

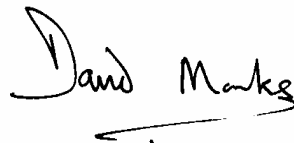
A meeting of the **CABINET** will be held in the **COUNCIL CHAMBER, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON PE29 3TN** on **THURSDAY, 27 APRIL 2006** at **11:30 AM** and you are requested to attend for the transaction of the following business:-

- | | Contact
(01480) |
|---|---|
| <p>1. MINUTES (Pages 1 - 2)</p> <p>To approve as a correct record the Minutes of the meeting held on 20th April 2006. (TO FOLLOW).</p> | C Bulman
388234 |
| <p>2. MEMBERS' INTERESTS</p> <p>To receive from Members declarations as to personal and/or prejudicial interests and the nature of those interests in relation to any Agenda item. Please see Notes 1 and 2 below.</p> | |
| <p>3. FINANCIAL MONITORING</p> <p>(a) REVENUE BUDGET (Pages 3 - 4)</p> <p>To consider a report by the Head of Financial Services outlining spending variations.</p> <p>(b) CAPITAL PROGRAMME 2005/06 (Pages 5 - 16)</p> <p>To consider a report by the Head of Financial Services highlighting variations from the approved Capital Programme for 2005/06.</p> | E Smith
8157
S Couper
8103

S Couper
388103 |
| <p>4. BROUGHTON CONSERVATION AREA: CHARACTER STATEMENT AND MANAGEMENT PLAN CONSULTATION DOCUMENTS (Pages 17 - 18)</p> <p>To consider a report by the Planning Policy Manager seeking approval for consultation purposes of a Character Statement and Management Plan for Broughton.</p> | C Surfleet
388476 |
| <p>5. BROOKSIDE, HUNTINGDON - URBAN DESIGN FRAMEWORK
(Pages 19 - 24)</p> <p>To consider a report by the Planning Policy Manager on responses received to consultation on the draft Urban Design Framework for Brookside, Huntingdon and seeking approval for the adoption of a revised framework as Interim Planning Guidance.</p> | C Surfleet
388476 |
| <p>6. OXMOOR (HUNTINGDON) PROPERTY ACTION PLAN - UPDATE
(Pages 25 - 28)</p> | |

- To consider a report by the Head of Legal and Estates on an update on the Oxmoor (Huntingdon) Action Plan and seeking authority undertake land transactions. **K Phillips
388260**
7. **CAR PARKING ORDER - OAK DRIVE, HUNTINGDON** (Pages 29 - 30)
- To consider a report by the Head of Environment & Transport on the outcome of consultation on proposals to introduce a new car parking order for the new Oak Drive off-street car park at Sapley Square, Huntingdon. **C Allen
388380**
8. **HOUSING ACT 2004 - IMPLEMENTATION AND ENFORCEMENT** (Pages 31 - 72)
- To consider a report by the Head of Environmental and Community Health seeking delegated authority to undertake duties under the Housing Act 2004. **J Allan
388281**
9. **IMPLEMENTING ELECTRONIC GOVERNMENT (IEG) STATEMENT 2006** (Pages 73 - 102)
- To consider a report by the Head of Information Management seeking approval for submission of the Council's Implementing Electronic Government (**IEG**) Statement 2006 to the Office of the Deputy Prime Minister. **C Hall
388116**
10. **SAFETY ADVISORY GROUP** (Pages 103 - 106)
- To consider the report of the meeting of the Safety Advisory Group held on 1st March 2006. **H Lack
388006**

Dated this 11th day of May 2006



Chief Executive

Notes

1. *A personal interest exists where a decision on a matter would affect to a greater extent than other people in the District –*
 - (a) *the well-being, financial position, employment or business of the Councillor, a partner, relatives or close friends;*
 - (b) *a body employing those persons, any firm in which they are a partner and any company of which they are directors;*
 - (c) *any corporate body in which those persons have a beneficial interest in a class of securities exceeding the nominal value of £5,000; or*
 - (d) *the Councillor's registerable financial and other interests.*
2. *A personal interest becomes a prejudicial interest where a member of the public (who has knowledge of the circumstances) would reasonably regard the Member's personal interest as being so significant that it is likely to prejudice the Councillor's judgement of the public interest.*

Please contact A Roberts, Democratic Services Officer, Tel No. 01480 388009/e-mail Anthony.Roberts@huntsdc.gov.uk if you have a general query on any Agenda Item, wish to tender your apologies for absence from the meeting, or would like information on any decision taken by the Committee/Panel.

Specific enquiries with regard to items on the Agenda should be directed towards the Contact Officer.

Members of the public are welcome to attend this meeting as observers except during consideration of confidential or exempt items of business.

Agenda and enclosures can be viewed on the District Council's website – www.huntingdonshire.gov.uk (under Councils and Democracy).

If you would like a translation of Agenda/Minutes/Reports or would like a large text version or an audio version please contact the Democratic Services Manager and we will try to accommodate your needs.

Emergency Procedure

In the event of the fire alarm being sounded and on the instruction of the Meeting Administrator, all attendees are requested to vacate the building via the closest emergency exit and to make their way to the base of the flagpole in the car park at the front of Pathfinder House.

This page is intentionally left blank

HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the CABINET held in the Council Chamber, Pathfinder House, St Mary's Street, Huntingdon PE29 3TN on Thursday, 20 April 2006.

PRESENT: Councillor I C Bates – Chairman.

Councillors Mrs J Chandler, N J Guyatt,
A Hansard, Mrs P J Longford,
Mrs D C Reynolds, T V Rogers and
L M Simpson.

APOLOGY An apology for absence from the meeting was submitted on behalf of Councillor D P Holley.

200. MINUTES

The Minutes of the meeting held on 6th April 2006 were approved as a correct record and signed by the Chairman.

201. MEMBERS' INTERESTS

No declarations were received.

202. EXCLUSION OF THE PUBLIC

RESOLVED

that the press and public be excluded from the meeting because the business to be transacted contains exempt information which relates to individuals and is likely to reveal the identity of the individuals concerned.

203. OPERATIONAL SERVICES DIRECTORATE: APPOINTMENT OF HEAD OF PLANNING SERVICES

Councillor L M Simpson reported on the outcome of the meeting of the Appointments Panel which had interviewed short-listed candidates for the post of Head of Planning Services at a meeting held earlier that day.

Having been acquainted with the requirement of paragraph 4 (e) of the Officer Employment Procedure Rules, the Cabinet confirmed that there was no material or well founded objection to the Panel's proposals with regard to the offer of an appointment to fill the vacancy.

Chairman

This page is intentionally left blank

FINANCIAL MONITORING – REVENUE BUDGET (Report by the Head of Financial Services)

1. 2005/06 Budget – As at March 2006

1.1 The Cabinet considered a report on the variations to the revenue budget at its meeting on 3 November 2005; and has subsequently received updates in the reports considering the MTP and budget for 2006/07. This report identifies the main variations to the 2005/06 budget since November 2005.

1.2 Although the financial year has finished there are still many items of expenditure that need to be charged to the accounts. Therefore this is still a forecast and not the final outturn.

