning applications were processed within 13 weeks?

Additional Information: This indicator ensures that local planning authorities determine major planning applications in a timely manner (within thirteen weeks).

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	75.00%	100.00%	✓
Q4/13/14	70.00%	70.97%	✓
Q3/13/14	70.00%	82.61%	✓
Q2/13/14	70.00%	82.35%	✓
Q1/13/14	70.00%	85.71%	✓

Annual Target: 2014/15 - 75.00%
Target: 2013/14 - 70.00%
Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2014/15) - Major type applications represent only a small number of the overall number of planning applications received, but they are more complex and generally are reported to planning committees, so deadlines for decisions are tight. Because of this, the performance can be volatile, but with 6 out of 6 decided in time, the target has been achieved.

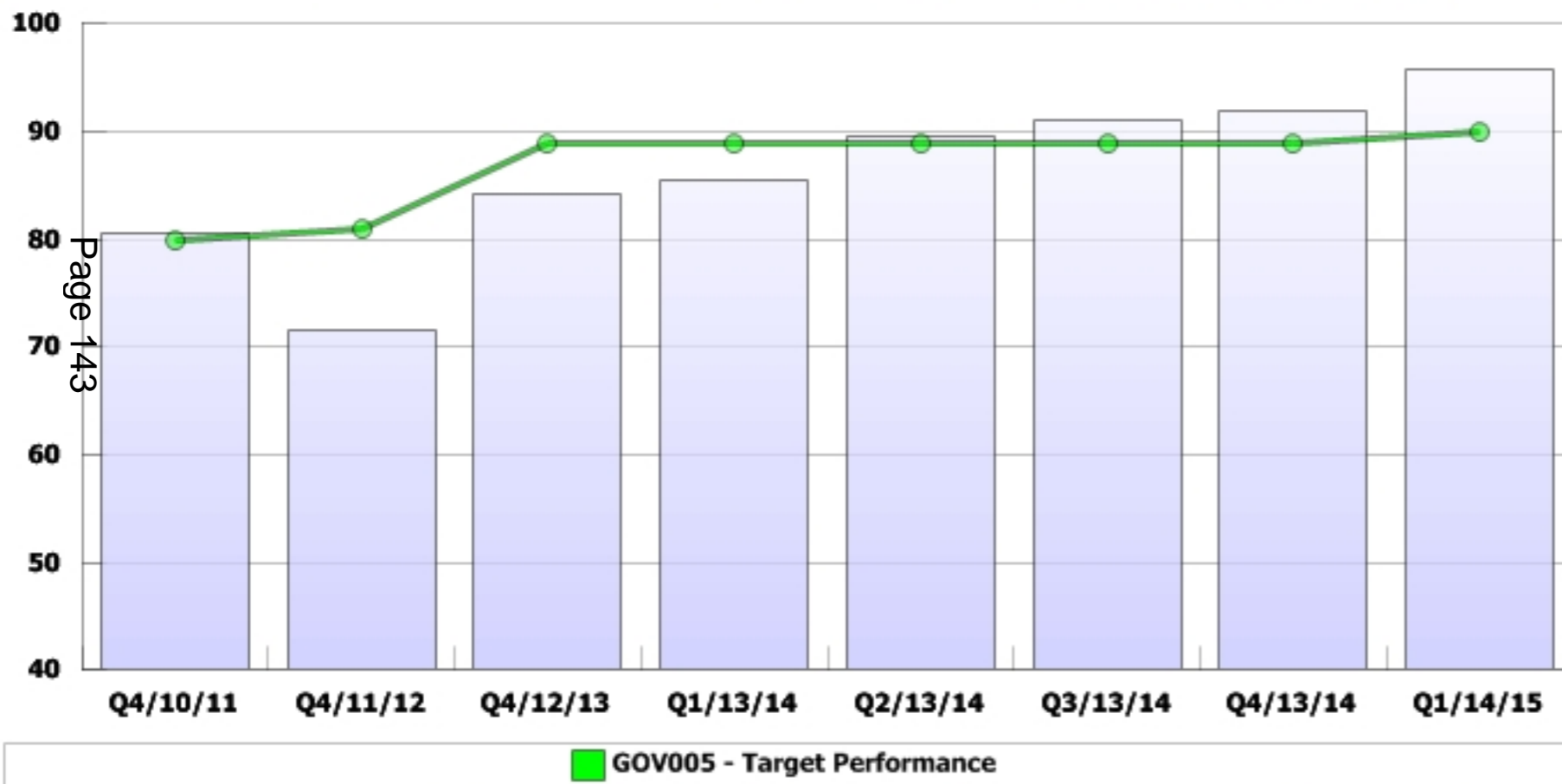
Corrective action proposed (if required):

GOV005 What percentage of minor planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

Additional Information: This indicator ensures that local planning authorities determine 'minor' planning applications in a timely manner (within eight weeks). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	90.00%	95.83%	✓
Q4/13/14	89.00%	91.97%	✓
Q3/13/14	89.00%	91.04%	✓
Q2/13/14	89.00%	89.66%	✓
Q1/13/14	89.00%	85.51%	✗

Annual 2014/15 - 90.00% (delegated)
Target: 2013/14 - 89.00% (delegated)
Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q1 2014/15) - This covers planning applications that include 1 to 9 dwellings/ pitches per application as well as offices, light industry, general industry, storage, warehousing or retail floorspace under 10,000sq m or 1 hectare and other minor developments. Only 4 out of 96 applications in this category were outside the target time, which shows continued performance improvement on previous years, primarily because the Development Control team has been fully staffed and officers are making a concerted effort to hit the target.

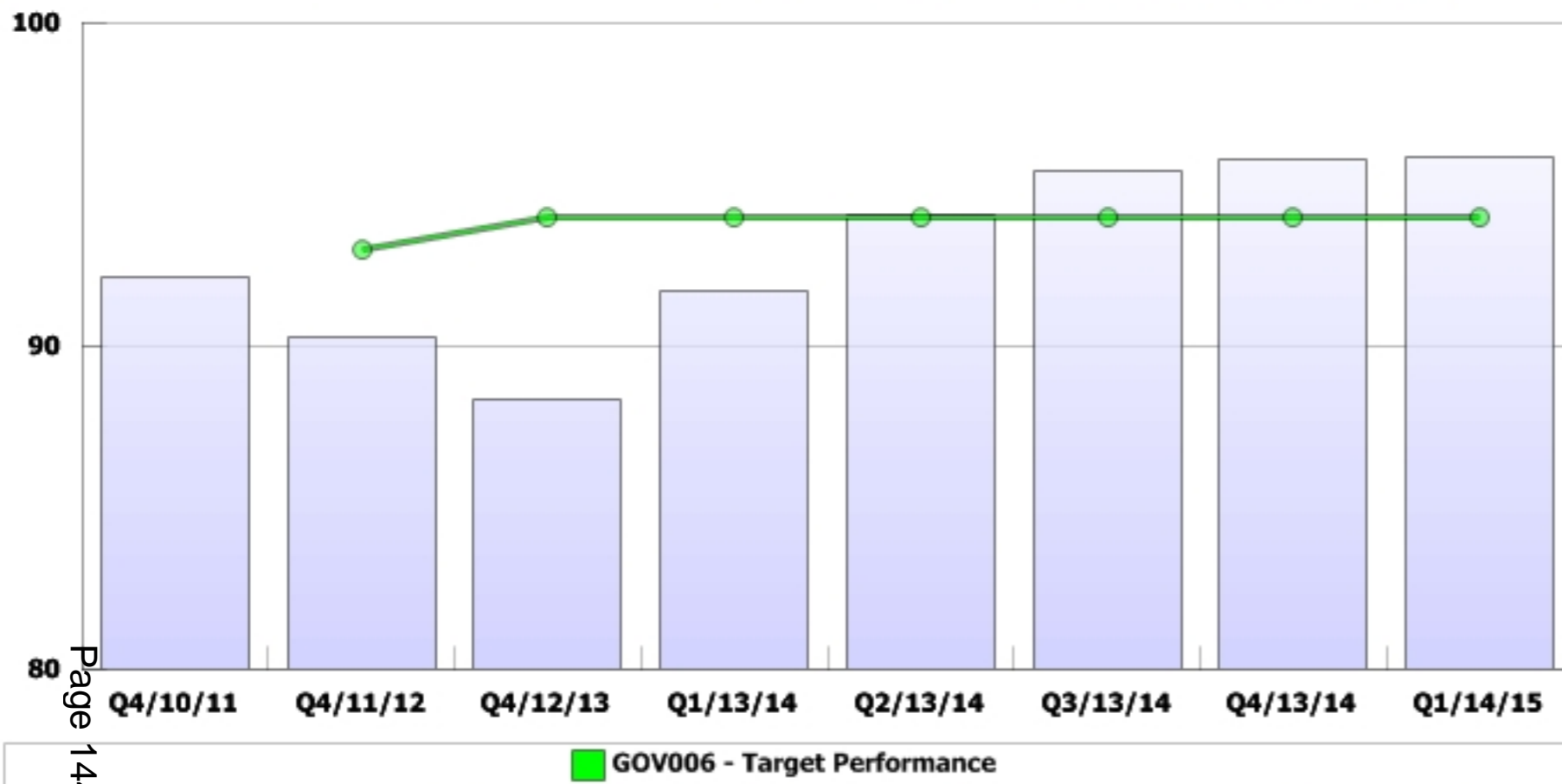
Corrective action proposed (if required):

GOV006 What percentage of other planning applications were processed within 8 weeks (Delegated decisions only from 2012/13)?

Additional Information: This indicator ensures that local planning authorities determine 'other' planning applications in a timely manner (within eight weeks). With effect from Q1 2012/13 this indicator will measure performance on delegated decisions only. Historical performance figures will remain unchanged.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	94.00%	95.90%
Q4/13/14	94.00%	95.84%
Q3/13/14	94.00%	95.44%
Q2/13/14	94.00%	94.12%
Q1/13/14	94.00%	91.74%



Annual Target: 2014/15 - 94.00% (delegated)
 2013/14 - 94.00% (delegated)
 Indicator of good performance:
 A higher percentage is good

Is it likely that the target will be met at the end of the year?
 Yes

↑ is the direction of improvement

Comment on current performance (including context):

(Q1 2014/15) - Other Applications represents the highest number out of all planning application types decided under delegated powers. 281 out of 293 applications were decided in time in this category. Full complement of staff together with regular managing of workload has achieved this good performance.

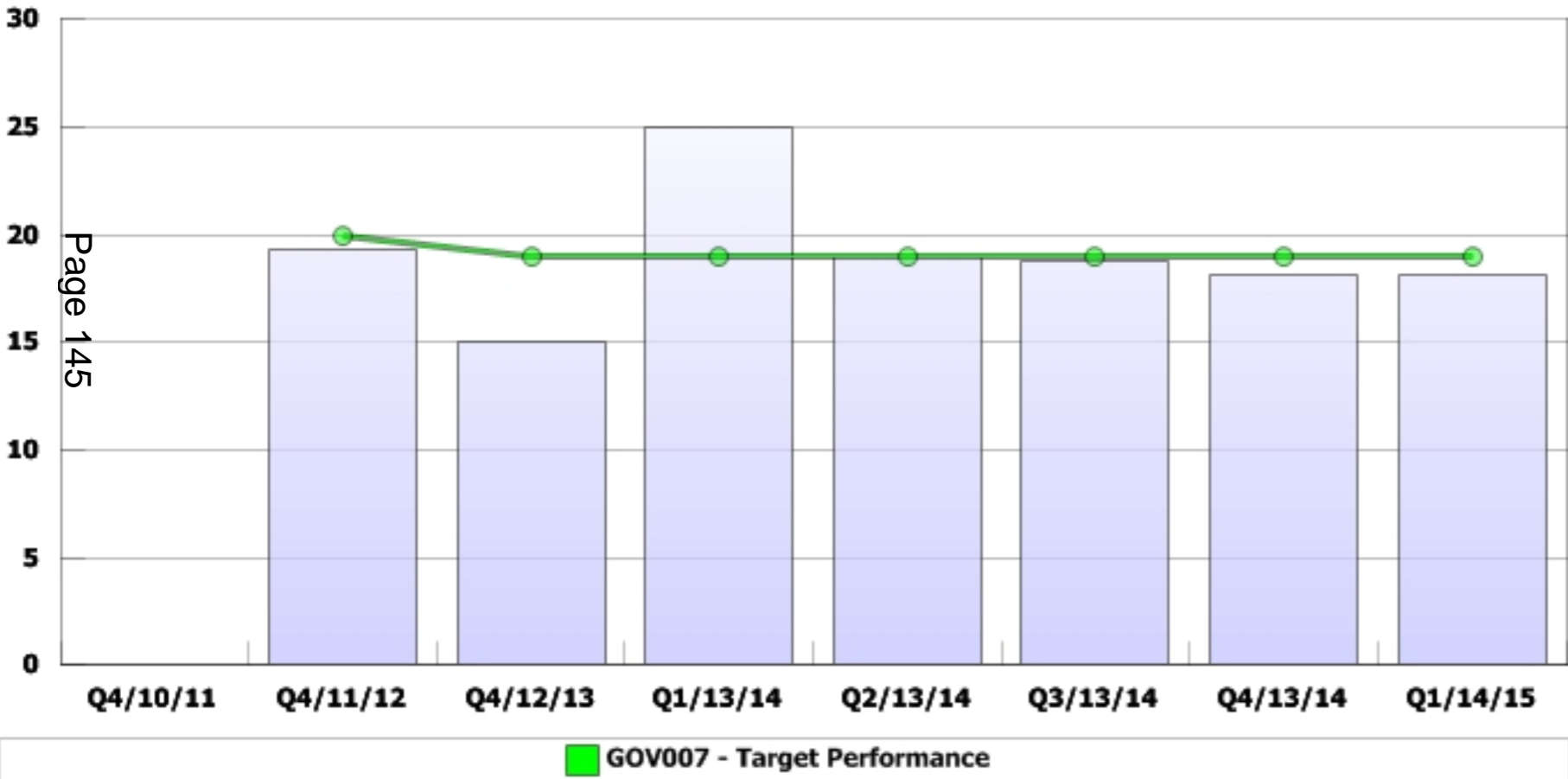
Corrective action proposed (if required):

GOV007 What percentage of planning applications recommended by planning officers for refusal were overturned and granted permission following an appeal?