1.3 The main variations are:

	Income	Expenditure	Recharge to capital	Net Expenditure
	£000	£000	£000	£000
Original Budget	-37,654	55,681	-654	17,373
Unspent budget brought forward from 2004/05		272		272
	-37,654	55,953	-654	17,645
Less reimbursed expenditure	23,321	-23,321		0
	-14,333	32,632	-654	17,645
Variations reported November 2005	+42	-643		-601
Subsequent Variations				
Additional recycling credits	-70			
Additional interest due to capital scheme delays and deferrals and other cash flow improvements	-292			
Impact of revenue scheme delays and deferrals	54	-45		
Additional Land Charges income	-50			
Additional recruitment costs		77		
NNDR write-off		140		
Additional Planning grant	-49			
Extra costs recovered	-48			
Shortfall in achieving savings target		52		
Increased recharges to capital			-88	
Other		-1		
sub-total	-455	+223	-88	-320
Total variations	-413	-420	-88	-921
	+2.9%	-1.3%		
Forecast net spending				16,724

2. RECOMMENDATION

2.1 It is recommended that the Cabinet note the spending variations.

ACCESS TO INFORMATION ACT 1985

Source Documents:

1. Cabinet and Council Reports
2. Budgetary control files.

Contact Officers: Eleanor Smith, Accountancy Manager (01480 388157)
Steve Couper, Head of Financial Services (01480 388103)

CABINET

27 APRIL 2006

MONITORING OF THE CAPITAL PROGRAMME – 2005/06 (Report by the Head of Financial Services)

1. PURPOSE

- 1.1 This report highlights the variations from the currently approved Capital Programme (as updated for any member or officer decisions already taken in accordance with the Code of Financial Management).
- 1.2 More detailed information on specific schemes can be obtained from the relevant Head of Service.

2. MONITORING INFORMATION

- 2.1 The Budget approved in February 2005 and any subsequent adjustments are shown below:-

	Gross Budget £000	External Contributions £000	Net Budget £000
Approved Capital Programme (February 2005)	27,658	4,571	23,087
Delayed/Deferred from 2004/05 (21 July 2005)	5,760	1,008	4,752
Cabinet approved variations	729	-375	1,104
Adjusted Total Capital Budget	34,147	5,204	28,943
Forecast Variations			
Previously reported (21 July, 3 November, 23 February)	-12,648	-2,266	-10,382
Further variations in this report (details below)	-1,574	0	-1,574
Forecast spending	19,925	2,938	16,987

- 2.2 Since the last report on 23rd February 2006, further timing changes to the schemes shown below will result in expenditure taking place in 2006/07 rather than 2005/06:-

	£000
Expenditure deferred to 2006/07	
Oak Tree Health Centre	500
Heart of Oxmoor	100
Leisure Centres – Future Maintenance	200
Sawtry Leisure Centre - Impressions	400
Photocopiers	27
Corporate EDM	75
Customer First	85
Business Systems	157
Huntingdon Boatyard Improvements	30
TOTAL	<u>1,574</u>

- 2.3 Annex A shows, for each scheme, any variation in the planned completion date or the scheme cost. The final page of the Annex defines the content of each column.

3 FINANCIAL IMPLICATIONS

	2005/ 2006	2006/ 2007	2007/ 2008	2008/ 2009	2009/ 2010
Variations on this report	£000	£000	£000	£000	£000
Net Capital	-1,574	1,574			
Net Revenue	-39	-39			

4 RECOMMENDATIONS

4.1 It is **RECOMMENDED** that Cabinet:

- i) Note the monitoring statement at Annex A.
- ii) Note the latest variations and their estimated capital and revenue impact.

BACKGROUND PAPERS

Capital programme and monitoring working papers.

Previous Cabinet and Committee reports on capital expenditure.

Contact Officer – Steve Couper ☎ 01480 388103

Active Schemes	Description	COMPLETION		Variation (weeks)	Approved for year	NET EXPENDITURE £000's		COMMENTS
		Approved /Actual	Forecast			Year End Forecast	Projected Variance	
PORTFOLIO:								
Economic Development								
643	Oak Tree Health Centre Oxmoor Huntingdon	30-Mar-06	30-May-06	8	6554	6737	183	
Information Technology								
	Leisure Line Upgrades			0	20	20	0	
	Total for Portfolio				6574	6757	183	
PORTFOLIO: Environment & Transport								
Car Parks								
480	Car Parking Strategy Implementation	31-Mar-07	31-Mar-07	0	44	44	0	
00/014/A	Environmental Imps - Ph 5	30-Jan-06	30-Jan-06	0	33	23	-10	
02/017/B	Fenstanton Car Park	30-Dec-03	30-Sep-05	91 ****	0	13	13	Now complete
CCTV								
00/020.02	CCTV - Camera Replacements (05/06)	30-Mar-06	30-Mar-06	0	14	99	85	
Crime Reduction								
00/036.03	Crime and Disorder - Lighting Improvements	31-Mar-06	31-Mar-06	0	23	23	0	St Neots Riverside car park - £15k committed
Environmental Improvements								
03/431.03	Area Joint Committee Small Scale Imps (05/06)	31-Mar-06	31-Mar-06	0	109	29	-80	Objections removed by Town Council - design will now continue with start on site in May 2006
02/050/A	Great Whyte, Ramsey - Env Imp Ph 2	30-Sep-05	30-Jul-06	43	162	30	-132	
02/241/B	Heart of Oxmoor	28-Jul-06	28-Jul-06	0	1940	2230	290	
01/049/A	Huntingdon Town Centre - Phase 2	31-Dec-05	25-Nov-05	-6 ****	577	602	25	complete. Tenders back for St Benedicts Court Phase 2a March 06
02/051/A	Little Whyte, Ramsey - Env Imps	31-Mar-05	31-Mar-06	52	20	20	0	Street lighting complete
01/104.03	Oxmoor Environmental Improvements (05/06)	30-Mar-06	30-Dec-05	-13 ****	67	66	-1	
01/157.02	Small Scale Imps - District Wide (04/05)	31-Mar-05	30-Jun-05	13 ****	0	32	32	
01/157.03	Small Scale Imps - District Wide (05/06)	31-Mar-06	31-Mar-06	0	86	86	0	Most schemes now complete

MTP - CAPITAL SCHEMES MONITORING REPORT

12 April 2006

Active Schemes 2005/06

Active Schemes	COMPLETION	Approved	Forecast /Actual	Variation (weeks)	Approved for year	NET EXPENDITURE £000's		COMMENTS
						Year End Forecast	Projected Variance	
Public Conveniences								
01/163/A General Improvements-Public Cons	01-Feb-04 30-Mar-06	112	0	17	17	17		Cabinet have approved the first years work. Construction starts in April.
03/302/A New Public Conveniences	31-Dec-06 31-Mar-07	0	400	5	-395			APC's in villages being removed Cabinet approved scheme and design is starting on the work
Public Transport Support								
03/400.00 Bus Shelters - Extra Provision (03/04)	31-Jan-04 31-May-05	69	0	30	30			
03/400.01 Bus Shelters - Extra Provision (04/05)	30-Dec-04 30-Jun-05	26	0	35	35			
03/400.02 Bus Shelters - Extra Provision (05/06)	28-Feb-06 30-Sep-05	-22	35	35	35			
483 Rural Bus Stop Provision	28-Feb-05 30-Jan-06	48	0	25	25			
Transportation								
00/003.03A Accessibility Improvements/Signs (05/06)	28-Feb-06 30-Dec-05	-9	31	30	-1			
03/366/A Cycle Route - Views Common, Huntingdon	30-Oct-03 06-Mar-06	122	0	20	20			Work started on site early Jan 2006, due completion in March 2006
03/361.01 Huntingdon Market Town Transport Strategy	31-Mar-05 30-Oct-05	30	0	68	68			Bus shelters completed
03/361.02 Huntingdon Market Town Transport Strategy	30-Mar-06 30-Mar-06	0	2	2	0			GMC safety and cycleway Ambury Rd Cycleway
01/095.02 Local Transport Plan (04/05)	05-Feb-05 05-Feb-05	0	0	3	3			all tenders received.
01/095.03 Local Transport Plan (05/06)	30-Mar-06 30-Mar-06	0	89	89	0			Work planned to start in March 2006 subject to obtaining Network Rail agreement
02/132/A Railway Stations - Improvements (04/05)	28-Feb-05 28-Sep-06	82	0	10	10			Strategy not being carried out yet - delay by County
02/132.01 Railway Stations - Improvements (05/06)	30-Mar-06 30-Jun-06	13	15	0	-15			Work due to start in march
03/363.02 Ramsey Market Town Transport Strategy (05/06)	30-Mar-07 30-Mar-07	0	42	0	-42			
01/152.03 Safe Cycle Routes (05/06)	30-Mar-06 30-Mar-06	0	20	20	0			GMC cycleway
03/362/A St Ives Market Town Transport Strategy (05/06)	30-Mar-07 30-Mar-07	0	0	5	0			Market town strategy is now being started by the County
02/250.02 St Neots Transport Strategy (04/05)	31-Mar-05 30-Mar-06	52	0	0	0			Island Common cycleway - delay due to legal and Env Agency problems
Waste Management								
602 Optional Wheeled Bins for Dry Recyclables	31-Mar-06 31-Mar-06	0	264	264	0			

MTP - CAPITAL SCHEMES MONITORING REPORT

12 April 2006

Active Schemes 2005/06

	COMPLETION		Variation (weeks)	Approved for year	NET EXPENDITURE £000's		COMMENTS
	Approved /Actual	Forecast			Year End Forecast	Projected Variance	
Watercourses							
Henbrook, St Neots - Retaining Wall	30-Mar-04	30-Mar-06	104	0	43	43	Dependant on claim from insurance companies which has been received but refused. Now passed to our insurers
		Total for Portfolio		3973	3998	55	
PORTFOLIO: Finance							
Administration							
03/999.03 VAT Exempt Capital (05/06)	31-Mar-06	31-Mar-06	0	127	127	0	
Housing Benefits							
626 Housing Benefits - Wireless Working	31-Mar-06	31-Aug-06	21	18	18	0	
		Total for Portfolio		145	145	0	
PORTFOLIO: Housing & Public Health							
Housing Support							
443 Common Housing Register	30-Mar-06	30-Mar-06	0	53	0	-53	
01/039.03 Disabled Facilities Grants (05/06)	30-Mar-06	30-Mar-06	0	769	769	0	
00/141.03 HRAs and RENs (05/06)	30-Mar-06	30-Mar-06	0	202	202	0	
Social Housing Grant (Contingency) (05/06)	30-Mar-06	30-Mar-06	0	686	630	-56	
		Total for Portfolio		1710	1601	-109	
PORTFOLIO: Leader							
Economic Development							
03/365/A Huntingdon Boatyard Improvements	28-Feb-04	28-Aug-06	130	0	3	3	looking at small schemes in the park for localised improvements
Office Accommodation							
03/300/A Pathfinder House Imps and One Stop Shop	31-Mar-06	31-Mar-08	104	189	189	0	Council decided in December 2005 to carry on negotiations with lowest tenderer.

Active Schemes 2005/06

Active Schemes	Description	COMPLETION		Variation (weeks)	Approved for year	NET EXPENDITURE £000's		COMMENTS
		Approved /Actual	Forecast			Year End Forecast	Projected Variance	
01/128/A	Public Buildings Access - Disability etc	30-Mar-04	31-Mar-06	104	0	22	22	DDA access issues identified at Pathfinder House being addressed, taking account of limited life of building. Projects on external issues ongoing as reported to COMIT. Priority Centre access to DC Offices being considered.
Planning Policy and Conservation								
03/358/A	Rural Renewal NE Hunts - Pump Priming (04/05)	31-Mar-05	31-Mar-05	0	0	3	3	
		Total for Portfolio			189	217	28	
PORTFOLIO: Leisure								
Community Initiatives								
03/423.01	Community Information Project (05/06)	31-Mar-06	30-Sep-05	-26 ****	10	10	0	
Leisure Events and Facilities								
02/058/A	Grafham Water Centre Partnership Contribution	31-Mar-05	31-Mar-06	0	10	10	0	
00/999.02	Local Leisure Project Grants (04/05)	31-Mar-05	31-Mar-05	0	0	87	87	
00/999.03	Local Leisure Project Grants (05/06)	31-Mar-06	31-Mar-06	0	61	61	0	
Parks and Open Spaces								
446	Football Improvements	31-Mar-07	31-Mar-07	52	0	10	10	St Neots - Priory Park Agreed in principle with Local Football Partnership, application for funding being prepared. Architect gained Planning Permission. St Ives - Outdoor Centre On hold pending Planning Applications by Developers. Submissions to Football Foundation in March 06
01/121/A	Pilot Linear Park Development	30-Nov-03	31-Mar-06	121	0	33	33	O. Installation of street lighting awaited commenced
03/369.01	Play Equipment (03/04)	31-Mar-04	31-May-05	60 ****	0	25	25	scheme complete
03/369.02	Play Equipment (04/05)	31-Mar-05	31-Jul-05	17 ****	0	49	49	
03/369.03	Play Equipment (05/06)	31-Mar-06	31-Mar-06	0	52	52	0	Schemes being designed
467	St Neots - Skate Park	31-Mar-05	31-Jul-05	17	0	96	96	All works completed. Skate Park opened officially on 17th September 2005. Vert Ramp is now to be built following receipt of further external grant. Omitted from original tender list of equipment.

MTP - CAPITAL SCHEMES MONITORING REPORT

12 April 2006

Active Schemes 2005/06

COMPLETION
Approved Forecast /Actual Variation (weeks)

NET EXPENDITURE £000's
Approved for year Year End Forecast Projected Variance

COMMENTS

01/107/A Various Parks - Signs 30-Dec-03 31-Jul-05 82 0 10 10 Order placed. Fabrication completed and galvanised, awaiting painting.

02/004.03 Young People's Activity Parks (05/06) 31-Mar-06 31-Mar-06 0 64 64 0 Schemes dependant on Partnership Funding.

Recreation Centres

01/135.01 Leisure Centres - Disabled Facilities (03/04) 31-Mar-04 30-Sep-05 78 0 8 8 £19k carried forward from 03/04 pending return of Disabled provision reports on all Centres.
Any unused funds to be carried forward.

02/134.01 Leisure Centres - Future Maintenance (04/05) 31-Mar-05 31-Mar-05 0 **** 0 87 87 Tenders out in stages. RLC/SLC returns 9/7, HLC/SNLC returns 23/7, SILC returns 10/8 (late arrived 27/8)
RLC/SLC under way. HLC under way.
SILC under way.
Substantial completion March05. Carry forward any unused funds to 05/06.