Additional Information: This indicator is expressed as a percentage of the no. of appeals determined and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	19.00%	18.20%	✓
Q4/13/14	19.00%	18.18%	✓
Q3/13/14	19.00%	18.75%	✓
Q2/13/14	19.00%	19.05%	✗
Q1/13/14	19.00%	25.00%	✗

Annual Target: 2014/15 - 19.00%
 Target: 2013/14 - 19.00%

Indicator of good performance:
 A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2014/15) - Of the 11 appeal decisions, resulting from officer delegated refusals, received in total, only 2 have been allowed. The target of 19% is currently being achieved, implying that Officers professional judgement on planning application is generally in line with national planning guidance.

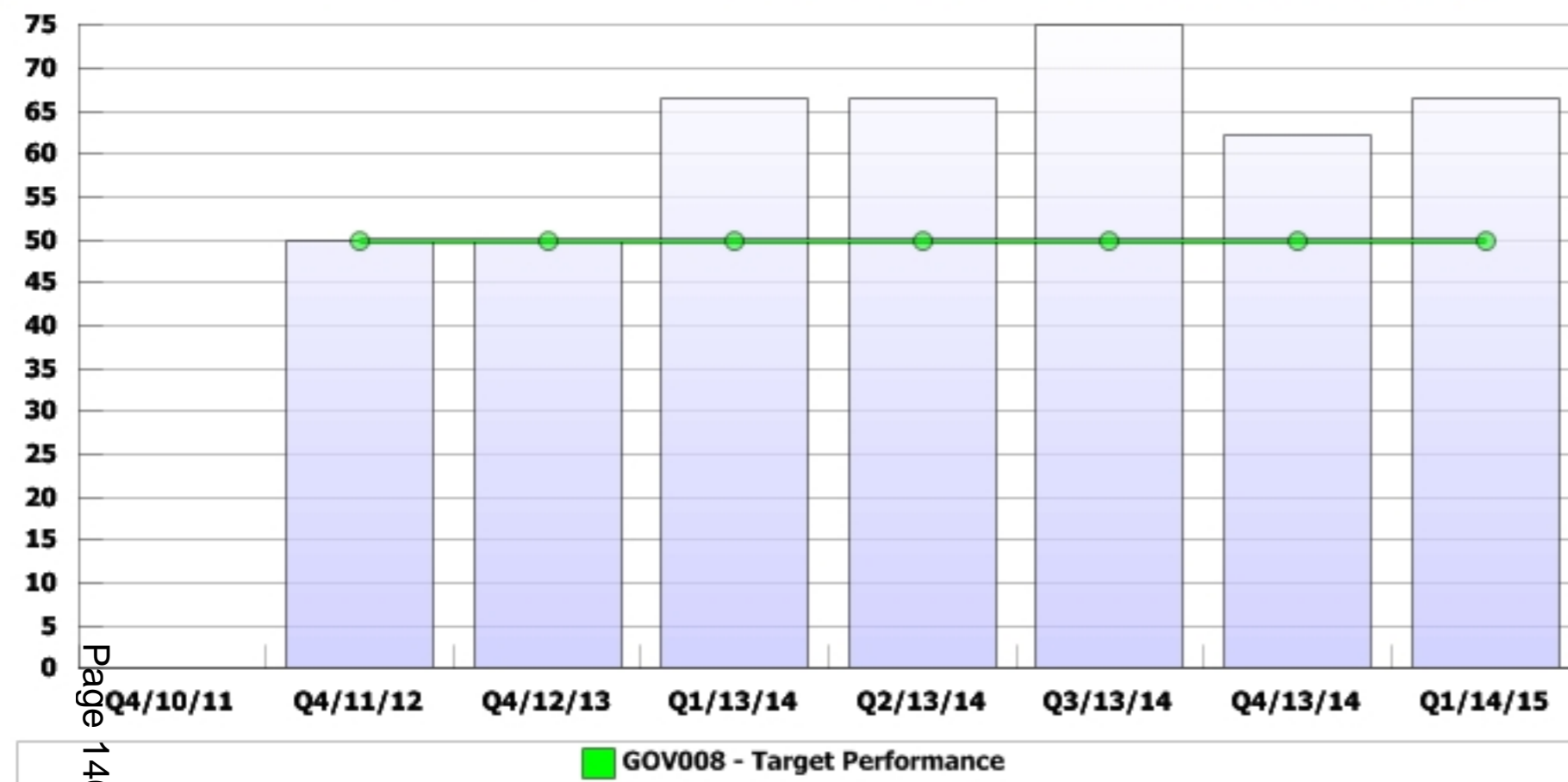
Corrective action proposed (if required):

GOV008 What percentage of planning applications, refused by Council Members against the planning officer's recommendation, were granted permission on appeal?

Additional Information: This indicator is expressed as a percentage of the no. of appeals determined and seeks to assess the levels of applications that may be refused in order to meet development control performance targets. It measures the performance of only Officer Recommendations for refusal of planning permission

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	50.00%	66.67%
Q4/13/14	50.00%	62.20%
Q3/13/14	50.00%	75.00%
Q2/13/14	50.00%	66.67%
Q1/13/14	50.00%	66.67%



Annual Target: 2014/15 - 50.00%
2013/14 - 50.00%

Indicator of good performance:
A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Uncertain

Comment on current performance (including context):

(Q1 2014/15) - Members decisions to refuse planning permission by reversing officer recommendations on planning applications were supported on appeal in 1 out of 3 cases, so that 66.67% (2) were allowed. However, this is a small number of appeal cases, so the performance swing is going to be very volatile.

Corrective action proposed (if required):

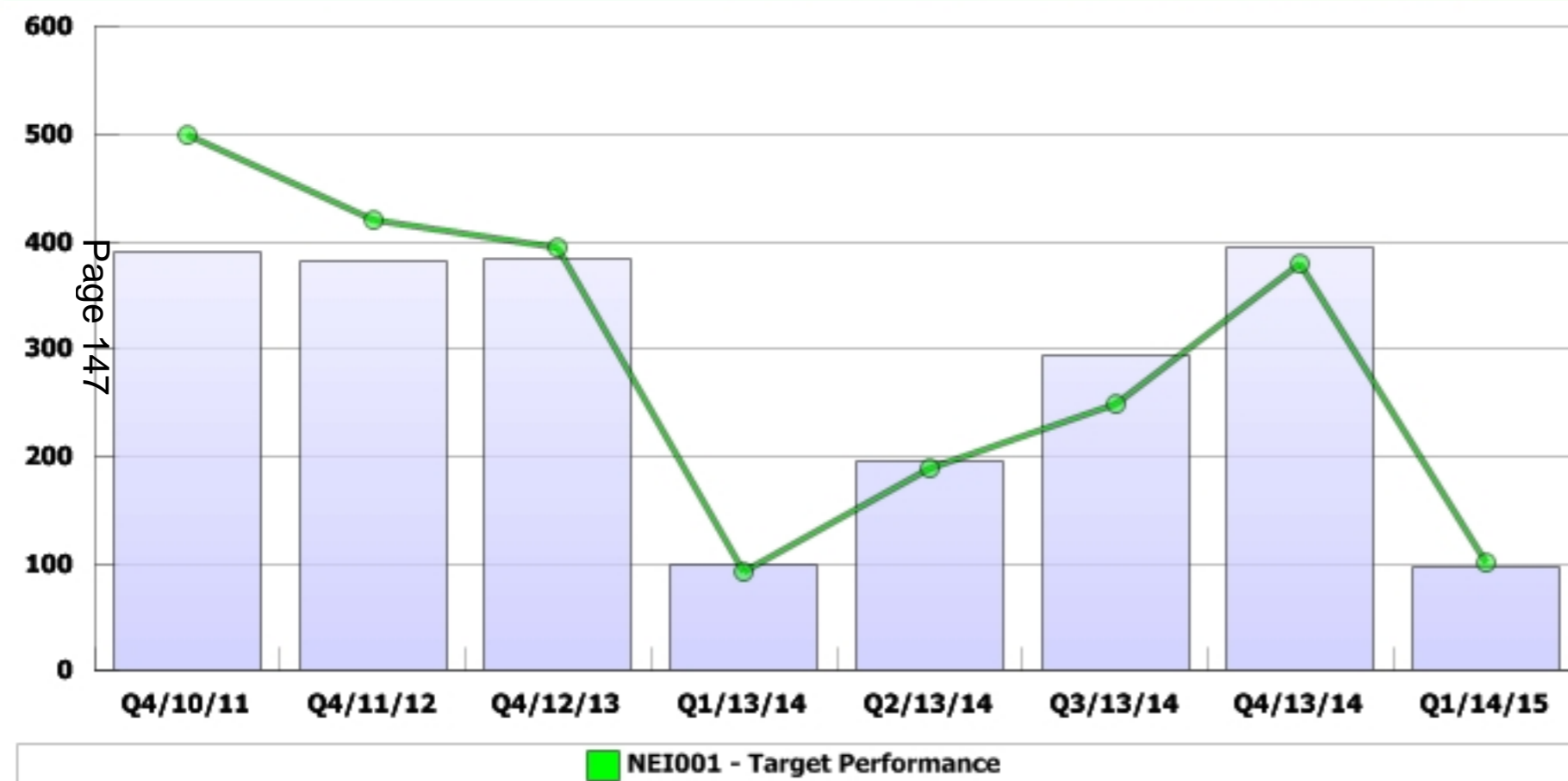
(Q1 2014/15) - Training has taken place recently for new Members so this needs time to bed in and will not affect the next couple of quarters performance. iOf the two appeals allowed, one was a parking refusal, which is notoriously difficult to persuade the Planning Inspectorate to support the Council's refusal. Members need to take this on board when deciding other similar type of applications.

NEI001 How much non-recycled waste was collected for every household in the district?

Additional Information: This indicator supports reductions in the amount of residual waste collected, through less overall waste and more reuse, recycling and composting. Quarterly targets and performance details for this indicator are measured in kilograms per household, and represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	101	98	✓
Q4/13/14	380	396	✗
Q3/13/14	249	295	✗
Q2/13/14	190	197	✗
Q1/13/14	94	100	✗

Annual Target: 2014/15 - 400 kg
2013/14 - 380 kg

Indicator of good performance:
A lower waste figure is good

↓ is the direction of improvement



Is it likely that the target will be met at the end of the year?