02/134.02 Leisure Centres - Future Maintenance (05/06) 31-Mar-06 31-Mar-06 0 423 223 -200 Delivery of year 3 programme (05/06) to be between Centre Management, Internal HDC teams, and external providers
Full implementation of scheme delayed till all invoices received from year 2.
Any residue to be carried fwd to 06/07

03/424/A Ramsey Leisure Centre - Creche, Office & 31-Jan-05 07-May-05 13 **** 139 146 7 Modifications to original plan now incorporated.
Scheme now projected at £308k combining both schemes (L260 and L261) and increasing resultant revenue.
Lowest tender 50k over budget. Re-tendering. Returned 30 Sep 04.
Renegotiated with lowest tender. Report to Cabinet for 14/10/04 requesting total of 328k - extra 20k required.
Cabinet approval given - as long as funding is taken from elsewhere in Leisure Capital programme. Involves reduction and rephasing of Condition Survey.
Work commenced 29/11 - completion by 07 May 05
Currently on schedule
Apr 05 - still on schedule. Expected completion 05/05/05. Official opening 07/05/05

MTP - CAPITAL SCHEMES MONITORING REPORT

12 April 2006

Active Schemes 2005/06

Scheme ID	Scheme Name	COMPLETION		Variation (weeks)	NET EXPENDITURE £000's			COMMENTS
		Approved /Actual	Forecast		Approved for year	Year End Forecast	Projected Variance	
02/262/B	Sawtry - Fitness Studio	01-Apr-05	30-Jun-06	56	899	499	-400	Tenders complete Commenced 12th Sept 05. 40 week contract. Starts with replacement hard play area, then moves to building works. Still issues on car/coach park with no progress on College grant application. Progress as at 26 Jan 06 excellent
03/333/A	St Neots Leisure Centre - Creche & Kitchens	30-Nov-03	31-Mar-07	69	286	10	0	Tenders came in 100K over expected. Work deferred. No decision on whether to proceed with re-tendering or packaging with other work as yet.

Total for Portfolio 1944 1480 -188

PORTFOLIO: Operations & Information Technology

Information Technology

495	Corporate Electronic Document Management	31-Mar-08	31-Mar-08	0	75	10	-160	Deferred due to Call Centre implementation. Commercial negotiations with supplier proving difficult.
03/301.00	Customer First - Programme Wide	31-Mar-07	31-Jan-09	96	9	87	103	awaiting approval of new profile by Council. Changes reflect the changed priority due to the implementation of a Customer Service Centre in the new HQ
03/301.20	Customer First - People and Facilities	31-Mar-07	31-Jan-09	96	61	134	71	Changes reflect the changed priority due to the implementation of a Customer Service Centre in the new HQ building.
03/301.30	Customer First - Technical Infrastructure	31-Mar-07	31-Mar-08	52	485	689	204	Changes reflect the changed priority due to the implementation of a Customer Service Centre in the new HQ building.
03/301.10	Customer First - Transaction Delivery	31-Mar-07	30-Jan-09	95	98	127	29	Key date 2 = release 2 into call centre Changes reflect the changed priority due to the implementation of a Customer Service Centre in the new HQ building.
03/375/A	Desktop Rationalisation (03/04)	31-Mar-04	28-Feb-06	99 ****	0	26	26	Rollout delayed due to other staff commitments
03/301.04	Elections System Application Review	31-Mar-06	31-Mar-07	52	20	0	-58	Review cancelled
01/082.02	Enhanced Security of Data Network & Comp	31-Mar-05	26-May-05	8 ****	5	48	43	Project complete

MTP - CAPITAL SCHEMES MONITORING REPORT

12 April 2006

Active Schemes 2005/06

Active Schemes	Description	COMPLETION		Variation (weeks)	Approved for year	NET EXPENDITURE £000's		COMMENTS
		Approved /Actual	Forecast			Year End Forecast	Projected Variance	
03/301.11	Leisure System Development	31-Mar-05	31-Mar-06	52	0	5	14	Interface feasibility now completed. Sign off of and PO for Gladstone interface likely before year end (£4k). Additional internal development work will then need to be undertaken to complete the interface (approx 15 days). Money for pilot kiosk likely to be diverted into Leisure online bookings on 06/07.
	Operations Business System	31-Mar-05	31-Mar-06	52	6	6	0	Procurement delayed - change of PM and consideration of alternative to shortlisted suppliers
03/301.08	Personnel/Payroll System	31-Oct-05	31-Mar-06	21	1	4	3	Delayed due to staff changes in Personnel
03/301.04	Planning Application Review	31-Mar-04	31-Mar-06	104	0	26	26	Awaiting software enhancements to Uniform for listed buildings and Project complete
	Server Management	31-Mar-06	15-Feb-06	-7 ****	20	18	-2	Project complete - further review deferred due to Call Centre Implementation
03/301.04	Switchboard Application Review	31-Mar-04	31-Aug-05	74 ****	0	23	23	Delayed pending specification of requirements for new HQ building
494	Voice and Data Infrastructure	31-Mar-07	31-Mar-07	0	51	0	-51	
Operations Services								
462	Godmanchester Nursery	31-Mar-05	31-Mar-06	52	0	5	5	
02/192.03	Vehicles Fleet Replacement (05/06)	31-Mar-06	31-Mar-06	0	1241	1241	-166	
Total for Portfolio					2072	2449	110	
PORTFOLIO: Planning Strategy								
Planning Policy and Conservation								
01/077/A	Hunt Town Cent Dev - Planning Dev Issues	30-Mar-06	30-Mar-06	0	45	45	0	Completion date quoted relates only to activity in 2003/04. The scheme runs to 2005/06.
03/358.01	Rural Renewal NE Hunts - Pump Priming (05/06)	30-Mar-06	30-Mar-06	0	52	24	-28	
02/224/A	Town Centre Developments	28-Feb-06	30-Mar-06	4	20	20	0	Completion date quoted relates only to activity funded in 2003/04. The scheme runs to 2006/07.
Total for Portfolio					117	89	-28	
PORTFOLIO: Public Health & Community Safety								
Crime Reduction								
00/036.02	Crime and Disorder - Lighting Improvements	30-Mar-05	30-Mar-05	0 ****	0	5	5	All work committed and bills awaited

MTP - CAPITAL SCHEMES MONITORING REPORT

12 April 2006

Active Schemes 2005/06

	COMPLETION		Variation (weeks)	NET EXPENDITURE £000's			COMMENTS
	Approved /Actual	Forecast		Approved for year	Year End Forecast	Projected Variance	
Environmental Improvements							
01/053/A Yaxley - Broadway Environmental Imp	01-Mar-03	01-Mar-04	52 ****	0	3	3	CCC responsible for delivery of scheme.
PORTFOLIO: Resources & Policy		Total for Portfolio		0	8	8	
Information Technology							
03/301.04 Land Charges Application Review (03/04)	31-Mar-04	30-Jun-06	117	33	1	1	Revised bid approved by DoCT
450 Photocopiers Replacement	31-Mar-06	31-Mar-06	0	27	0	-27	
		Total for Portfolio		60	1	-26	
		Total all Portfolio		16784	16745	-39	

MTP - CAPITAL SCHEMES MONITORING REPORT - DEFINITIONS

Active Schemes 2005/06 All schemes with approved funding (gross or net) in the year to which the report relates or which have a predicted 'current' or 'actual' completion date within the year.

PORTFOLIO:	ENVIRONMENT	COMPLETION				NET EXPENDITURE £000's			COMMENTS
		Approved Date	Deferral (weeks)	Slippage (weeks)	Approved 2005/06 Total	Approved Total	Projected Variance		
CCTV									
019	CCTV - Alarm Actuated Camera Position	31-Dec-02	0	0	40	40	0		
<i>Project appraisal reference</i>	<i>Name of scheme</i>	<i>The date given for the completion of the project in the original project appraisal or in a subsequently approved revised project appraisal.</i>	<i>The currently predicted or actual (for completed schemes) time in weeks by which completion will vary from the approved date.</i>	<i>The currently predicted or actual time in weeks by which completion will vary from the approved date or extend beyond the period for which a 'deferral' has been authorised.</i>	<i>Net amount included in MTP for the current year together any approved slippage from the previous year.</i>	<i>The overall net cost of the scheme based on historic actuals and future approved.</i>	<i>The projected difference between the approved total net cost of the scheme and the actual net expenditure to deliver the scheme.</i>	<i>Brief narrative describing any deferral, slippage or financial variance.</i>	
<i>Projects are allocated to portfolio holders and then grouped by function.</i>		<i>For appraisals that relate to an annually recurring sum the approved date is assumed as the end of March for the year being reported on.</i>	<i>To qualify as a 'deferral' the delay/acceleration must have been approved in advance by a project board (which includes a Chief Officer).</i>	<i>Schemes where deferral/slippage is based on an 'actual' completion date are distinguished in the report by **.</i>		<i>For annually recurring sums this is the current year funding only. These are indicated in the report by #.</i>			

CABINET

27TH APRIL 2006

**BROUGHTON CONSERVATION AREA:
CHARACTER STATEMENT AND MANAGEMENT PLAN
CONSULTATION DOCUMENTS
(Report by Planning Policy Manager)**

1. INTRODUCTION

- 1.1 Cabinet is asked to consider the attached draft documents and approve them for consultation purposes. Once representations have been received and considered, it is intended to seek Cabinet's endorsement of the documents for use as material considerations in the context of planning proposals.

2. BACKGROUND

- 2.1 The District Council is committed to the production of Conservation Area Character Statements to provide an analysis of the special interest of all the district's 63 Conservation Areas. These documents will be used to guide decisions on planning matters and other changes to the fabric of Conservation Areas to ensure that the character and appearance of Conservation Areas is not diminished. It is also hoped that the publication of these documents will help to increase the general public's awareness of the special qualities that make the District's Conservation Areas unique.
- 2.2 The existing Broughton Conservation Area Character Statement was adopted in 2001 following a period of public consultation. Under the new Best Value Performance Indicators (BVPIs), all character statements should be reviewed in a five year rolling programme to ensure that the advice being offered is relevant and up-to-date. As the Broughton document is due to expire in August 2006, it was considered appropriate to re-visit its contents and repeat the public consultation procedure.

3. THE CHARACTER ASSESSMENT

- 3.1 The contents of the Character Statement follows a previously-agreed pattern, which conveys the special architectural and historical interest of the Conservation Areas through maps, photographic illustrations and written text. Specific references are made to:-
- The historical development of Broughton
 - The essential characteristics of the Conservation Area including important views, focal points and landmark buildings.
 - The green open spaces, trees and gardens in the Conservation Area.
 - The architectural styles within the village.
 - The distribution of construction materials.

- Examples of traditional local detailing.

3.1 This approach conforms with English Heritage's recent publication *Guidance on conservation area appraisals* 2006. It has been necessary to make only minor changes and updates to the original document.

3. THE MANAGEMENT PLAN

3.1 Since 2001, another recent English Heritage publication *Guidance on the management of conservation areas* 2006 has given further assistance to local authorities in the preparation of enhancement plans.

3.2 In response to this, a Management Plan has now been prepared for the Broughton Conservation Area. The Plan identifies potential weaknesses within the Area, as well as opportunities for enhancement.

3.3 The Plan also identifies the requirement to review the Conservation Area boundary as part of the rolling update of the material (ie within 5 years). This is considered to address the on-going management of the Conservation Area required by the new BVPIs but also honours the Cabinet's decision of April 2003 to support Conservation Area boundary reviews.

4. RECOMMENDATIONS

4.1 That Cabinet considers approves the Draft Character Statement and Management Plan for the Broughton Conservation Area for a period of public consultation.

BACKGROUND INFORMATION

1. Conservation Area Boundary Review Policy Document, Huntingdonshire District Council, January 2003.

Contact Officer: Chris Surfleet
Design & Implementation Team Leader
☎ 01480 388476

CABINET

27TH APRIL 2006

**BROOKSIDE, HUNTINGDON
URBAN DESIGN FRAMEWORK
(Report by PLANNING POLICY MANAGER)**

1. INTRODUCTION

- 1.1 Cabinet is asked to approve the Urban Design Framework for its use in the potential re-development of these sites.

2. BACKGROUND

- 2.1 A draft version of this document was released for public consultation by Cabinet on 17th January 2006 and the consultation period extended until 20th March. It has been advertised locally and directly affected properties have been leafleted.
- 2.2 As a result of comments received in writing, a number of revisions have been made to the document.
- 2.3 The adoption of the Framework as Interim Planning Guidance will be an important step towards achieving the most appropriate form of re-development for this area. It will help to ensure that forthcoming schemes are of a high architectural and urban design quality, and are well integrated with existing developments.

3. THE CONSULTATION RESPONSE

- 3.1 8 written responses have been received from statutory agencies, local organisations and members of the public, containing 27 separate comments for consideration. A summary of the respondents, their comments and the Council's response is contained within Annex 1.
- 3.2 Most comments have given rise to minor text or graphic changes.
- 3.3 The most significant concern related to the densities of development indicated in the illustrative layouts. These were considered too low for the location and it was felt that potential exists for buildings of greater height. These observations have been noted but are not considered to alter the basic layout and design principles for the development of the site. Increases in density and/or height will be considered as part of a detailed submission supported by a Design Statement.

4. CONCLUSION

- 4.1 The revised document incorporates a number of minor changes as a result of the public consultation process.

5. RECOMMENDATION

- 5.1 That the Cabinet considers the responses to comments presented in Annex 1 and agrees to adopt the revised Urban Design Framework, incorporating the specified changes, as Interim Planning Guidance, subject to the Executive Member for Planning Strategy and the Planning Policy Manager's approval of the final document with the changes shown.

BACKGROUND INFORMATION

Draft Brookside Huntingdon Urban Design Framework

Contact Officer: Chris Surfleet
Design & Implementation Team Leader
☎ 01480 388476

ANNEX 1

BROOKSIDE, HUNTINGDON URBAN DESIGN FRAMEWORK

RESPONSES

- 1 – action taken
- 2 – not within the remit of this document
- 3 – no action taken

Respondent	Resp no.	Address	Comm No.	Comment	Response	Action
Environment Agency	1	Bromholme Lane, Brampton, PE28 4NE	1	P 23 plan is based on the SFRA but it should be taken from the EA flood map.	Appropriate flood map extract will be included in revised document	1
			2	p. 23 A flood risk assessment will be required to accompany any future application	Text added accordingly	1
			3	Figure 11 incorrectly captioned	Caption corrected	1
Cambridgeshire Archaeology	2	BOX ELH1108, Castle Court, Shire Hall, Cambridge	4	Alternative wording for section 4.6 suggested: 'An archaeological evaluation was undertaken on the study site in relation to previous development proposals. The results are reported in Archaeological Field Unit Report Number 152 (Historic Environment Record Number ECB 186). The evaluation identified a zone of medieval buildings outside of the medieval town ditch. This is indicative of suburban development, focussed on a crossing point over the town ditch. In the northern part of the site medieval quarrying and possible prehistoric features were identified. The site has potential to contribute to an understanding of the medieval development of the town and of prehistoric land use in the vicinity. As a result of the above any future permission for development of the site would	Text amended as shown	1