Uncertain



Comment on current performance (including context):

(Q1 2014/15) - 1st quarter target achieved - trends for the remaining quarters to be monitored

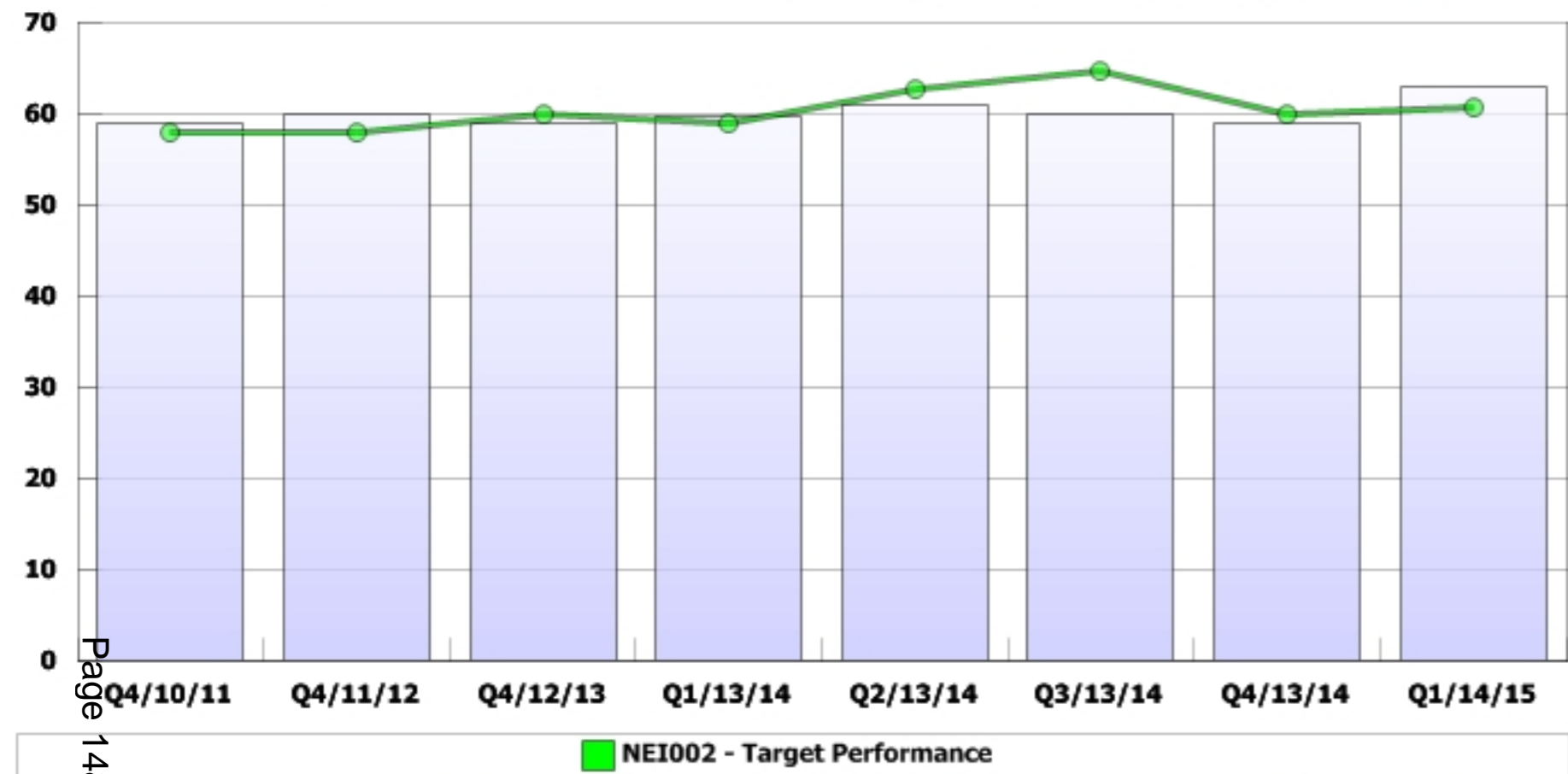
Corrective action proposed (if required):

NEI002 What percentage of all household waste was sent to be recycled, reused or composted?

Additional Information: This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for reuse, recycling, composting or anaerobic digestion.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	60.95%	63.00%	✓
Q4/13/14	60.00%	59.00%	✗
Q3/13/14	64.80%	60.00%	✗
Q2/13/14	62.90%	61.00%	✗
Q1/13/14	59.01%	59.93%	✓

Annual Target: 2014/15 - 60.00%
 2013/14 - 60.00%

Indicator of good performance:
 A higher percentage recycled is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Uncertain



Comment on current performance (including context):

(Q1 2014/15) - The performance for this quarter is as expected due to the high volumes of green waste put out for collection during this growing season.

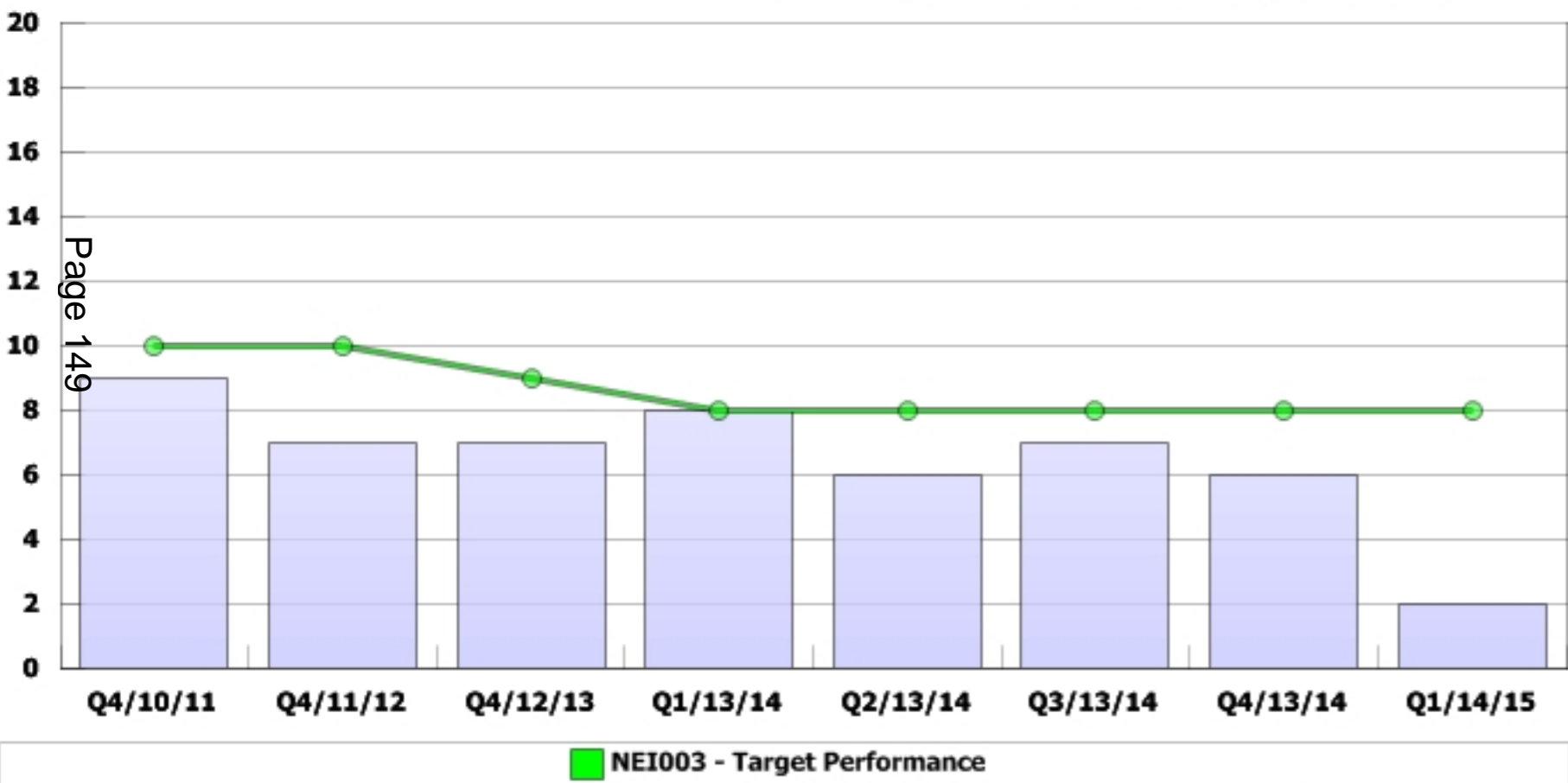
Corrective action proposed (if required):

NEI003 What percentage of our district had unacceptable levels of litter?

Additional Information: This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over four quarterly periods each year, and represents the percentage of relevant land with deposits of litter which exceed the acceptable level.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	8%	2%
Q4/13/14	8%	6%
Q3/13/14	8%	7%
Q2/13/14	8%	6%
Q1/13/14	8%	8%

Annual 2014/15 - 8%
 Target: 2013/14 - 8%
 Indicator of good performance:
 A lower percentage is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2014/15) - Current performance for this quarter was very good, this was due to a number of reasons including the areas surveyed. This is an unrealistic level for the standard to be constantly maintained and expect it to be closer to 6% in the future.

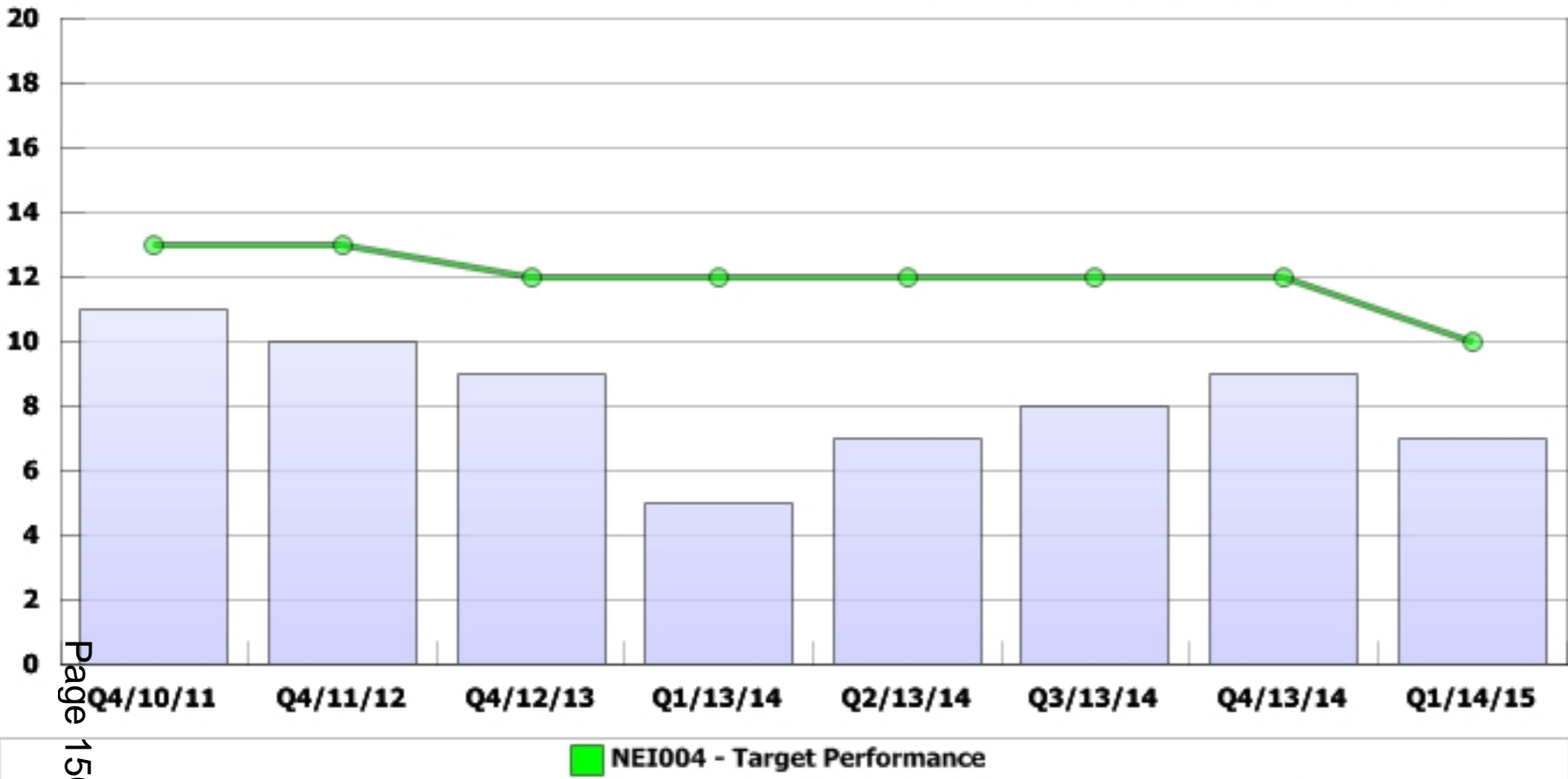
Corrective action proposed (if required):

NEI004 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

Additional Information: This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys of prescribed sites carried out over the four quarterly periods each year, and represents the percentage of relevant land with deposits of detritus which exceed the acceptable level.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	10%	7%
Q4/13/14	12%	9%
Q3/13/14	12%	8%
Q2/13/14	12%	7%
Q1/13/14	12%	5%

Annual Target: 2014/15 - 10%
 2013/14 - 12%

Indicator of good performance:
 A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q1 2014/15) - This result was acceptable and some of the previous problems on detritus have been resolved.