					be subject to a negative condition to secure a programme of archaeological work, in accordance with PPG16 paragraph 30.				
D. Parker-Seale	3			5	Design should be limited to 2 storeys			3	Limiting the development to 2 storey height will not create buildings of sufficient presence on this prominent site.
				6	Design should be sympathetic to the town as a whole			3	The document makes reference to the importance of design and character.
				7	No hi-tech flat roof designs			3	The document is not intended to make specific restrictions on design. The acceptability of design proposals will be considered at a detailed stage.
				8	Open areas should be no/low-maintenance			3	This is a detailed matter and will be subject to detailed consideration at the appropriate stage.
West Highways Division	4		Box ET 1031 Stanton House Stanton Way Huntingdon	9	Reference should be made to Huntingdon and Godmanchester Transport Strategy			3	Reference is already made within the document
				10	Extent of cycle lane along Cowper Road is questioned			1	Noted. The document shows a cycle route rather than a cycle 'lane' but it is agreed that the extension beyond Avenue Road does not correspond with the route shown in the Market Town Strategy. This will be altered to match.
				11	The key to the site is good pedestrian connections and crossings to the town centre and other key destinations			3	Agreed
Huntington Town Council	5		1 Trinity Place, Huntingdon	12	Members welcomed the proposals and supported the indicative layout on page 33.			3	Noted
				13	Important to complete the scheme quickly and comprehensively due to prominent location			3	The LPA would also wish to see a comprehensive development of the site.
				14	Page 22 para 3.4 delate question marks and			1	Text amendments made accordingly

Luminus Group	6	Brook House Ouse Walk Huntingdon			add figure reference				
	15				Luminus now owns all parcels of land in the UDF			Noted. Land ownership diagram altered accordingly	1
	16				Luminus supports development for housing on this site			Noted	3
	17				Do not agree that the retention of the barrack block is appropriate due to difficulties in meeting requirements of sheltered accommodation and modern building regulations			The document favours retention of this building as a potential benefit to the scheme as a whole. Its shortcomings are noted but are not necessarily insurmountable. Its future must be considered in the context of comprehensive proposals for redevelopment of the sites.	3
	18				Suggest that Brookside/Ambury Road corner block could be 4 storeys, with a view through this block. 4 storeys are typical around the ring-road eg HDC office and new County Council office			It is unlikely that 4 storey height will be considered acceptable in view of the immediate context.	3
	19				Density is considered too low, particularly at the rear of the site.			The layouts and densities shown are indicative but they are based on approaches to the development of the site/s that take into account the context and opportunities. Proposed schemes of an increased density would be subject to the same design/layout/context considerations promoted in the document.	3
	20				Increased densities will be critical to the delivery of particular housing types on this site			Noted. See 19 above.	3
	21				Do not agree with the retention of the existing railings			Noted. These railings form a very significant boundary treatment and may well benefit the re-development of the site. Proposals to remove them would	3

OXMOOR (HUNTINGDON) ACTION PLAN – PROPERTY UPDATE

(Report by the Head of Legal and Estates)

1 PURPOSE

1.1 The purpose of this report is to:

- provide a brief update on the current position with regard to property matters at Oxmoor;
- seek delegated authority to approve terms for two exchanges of land.

2 BACKGROUND

2.1 Since the report to Cabinet on the 16th December 2004 the following have been completed:-

- the demolition of the west block at Sapley Square including the concrete decking over Coneygeare Road;
- the construction of a new pedestrian/cycleway bridge over Coneygeare Road;
- agreements with the existing shop tenants at Sapley Square to relocate to the new shop units;
- the housing development at Buttsgrove Way by Huntingdonshire Housing Partnership (HHP) comprising 30 units for rent and shared ownership; and
- the sale of land at Moorhouse Drive to HHP for residential development

2.2 The Oak Tree Centre (previously known as the Acorn Centre) is due to be completed in May/June when the lease to the Primary Care Trust will commence.

2.3 The new shops with community facilities (the latter now called the Maple Centre) are due to be completed by the end of April with the shop tenants relocating by mid May. There will be four shops in the new shopping precinct comprising a post office/newsagent, supermarket, fast food takeaway and betting office. Situated above the shops, the Maple Centre will provide accommodation for the Moor Centre, Oxmoor Opportunities (including a base for the street wardens and local police) and a number of voluntary charitable organisations. In addition two meeting rooms will be available for hire to local groups or organisations. The Maple Centre will be managed by Hunts Forum of Voluntary Organisations.

2.4 A plan is appended to assist members in identifying the locations referred to in this report.

3. SAPLEY SQUARE

- 3.1** Once the shops have relocated, the east block at Sapley Square and the redundant garages nearby will be demolished and some temporary car parking spaces provided for the Maple Centre. This area, along with the adjoining amenity land, is identified in the Oxmoor Action Plan for residential development. As part of the agreement for the acquisition of Sapley Square shops, HHP have an option to purchase the land to the east of Coneygeare Road for affordable housing. Discussions will now commence with HHP to develop a scheme for the site.
- 3.2** The Jehovah's Witnesses who own the church at Nene Road adjoining the land at Sapley Square east, wish to provide larger premises on Oxmoor. A site adjoining the Medway Centre owned by the District Council has been identified and this will require agreement with Huntingdon Town Council, who lease the site of the Medway centre, or another landowner in order to provide a suitable access. Subject to resolving any planning and technical constraints, it is proposed to sell this land, comprising 2240 square metres, to the Jehovah's Witnesses and in return acquire the church in Nene Road (comprising a site area of about 500sq m) This would provide a larger site for the housing development referred to in 3.1 above.
- 3.3** The area north of Oak Drive was also identified in the Oxmoor Action Plan as a housing site. As the Oak Tree Centre and the new shops near completion, proposals for this site are being reassessed. There is a requirement for some additional car parking for the shops and the Maple Centre and development of the remainder may be difficult due to the steep slope up from Oak Drive. It is proposed, therefore, to leave the site as amenity land after the provision of the car park.

4. ENVIRONMENTAL AND OTHER DEVELOPMENTS

- 4.1** The new Coneygeare Park is nearing completion and has been developed in partnership with the local community. The employment of a Park Ranger by the District Council will enable the park to be utilised for a wide range of activities.
- 4.2** Play equipment has been upgraded on Oxmoor and various new cycleways provided. As part of the cycleway network discussions are taking place with St John's C of E School, Sallowbush Road where approximately 157 sq m of land is required for the cycleway from Oxmire Lane to Sallowbush Road. The school would like to acquire a strip of land comprising about 85 sq m from the District Council to improve the pedestrian link between the school building and the playing fields. It is proposed, therefore, to enter into an exchange of land with the County Council and the church authorities to facilitate the cycleway link.
- 4.3** The Park Ranger will also be considering proposals for neighbourhood gardens and doorstep greens which were proposed in the Oxmoor Action Plan.
- 4.4** It is understood that Cambridgeshire County Council and Huntingdon Regional College will be marketing their land at California Road for sale later this year. The sale of this land will provide considerable funding for the environmental improvements taking place on Oxmoor.

5. FINANCIAL IMPLICATIONS

- 5.1** The total expenditure on Oxmoor, including Sapley Square, Coneygeare Park and the environmental improvements, is expected to be in the region of £6.6 million. This is being funded from government grant, land sale receipts and additional contributions from the other land owners. It is anticipated that income will meet the expected expenditure.
- 5.2** A more detailed breakdown of the financial position will be provided once the contract for Sapley Square has been completed and further land sales have taken place later in the year.
- 5.3** The Oak Tree Centre is funded separately by the District Council.

6. CONCLUSIONS

- 6.1** This year will see the completion of the Oak Tree Centre, the shopping precinct and Maple Centre which together will provide the new heart for Oxmoor. Furthermore the new community park at Coneygeare Road will be opened in the summer. Associated with these developments are the various cycleway and footway links which will improve accessibility across Oxmoor.
- 6.2** Residential development at Moorhouse Drive and California Road will take place over the next few years providing new housing for rent and for sale.

7. RECOMMENDATIONS

It is recommended that

- (a) progress on the implementation of the Oxmoor Action Plan be noted;
- (b) the Director of Central Services, after consultation with the Executive Councillors for Resources & Policy and of Finance, be authorised to approve detailed terms for the exchange of land with the Jehovah's Witnesses; and
- (c) the Director of Central Services, after consultation with the Executive Councillor for Resources & Policy and of Finance, be authorised to approve detailed terms for the exchange of land with St John's C of E School and the County Council for the cycleway.

BACKGROUND INFORMATION:

Oxmoor Action Plan and Previous Minute Decisions

Contact Officer: Keith Phillips, Estates and Property Manager
☎ (01480) 388260

This page is intentionally left blank

CABINET

27 APRIL 2006

**CAR PARKING ORDER – OAK DRIVE, HUNTINGDON
(Report by the Head of Technical Services)**

1. PURPOSE

- 1.1 At their meeting held on 24 February 2006, Cabinet approved the advertisement of new car parking orders in respect of Oak Drive off-street car park. A new Order under the Road Traffic Regulation Act 1984 now has been prepared and advertised in the local press. Copies of the Orders have been sent to the Town Council of Huntingdon, and other statutory bodies.
- 1.2 The Act allows a local authority to decide whether to convene a local inquiry before determining an Order if any objections are received to the Order. No objections were received and the Cabinet are being requested to confirm the Order as advertised.

2. CAR PARKING ORDER

- 2.1 The proposal is that there will be free parking for a maximum of two hours in the car park between the health centre and the shops, with no return within one hour. This will be controlled by the issuing of excess charge notices as necessary. Penalty Notices can be issued for contravening other clauses in the Order. The other car parks provided for the health centre are for staff parking and cannot be covered by a parking order.

3. COMMENTS AND OBJECTIONS RECEIVED

- 3.1 As a result of the advertisement of the Orders, no representations or comments have been received on the Order.

4. CONCLUSION

- 4.1 The Act enables a local authority to decide whether to convene a local inquiry before determining an Order, however the Order received no objections.

5. RECOMMENDATION

- 5.1 Cabinet are recommended to
- (a) confirm the Order as advertised

BACKGROUND INFORMATION:-

1. Technical Services files.

Contact Officer: Chris Allen, Project and Assets Manager
☎ 01480 388380

This page is intentionally left blank

CABINET

27 APRIL 2006

**Housing Act 2004 - Implementation & Enforcement
(Report by Head of Environmental and Community Health)**

1. INTRODUCTION

- 1.1 The purpose of this report is to advise members of progress with the introduction of a range of measures under the Housing Act 2004, to seek authority to adopt a new private sector housing enforcement policy, to set licensing conditions for high-risk Houses in Multiple Occupation (HMOs), to adopt minimum standards for other HMOs and to set fees for the mandatory licensing of high-risk HMOs.

2. BACKGROUND

- 2.1 Cabinet was informed about the introduction of the Housing Act 2004 and of its main provisions in a report dated 19 May 2005. Subsequently Cabinet made a range of delegations to enable officers to carry out the duties and use the powers set out in the Act.
- 2.2 The Housing Act 2004 makes fundamental changes to the private sector housing enforcement work carried out by Environmental Health staff and much of the new regime becomes effective from 6 April 2006. As a result of this it is now necessary to make more detailed preparations.

3. NEW PROPOSALS

- 3.1 The Council is signed up to the Government's Enforcement Concordat and Environmental & Community Health Services has a number of enforcement policies, some of which are specific to certain service areas. There is also a general enforcement policy which has to date included private sector housing. In light of the radical changes brought about by the Housing Act 2004, it is considered that a specific private sector housing enforcement policy should now be adopted. The draft policy accompanies this report.
- 3.2 HMOs are recognised to provide much needed affordable rented accommodation but HMO tenants are often vulnerable members of society and therefore HMOs have to be managed and maintained to agreed standards. The Government has published mandatory and discretionary licensing conditions under the Housing Act and the Council should now publish the conditions that will apply in this area. Attached at annex 2 is a set of draft HMO licensing conditions considered suitable to Huntingdonshire. Only appropriate conditions will be attached to HMO licences following a risk assessment.
- 3.3 Most of the HMOs in this area will not require to be licensed under the provisions of the Housing Act but still frequently require enforcement action. Therefore standards for this type of HMO should be adopted to guide landlords, tenants and the Council's enforcement duties. Draft standards for such HMOs are attached at annex 3 to this report.

- 3.4 Under the new licensing regime the Council is able to charge for the administration of HMO licensing and it is proposed that an initial fee of £300.00 be set. It is also proposed that registered charities be exempt from this fee.
- 3.5 As a consequence of the way that the Housing Act 2004 (Commencement No 5 and Transitional Provisions and Savings) (England) Order 2006 has been drafted, areas that are currently subject to HMO registration schemes with control provision are deemed to have been designated as areas to which additional HMO licensing will apply unless this automatic designation is revoked. This applies to the Huntingdonshire area and it is considered that this automatic designation should be revoked.

4. CONCLUSIONS

- 4.1 The Council must be ready to deal with the new duties imposed by the Housing Act 2004 with regard to enforcement, HMO licensing conditions, HMO standards and fee setting. The designation of Huntingdonshire as an area subject to additional licensing is not appropriate and should be revoked.
- 4.2 From time to time it will be necessary to make minor modifications to the enforcement policy, the HMO licence conditions and the HMO standards as Government guidance changes. To avoid the need to keep bringing minor amendments back to Cabinet it is considered that the Head of Environmental & Community Health Services should be authorised to make amendments to these documents after consultation with the relevant Cabinet member.

5. RECOMMENDATIONS

It is RECOMMENDED that Cabinet authorises:

- (a) the adoption of the Private Sector Housing Enforcement Policy set out in the attached document;
- (b) the adoption of the HMO licensing conditions set out at annex 2;
- (c) the adoption of the HMO standards set out at annex 3;
- (d) the adoption of an initial HMO licensing fee of £300.00, with the exception of licensable HMOs under the control of registered charities;
- (e) the revocation of the automatic designation of Huntingdonshire as an area subject to additional HMO licensing; and
- (f) the Head of Environmental & Community Health Services, after consultation with the relevant Cabinet member, to amend:
 - the Private Sector Housing Enforcement Policy;
 - the HMO licensing conditions;
 - the HMO Standards; and
 - the HMO licensing fee.