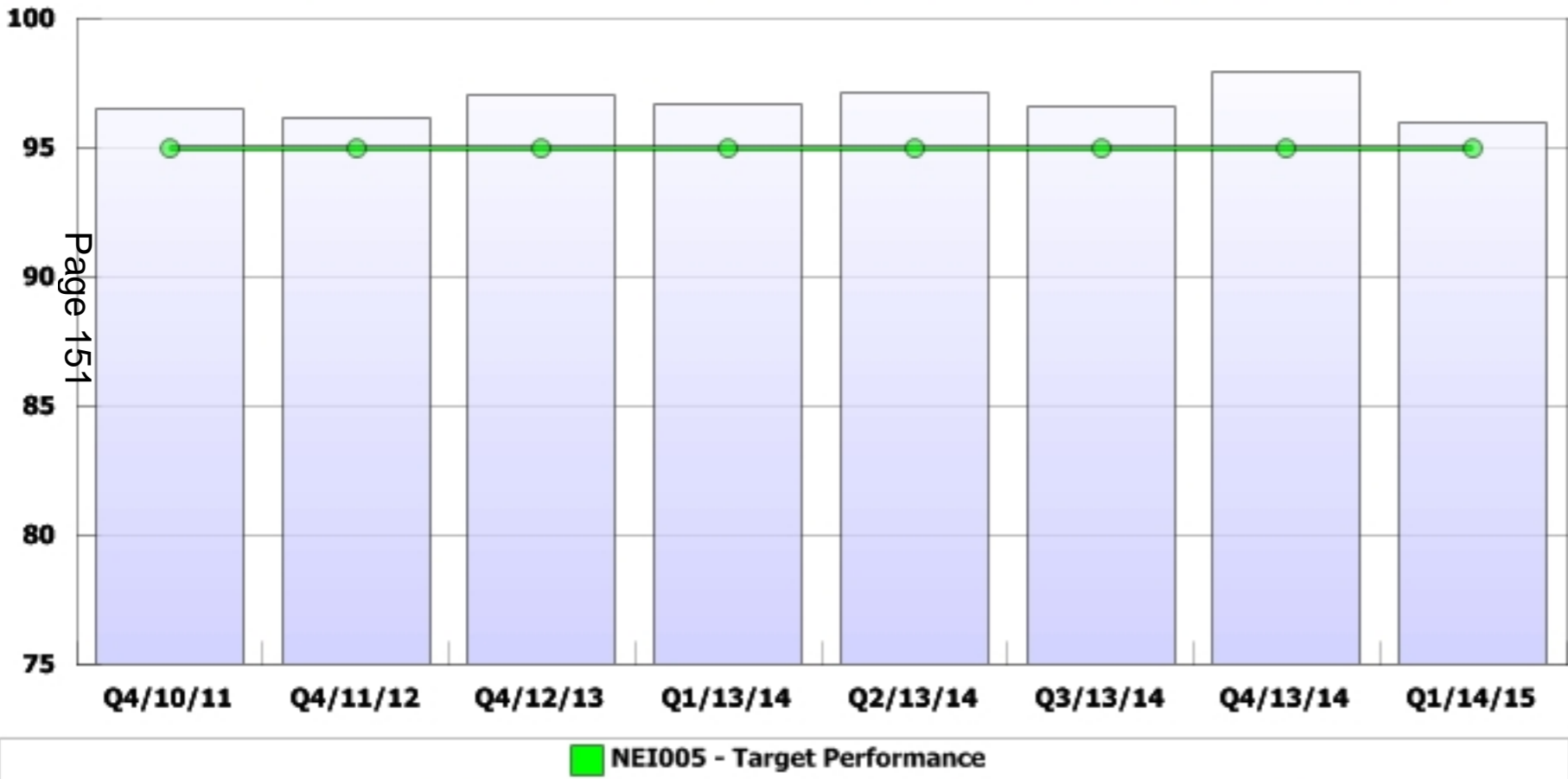
Corrective action proposed (if required):

NEI005 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

Additional Information: Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three working days

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Direction of Improvement
Q1/14/15	95.00%	96.03%	↑
Q4/13/14	95.00%	98.00%	↑
Q3/13/14	95.00%	96.66%	↑
Q2/13/14	95.00%	97.23%	↑
Q1/13/14	95.00%	96.76%	↑

Annual Target: 2014/15 - 95.00%
Target: 2013/14 - 95.00%

Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q1 2014/15) - Target achieved.

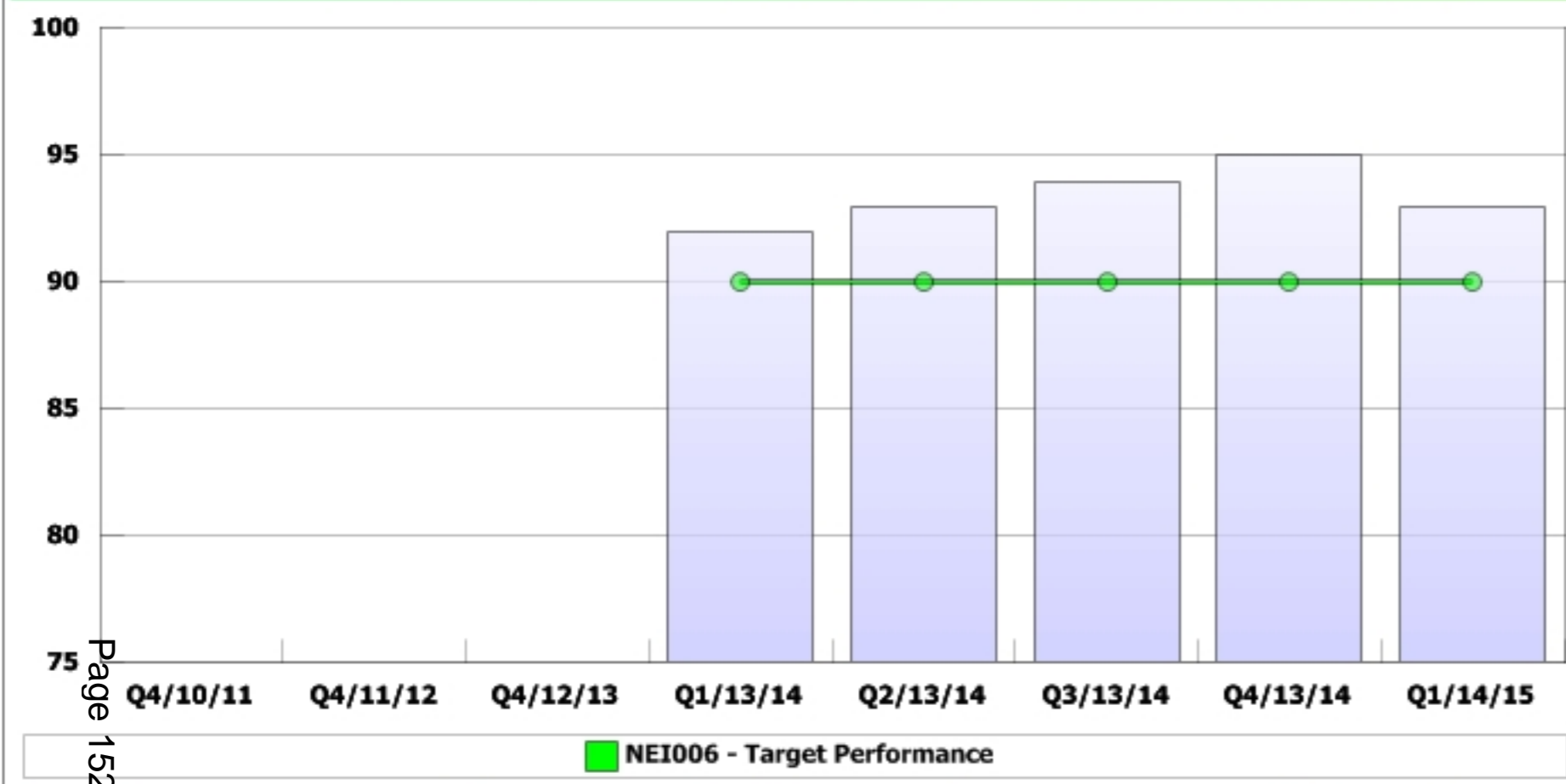
Corrective action proposed (if required):

NEI006 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	90%	93%
Q4/13/14	90%	95%
Q3/13/14	90%	94%
Q2/13/14	90%	93%
Q1/13/14	90%	92%

Annual Target: 2013/14 - 90%
Annual 2014/15 - 90%
Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement



Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q1 2014/15) - Target achieved

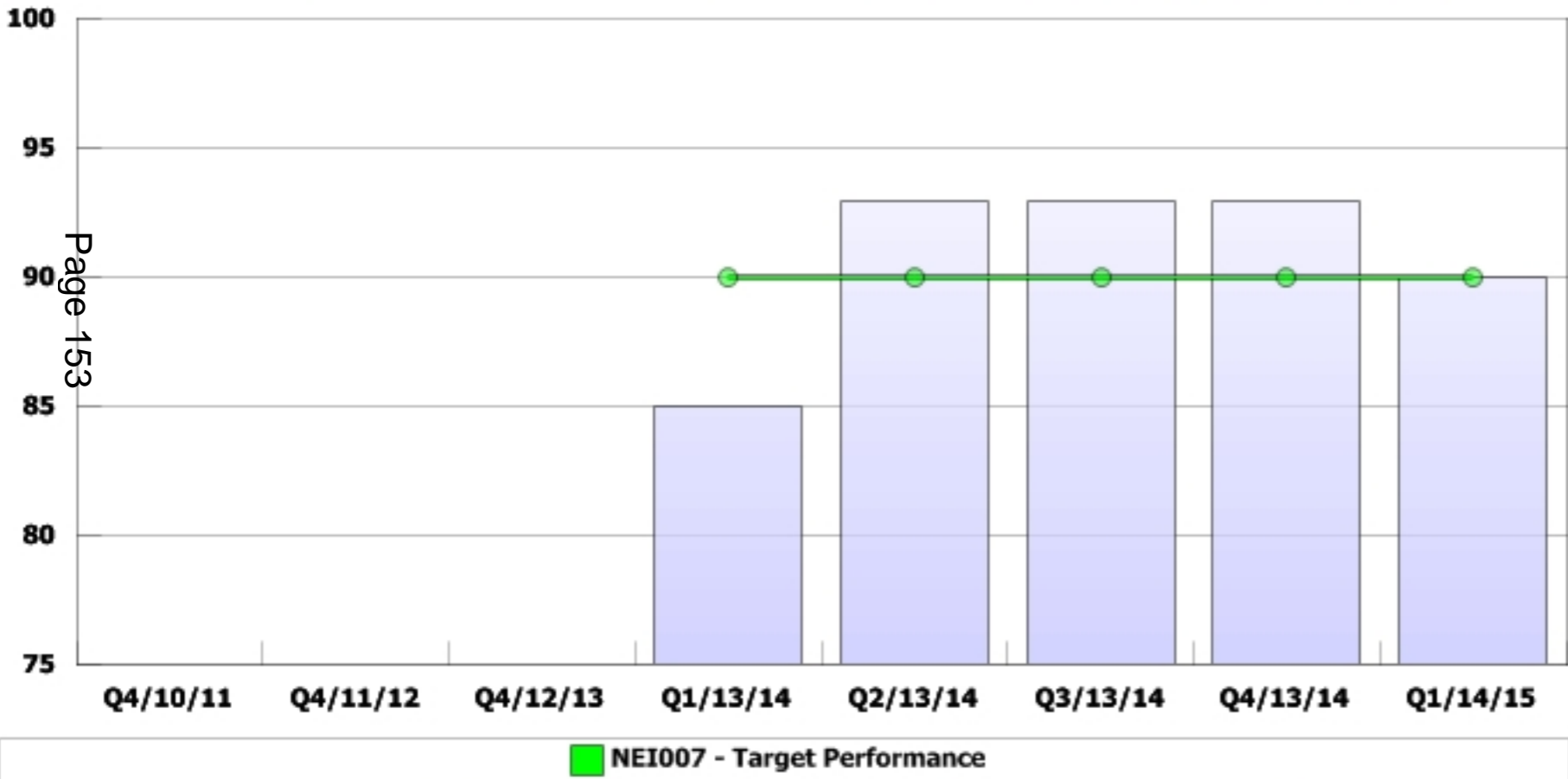
Corrective action proposed (if required):

NEI007 What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which can be cleared under the existing waste contract.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	90%	90%	✓
Q4/13/14	90%	93%	✓
Q3/13/14	90%	93%	✓
Q2/13/14	90%	93%	✓
Q1/13/14	90%	85%	✗

Annual Target: 2014/15 - 90%
Target: 2013/14 - 90%

Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q1 2014/15) - Target achieved. An analysis of the incidents that have failed to meet the criteria has established that there are legitimate reasons for the delayed clearance in some of the cases. For example, clearance has been delayed in one case whilst the alleged perpetrator was persuaded to remove the waste. In some other cases, clearance has taken longer than expected due to difficulties establishing the landowner and/or whether or not a variation order is required. It is envisaged that the target will be met in the next quarter, but it is difficult to predict if the change to a new contractor will affect performance, as we reach the end of the contract with SITA.

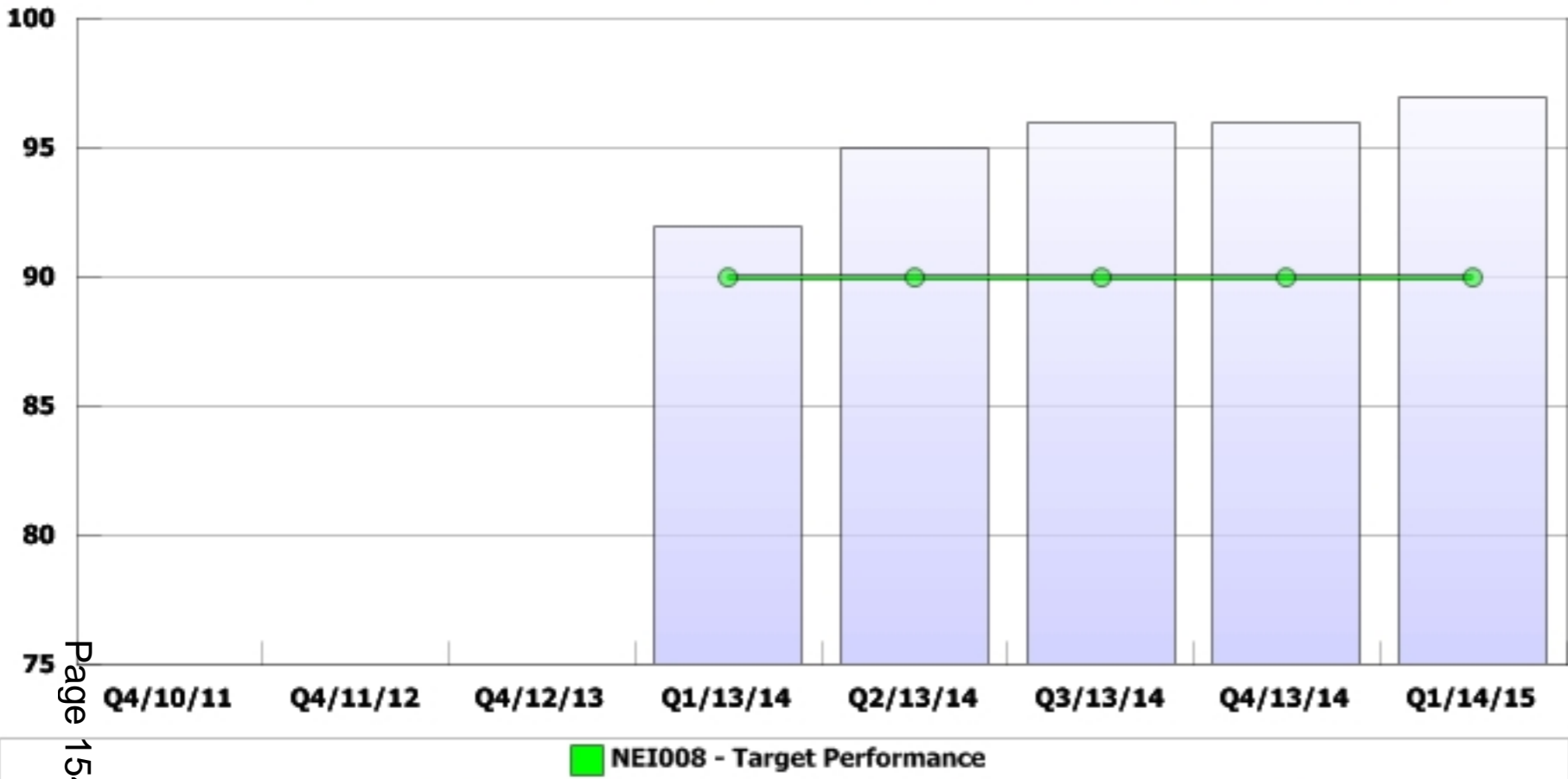
Corrective action proposed (if required):

NEI008 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which require an additional variation order or other non-contract clearance.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	90%	97%	✓
Q4/13/14	90%	96%	✓
Q3/13/14	90%	96%	✓
Q2/13/14	90%	95%	✓
Q1/13/14	90%	92%	✓

Annual Target: 2014/15 - 90%
2013/14 - 90%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

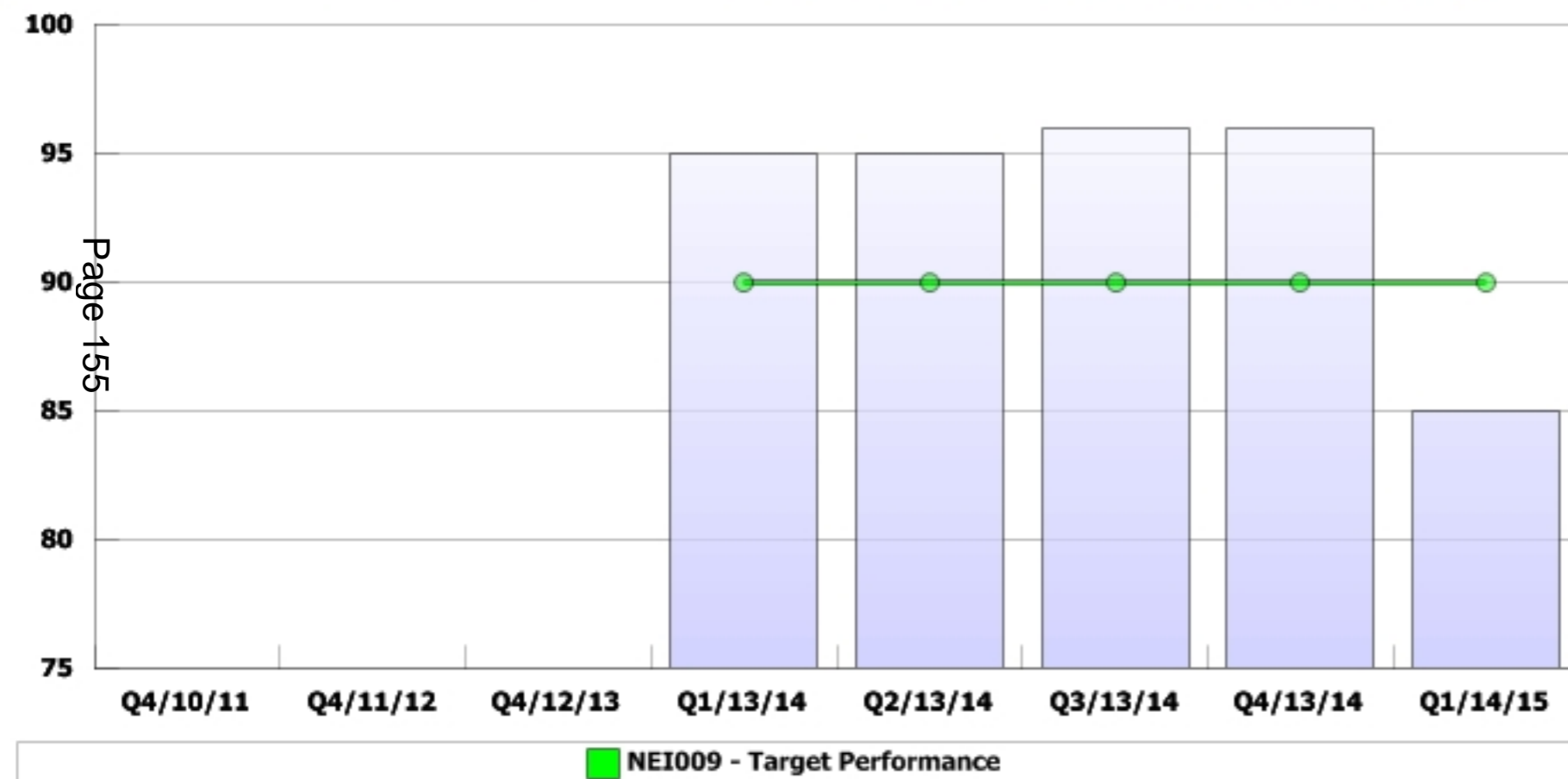
(Q1 2014/15) - Target achieved, no further action planned.

Corrective action proposed (if required):

Additional Information:

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	90%	85%
Q4/13/14	90%	96%
Q3/13/14	90%	96%
Q2/13/14	90%	95%
Q1/13/14	90%	95%



Annual 2014/15 - 90%
 Target: 2013/14 - 90%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement



Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q1 2014/15) - This was a new performance indicator in 2013/14, which was achieved throughout that year. The responsibility for recording and passing the details of complaints to the duty noise officer changed to a contractor Mears at the start of this quarter. The duty noise officers initially experienced some delays in obtaining the details of the complainant from Mears. This has been reflected in the number of responses that have failed to meet the target. Officers have met with Mears and steps have been taken to clarify and speed up the process. It is envisaged that the target will be achieved in the next quarter.

Corrective action proposed (if required):

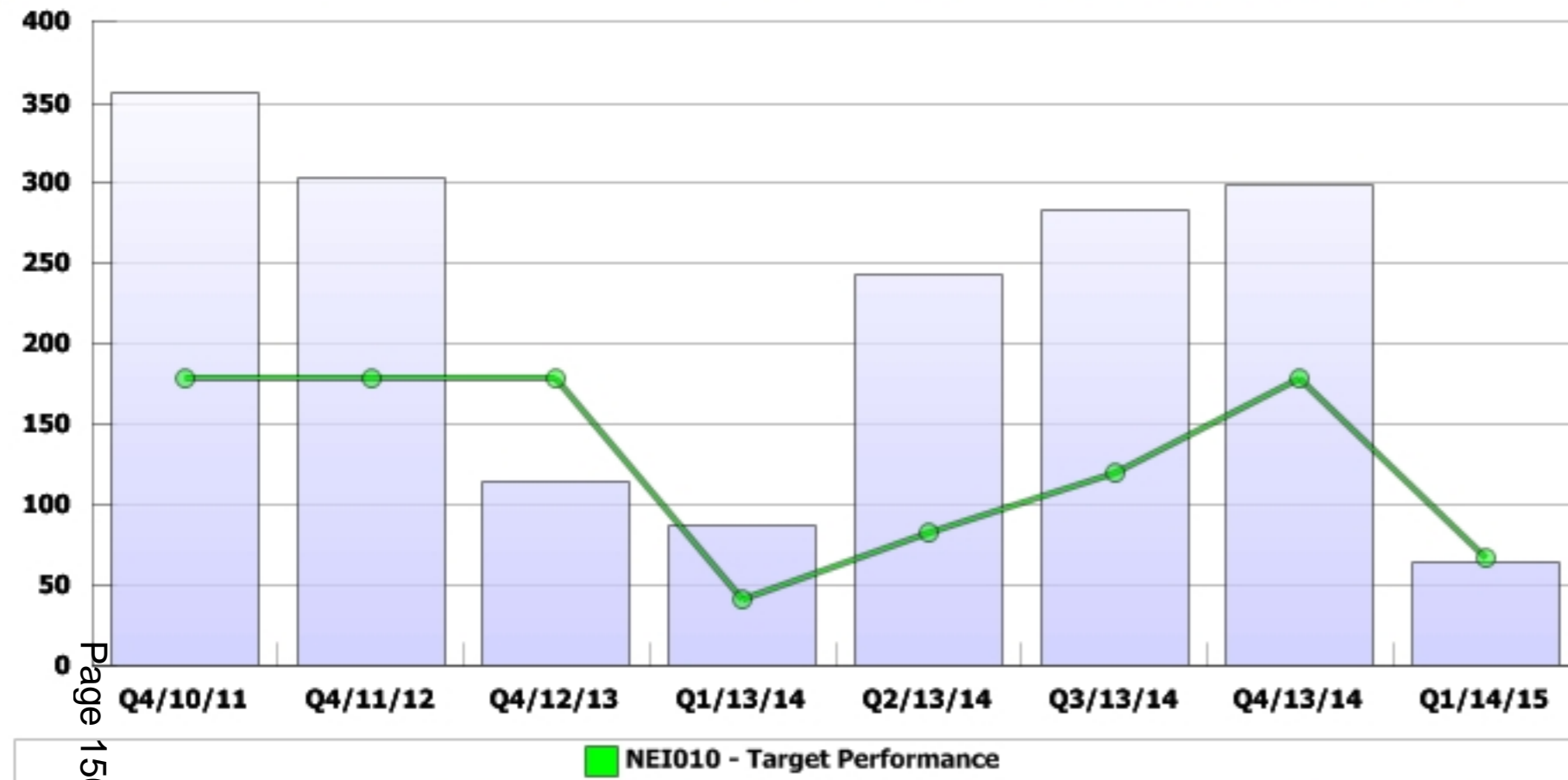
(Q1 2014/15) - Officers have met with Mears and steps have been taken to clarify and speed up the process at the Mears operating centre.

NEI010 What was the net increase or decrease in the number of homes in the district?

Additional Information: This indicator encourages a greater supply of new homes to address long-term housing affordability issues, and measures the net increase in dwelling stock over one year. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	68	65
Q4/13/14	180	299
Q3/13/14	121	284
Q2/13/14	83	243
Q1/13/14	42	88

is the direction of improvement
 Is it likely that the target will be met at the end of the year?
 Yes

Annual Target: 2014/15 - 230
 2013/14 - 180
Indicator of good performance:
 A higher number is good
 ↑ is the direction of improvement

Comment on current performance (including context):

(Q1 2014/15) - The quarterly target figure is 68 and our Q1 figure of 65 is slightly below it. However, our Q1 figure is very close (within Amber tolerances) Therefore at this stage, it is most likely that the annual Housing Completions target for 2014-15 will be met. Provision for future housing development will be made through new housing designations in the emerging Local Plan.

Corrective action proposed (if required):

(Q1 2014/15) - None proposed at this time

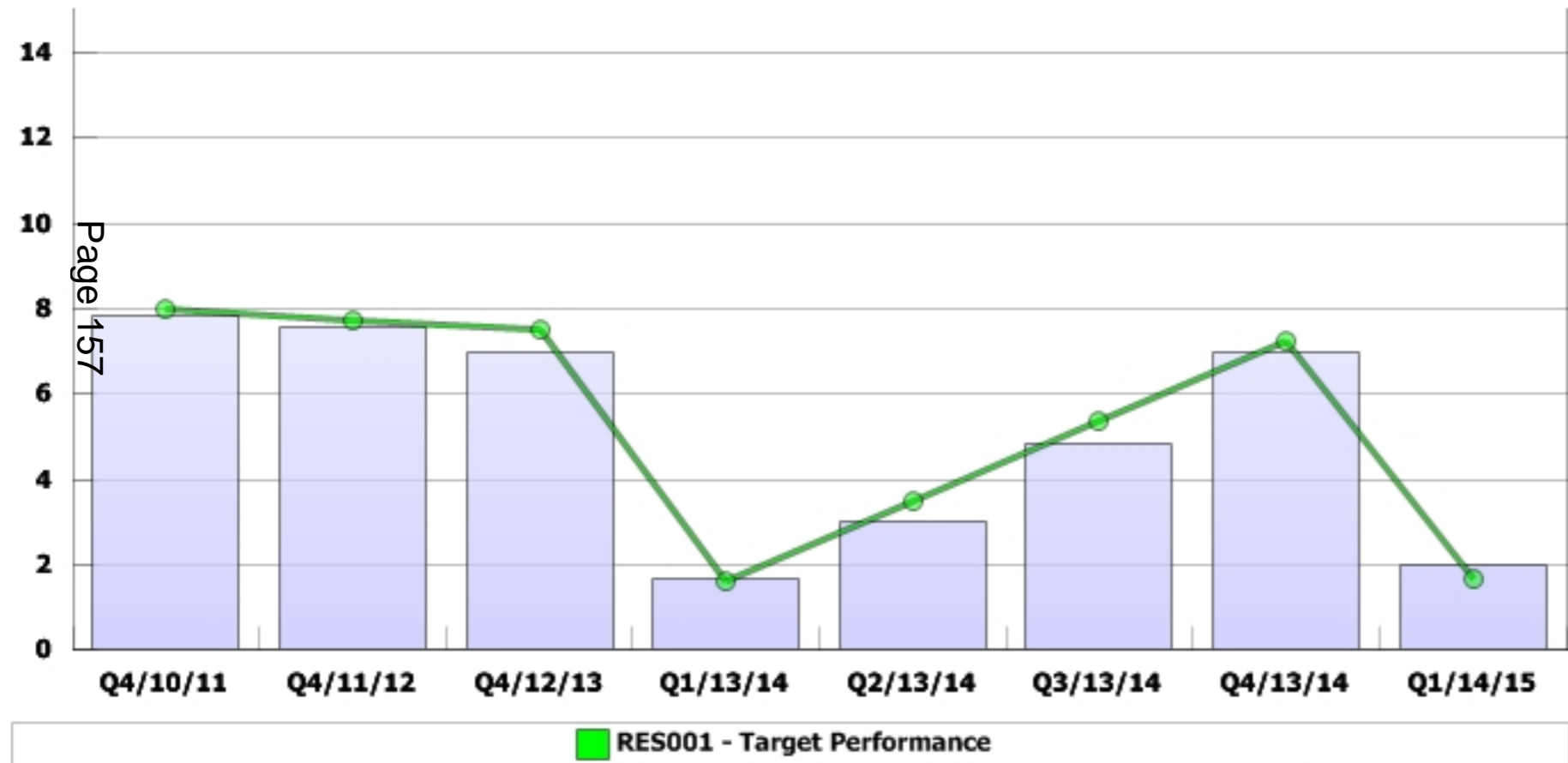
RES001 How many working days did we lose due to sickness absence?

Additional Information: This indicator monitors the level of staff sickness absence across the authority, and supports the implementation of the Council's Managing Absence Policy. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472



Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	1.69	2.03	Fail (X)
Q4/13/14	7.25	7.01	Pass (✓)
Q3/13/14	5.40	4.83	Pass (✓)
Q2/13/14	3.51	3.05	Pass (✓)
Q1/13/14	1.66	1.69	Fail (X)

Annual Target: 2014/15 - 7.00 days
 2013/14 - 7.25 days
Indicator of good performance:
 A lower number of days is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2014/15) - The figure is above the target for this quarter (0.34 days).

Corrective action proposed (if required):

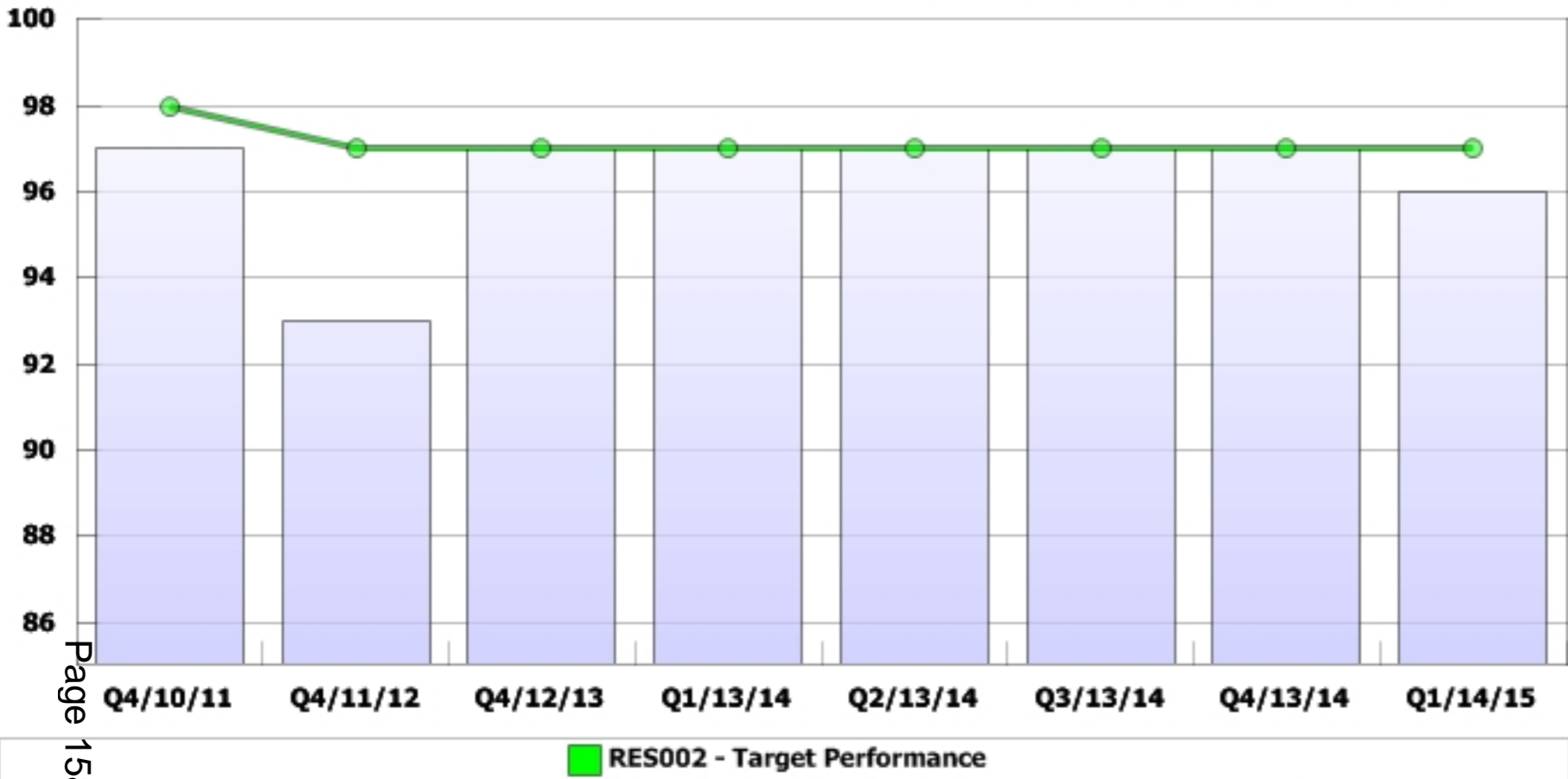
(Q1 2014/15) - HR will be analysing sickness absence on a monthly basis to ensure that those who meet the trigger levels are evaluated and appropriately managed as soon as possible. HR will also be working with managers to deal with long term absences in a timely but sensitive way.

RES002 What percentage of the invoices we received were paid within 30 days?

Additional Information: This indicator encourages the prompt payment of undisputed invoices for commercial goods and services

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	97%	96%	✗
Q4/13/14	97%	97%	✓
Q3/13/14	97%	97%	✓
Q2/13/14	97%	97%	✓
Q1/13/14	97%	97%	✓

Annual 2014/15 - 97.00%
 Target: 2013/14 - 97.00%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2014/15) - Performance for quarter 1 has dipped below the target with Communities showing 94%. Because over half of the total invoices processed relate to communities any under performance there tends to translate to an overall under performance

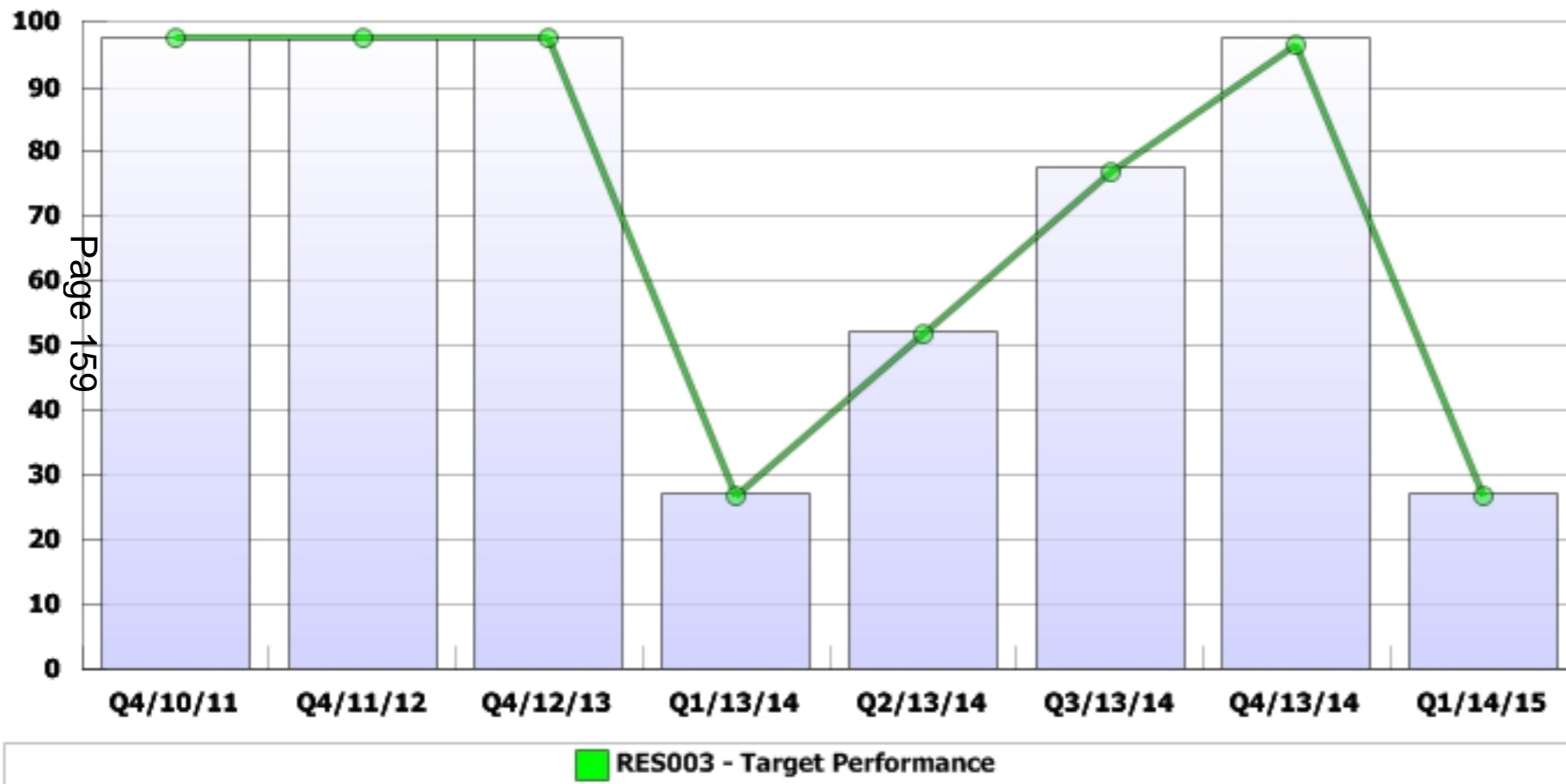
Corrective action proposed (if required):

(Q1 2014/15) - Additional monitoring can be introduced but the key is really ensuring all disputed invoices are registered as such and encouraging service areas to pass invoices in a timely fashion.

Additional Information: This indicator monitors the rate of collection of Council Tax. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance

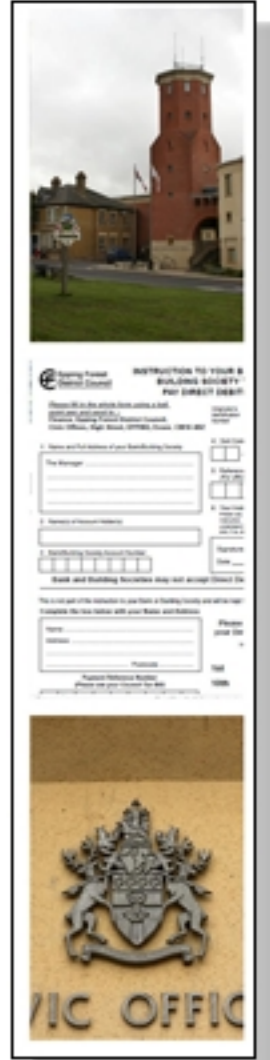


Quarter	Target	Actual
Q1/14/15	27.03%	27.32%
Q4/13/14	96.60%	97.62%
Q3/13/14	76.90%	77.55%
Q2/13/14	51.87%	52.27%
Q1/13/14	27.06%	27.20%



Annual Target: 2014/15 - 97.00%
 Target: 2013/14 - 96.60%
 Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q1 2014/15) The collection performance is 0.12% up on the same stage last year

Corrective action proposed (if required):

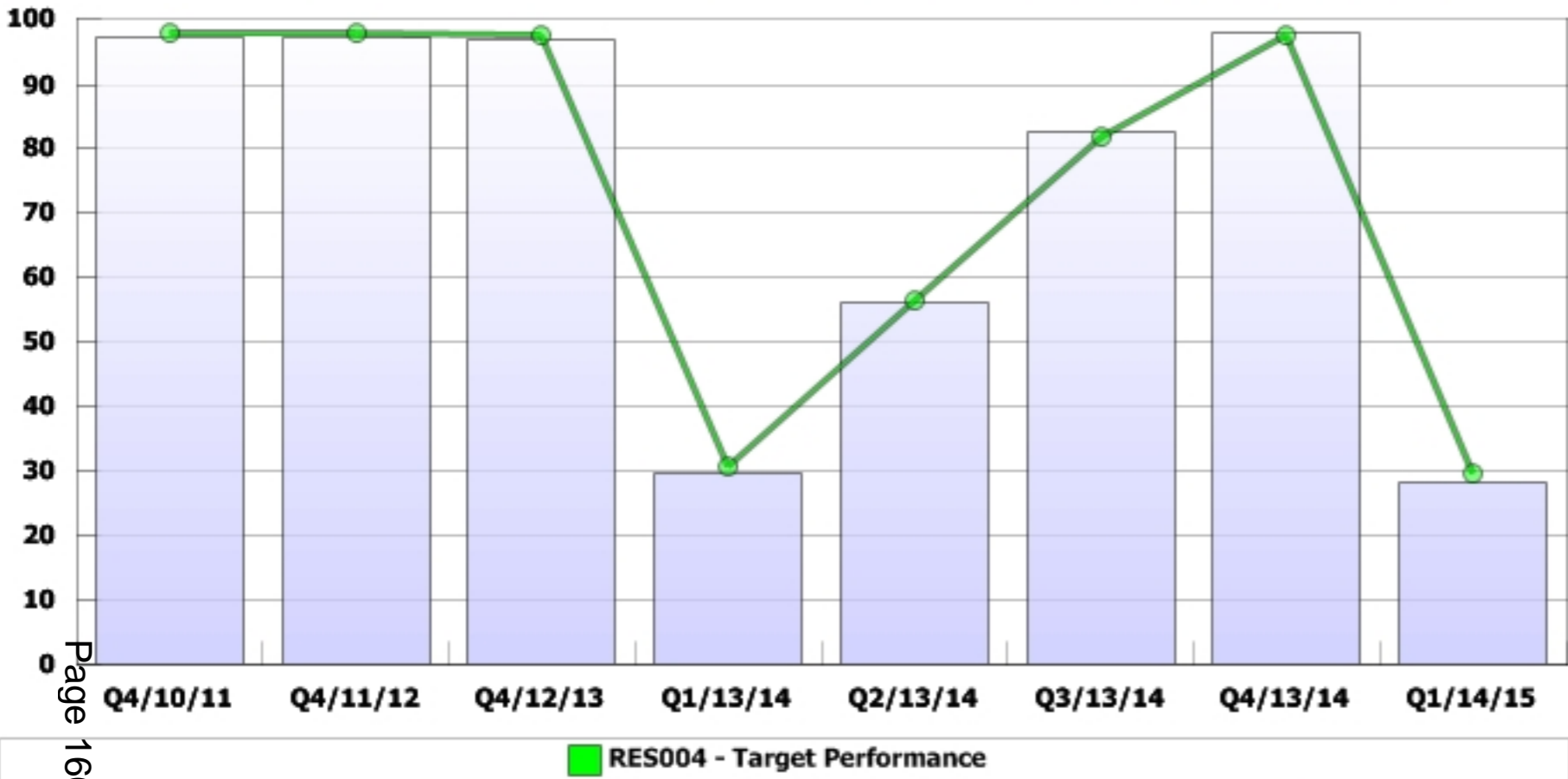
(Q1 2014/15) Collection and recovery procedures are in place for outstanding debts.

RES004 What percentage of the district's annual business rates was collected?

Additional Information: This indicator monitors the rate of collection of National Non-Domestic rates. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	29.68%	28.43%	✗
Q4/13/14	97.50%	98.09%	✓
Q3/13/14	81.88%	82.66%	✓
Q2/13/14	56.70%	56.19%	✗
Q1/13/14	31.04%	29.80%	✗

Annual Target: 2014/15 - 97.70%
Target: 2013/14 - 97.50%
Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q1 2014/15) The collection performance is 1.37% down on the same stage last year. With effect from 2014/15 all ratepayers have the option to spread their instalments over the 12 months of the year (April to March), rather than the statutory 10 instalments in previous years (April to January). Most of the Council's principal ratepayers have taken up this option and an analysis of the effect of these changes has shown this to be the reason for the current lower rate. The reduction is therefore a change in the instalment profiles rather than non-collection.

Corrective action proposed (if required):

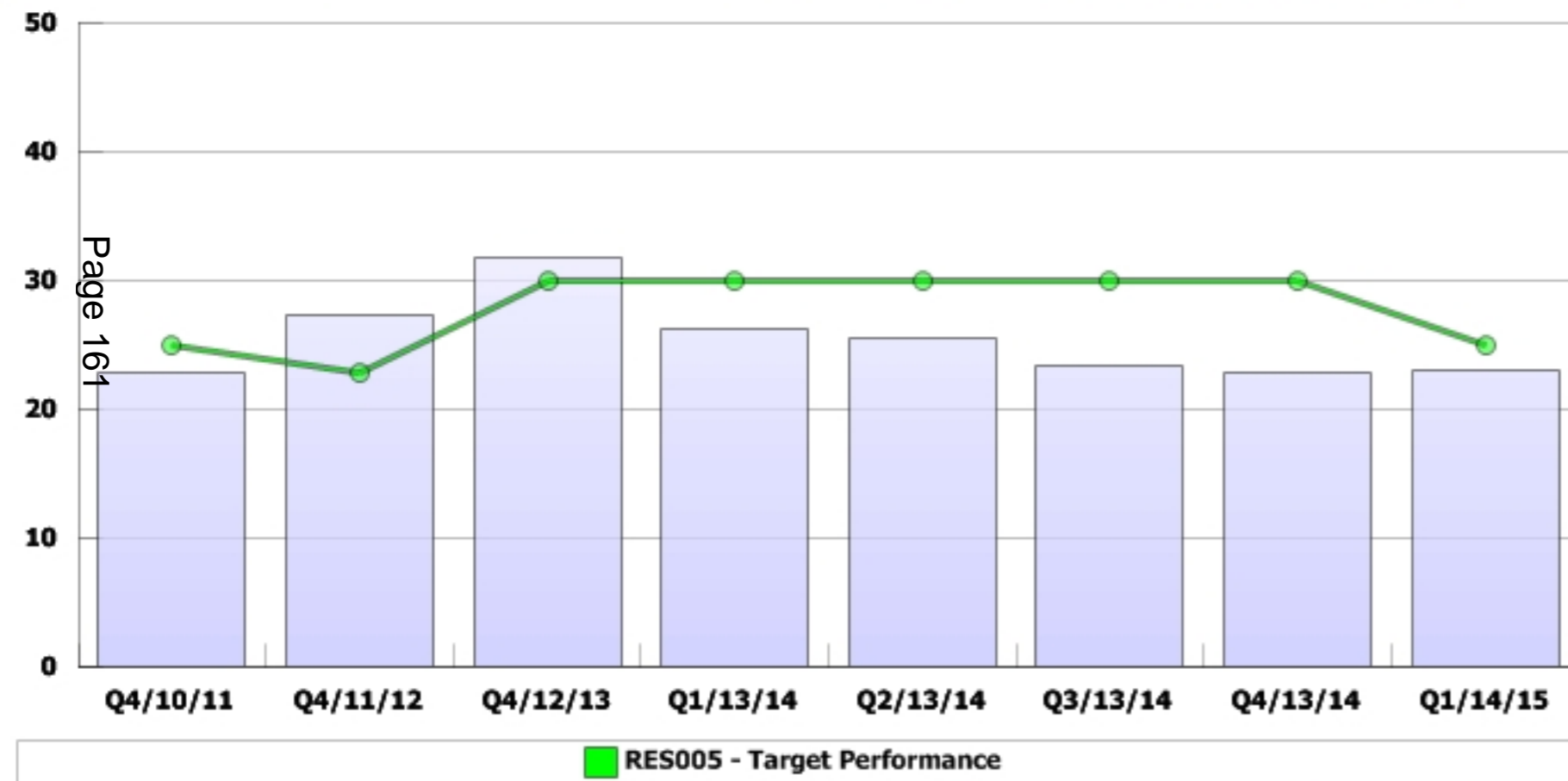
(Q1 2014/15) The Council is taking recovery action to collect the outstanding debts and the position is being closely monitored.

RES005 On average, how many days did it take us to process new benefit claims?

Additional Information: This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	25.00	23.06
Q4/13/14	30.00	23.00
Q3/13/14	30.00	23.44
Q2/13/14	30.00	25.59
Q1/13/14	30.00	26.42

Is it likely that the target will be met at the end of the year?
 Yes

Annual 2014/15 - 25.00 days
 Target: 2013/14 - 30.00 days
 Indicator of good performance: A lower number of days is good
 ↓ is the direction of improvement

Comment on current performance (including context):

(Q1 2014/15) - Performance is on course to achieve the target. The first quarter generally has longer processing times due to the large number of changes of circumstances that occur in March and April. However, performance has improved on the quarter 1 performance in 2013/14 of 26.42 days.

Corrective action proposed (if required):

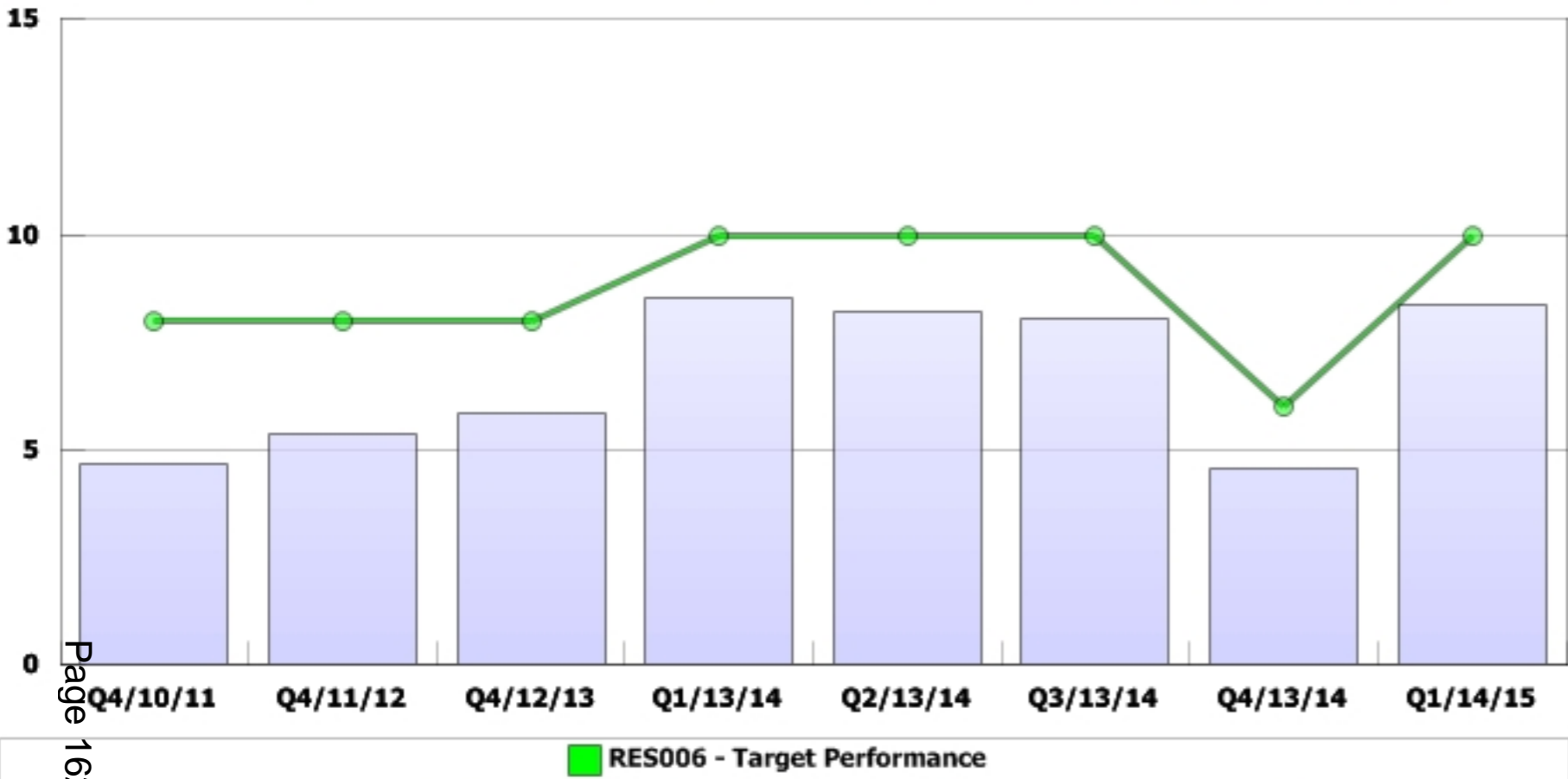
(Q1 2014/15) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

RES006 On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

Additional Information: This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	10.00	8.36
Q4/13/14	6.00	4.58
Q3/13/14	10.00	8.07
Q2/13/14	10.00	8.23
Q1/13/14	10.00	8.53

Is it likely that the target will be met at the end of the year?
 Yes

Annual 2014/15 - 6.00 days
 Target: 2013/14 - 6.00 days
 Indicator of good performance: A lower number of days is good
 ↓ is the direction of improvement

Comment on current performance (including context):

(Q1 2014/15) - Performance is on course to achieve the target. The first quarter generally has longer processing times due to the large number of changes of circumstances that occur in March and April. However, performance has improved on the quarter 1 performance in 2013/14 of 8.53 days.

Corrective action proposed (if required):

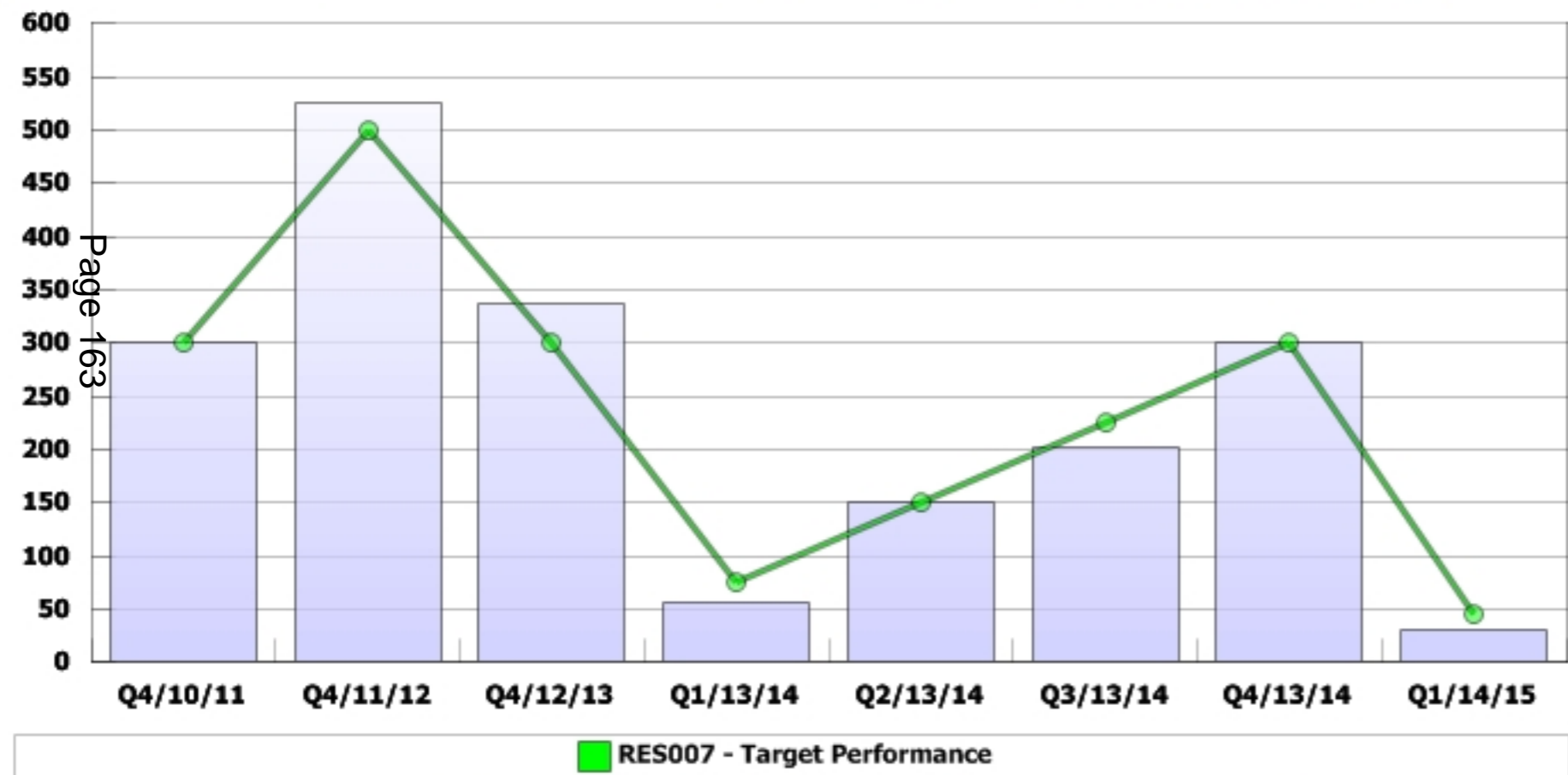
(Q1 2014/15) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

RES007 How many benefits fraud investigations were completed by the Council?

Additional Information: This indicator monitors the effectiveness of the Benefit Fraud Team

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/14/15	47	32	✗
Q4/13/14	300	301	✓
Q3/13/14	225	203	✗
Q2/13/14	150	151	✓
Q1/13/14	75	56	✗

Annual Target: 2014/15 - 250
 2013/14 - 300
 Indicator of good performance:
 A higher number is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2014/15) - The target for quarter 1 of 47 has not been met, primarily due to long term sickness absence of one Investigator and the other Investigation Officers concentrating on cases that have been very time consuming. There is also the uncertainty of the future as the Investigation Officers do not know whether they will move to a Corporate Fraud team or whether they will be transferred to the Department of Work and Pensions next year as part of the Single Fraud Investigation Service.

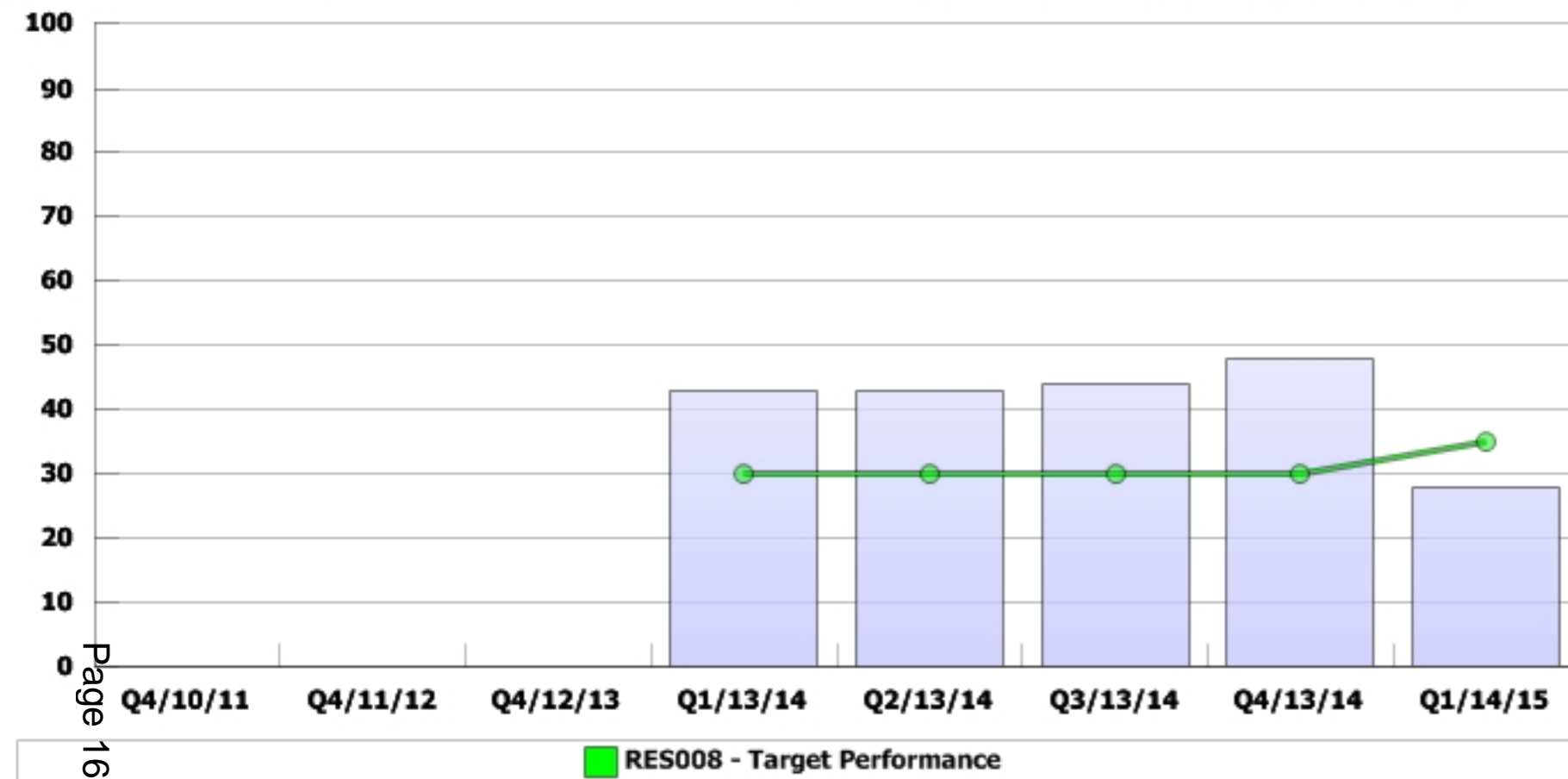
Corrective action proposed (if required):

(Q1 2014/15) - The risk assessment criteria for fraud referrals has been changed and it is planned to make up the shortfall in quarter 2 by carrying out some types of investigations that are generally quick to finalise.

Additional Information: This indicator monitors the effectiveness of the Benefit Fraud Team

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

Current and previous quarters performance



Quarter	Target	Actual
Q1/14/15	35%	28%
Q4/13/14	30%	48%
Q3/13/14	30%	44%
Q2/13/14	30%	43%
Q1/13/14	30%	43%

Annual Target: 2014/15 - 35%
2013/14 - 30%

Indicator of good performance:
A higher number is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q1 2014/15) - The target for quarter 1 has not been met, primarily due to the Investigation Officers concentrating on a few cases that have been very time consuming and not very productive in establishing fraud. There is also the uncertainty of the future as the Investigation Officers do not know whether they will move to a Corporate Fraud team or whether they will be transferred to the Department of Work and Pensions next year as part of the Single Fraud Investigation Service. This uncertainty means that morale is low.

Corrective action proposed (if required):

(Q1 2014/15) - The risk assessment criteria for fraud referrals has been changed and it is planned to make an improvement in performance in quarter 2.