BACKGROUND INFORMATION

The Housing Act 2004

Contact Officer: Mr J Allan
 01480 388281

This page is intentionally left blank

Huntingdonshire

d i s t r i c t c o u n c i l

ENVIRONMENTAL & COMMUNITY HEALTH SERVICES

PRIVATE SECTOR HOUSING POLICY STATEMENT

April 2006

CONTENTS

- 1 INTRODUCTION**
 - 2 GENERAL PRINCIPLES**
 - 3 PRINCIPLES OF ENFORCEMENT**
 - 3.2 Standards
 - 3.3 Openness
 - 3.4 Helpfulness
 - 3.5 Complaints about the service
 - 3.6 Proportionality
 - 3.7 Consistency
 - 3.8 Transparency
 - 3.9 Targeting
 - 4 METHODS OF ESTABLISHING COMPLIANCE**
 - 4.1 Education
 - 4.2 Investigations
 - 4.3 Routine inspections
 - 5 ENFORCEMENT OPTIONS**
 - 5.3 No Action
 - 5.4 Informal Action
 - 5.5 Formal Action
 - 6 HMO LICENSING: Policies**
 - 7 HOUSING HEALTH AND SAFETY RATING SYSTEM**
- Annex PROSECUTION POLICY

HUNTINGDONSHIRE DISTRICT COUNCIL

ENVIRONMENTAL AND COMMUNITY HEALTH SERVICES

PRIVATE SECTOR HOUSING POLICY STATEMENT

1. INTRODUCTION

- 1.1 The purpose of this policy is to express the commitment and intention of Huntingdonshire District Council (“the Council”) to the principles of consistent and effective enforcement legislation relating to Private Sector Housing.
- 1.2 The policy sets out what owners, agents, landlords and tenants can expect from enforcement officers and commits the Council to good enforcement policies and procedures. It is designed to set out the arrangements by which the principles of the Enforcement Concordat, to which the Council is a signatory, will be incorporated into actions.
- 1.3 Officers who carry out the enforcement functions of the Council are authorised in accordance with the Council’s Scheme of Delegation. Appropriate means of identification will be carried.

2 GENERAL PRINCIPLES

- 2.1 To ensure the effective implementation of national and local policies, to comply with all legislative requirements and fulfil the statutory duties imposed on the Council.
- 2.2 To protect the public by reacting promptly to complaints about issues that are within the Council’s remit and by delivering a balanced programme of inspection, education and enforcement designed to achieve compliance with relevant legislation in an equitable, practical and consistent manner.
- 2.3 The Council recognises that most businesses and individuals want to comply with the law and officers will, therefore, take care to help them meet their legal obligations without unnecessary expense, whilst taking firm action, including prosecution where appropriate against those who flout the law or act irresponsibly. Prosecutions will be taken in line with the prosecution policy attached as Annex A to this report.
- 2.4 The Council recognises the importance of the precedents set by case law and government guidance and will draw upon them to ensure that effective standards of enforcement are consistently applied
- 2.5 Authorised officers will have regard to this policy when carrying out their assigned duties.
- 2.6 That departures from these policy guidelines will be exceptional and only following agreement with the Head of Environmental and Community Health Services or in his absence the Public Health Manager or the Commercial Services Manager.
- 2.7 The Council will ensure that its officers are competent with respect to the enforcement duties they have been authorised to carry out.
- 2.8 The Council will ensure that all authorised officers are impartial and are able to operate in a manner that is free from conflicts of interest.

3 PRINCIPLES OF ENFORCEMENT

3.1 The enforcement of legislation is guided by the principles of the Enforcement Concordat to which the Council is a signatory. This commits the Council to good enforcement policies and procedures. The principles of the Enforcement Concordat are incorporated into the following:

3.2 Standards

3.2.1 The Council is accountable to the local electorate for its actions and omissions. This means that it will have clear policies and standards against which it can be judged.

3.3 Openness

3.3.1 The Council will provide information and advice in plain language on the law that it enforces and will disseminate this as widely as possible. It will also be open about how it sets about its work, including any charges that are made for specific activities. Officers will discuss general issues, specific compliance failures or problems with individuals or businesses experiencing difficulties.

3.4 Helpfulness

3.4.1 The Council believes that prevention is better than cure and that its role therefore involves actively working with home owners, managing agents, landlords and tenants to advise and assist on compliance. It will provide a courteous and efficient service and the staff will identify themselves by name. Officers will provide a contact point and telephone number for further dealings with the Council and will encourage dialogue with interested parties. The Council will ensure that, wherever practicable, its enforcement services are effectively co-ordinated to minimise any unnecessary overlaps and time delays. The Council will be prepared to discuss any letters, circulars and other correspondence with individuals or businesses to whom they have been sent.

3.5 Complaints about the service

3.5.1 The Council has a complaints procedure that is accessible to all members of the public. The Council will also make available the procedure for a complaint to be made to the Local Government Ombudsman that the Council has acted with maladministration. This is without prejudice to any statutory rights of appeal that are available to businesses or members of the public which will be explained in writing by the Council.

3.6 Proportionality

3.6.1 As far as the law allows, we will take account of the circumstances of the case and the attitude of the person committing the offence when considering action. Both those whom the law protects and those on whom it places a duty expect that compliance action taken by the Council should be proportionate to the risks posed and to the seriousness of any breach of legislation.

3.6.2 In dealing with landlords and small businesses we will make a particular effort to assist them in meeting their legal obligation without incurring unnecessary expense.

3.6.3 Some legal requirements are specific or mandatory, i.e. there is no room for discretion or individual interpretation. However, others require action in line with the principles of "reasonableness" or "appropriateness" and the regulatory system often includes the concept of proportionality through such principles. Deciding what is

reasonable or appropriate to control risks involves the exercise of judgement and, when the law permits, discretion by enforcers based on sound professional judgement. Where agreement cannot be reached, the final determination of what is reasonable in particular circumstances may ultimately be made by the Courts.

- 3.6.4 Some risks may be so serious that they cannot be permitted irrespective of the economic consequences, whilst at the other extreme, some risks may be so trivial that it may not be worth spending more to reduce them. In general, risk-reducing measures must be weighted against the associated costs, unless the cost of a particular action is excessive compared with the benefit of the risk reduction in terms of its magnitude of probability.
- 3.6.5 Although not precisely defined, cost effectiveness is an implicit element of practicality when determining 'due diligence defences.' Authorised officers must have regard to costs and benefits when determining whether a landlord or managing agent has "taken all reasonable precautions and exercised all due diligence" to prevent an offence occurring.

3.7 Consistency

- 3.7.1 Consistency of approach does not mean uniformity, it means taking a similar approach in similar circumstances to achieve similar ends. In dealing with enforcement issues the council will take a consistent approach in the service tendered, response to complaints, the use of powers and decisions on whether to prosecute.
- 3.7.2 The Council recognises that in practice consistency is not a simple matter. Officers are faced with many variables such as the severity of the issue, the attitude and competence of the landlords or agents and the associated previous history of compliance. These factors may vary between individuals/businesses which otherwise appear similar. Decisions on enforcement are matters of sound professional judgement of when the Council, through its officers, will exercise discretion. It will continue to develop arrangements to promote consistency in the exercise of discretion. These will include effective arrangements for liaison with other enforcing authorities.

3.8 Transparency

- 3.8.1 Transparency means helping proprietors of landlords/agents and tenants to understand what is expected of them and what they should expect from the Council. It also means making clear why an officer intends to or has taken a particular course of action. This means distinguishing between compulsory requirements on the one hand and advice and guidance about what is desirable, but not compulsory, on the other.
- 3.8.2 This document sets out the general policy framework within which the Council will operate. Those with whom the council deals need to know what to expect when an officer visits and what rights of complaint are open to them.
- 3.8.3 In the case of informal enforcement action the officer will advise of the legal requirements, explain why they should take a particular course of action, and if asked, distinguish legal requirements from best practice advice. Officers will, if asked, confirm any advice in writing.
- 3.8.4 In cases where the service of a formal notice appears to be necessary, the authorised officer will where appropriate discuss his intentions and, if possible, resolve points of difference before serving it. The Notice will say what needs to be

done, why and by when. Details will also be given of any formal appeal procedure at the same time.

3.9 Targeting

- 3.9.1 Targeting means making sure that resources are targeted primarily on those private sector housing activities that give rise to the most serious problems and that action is focused on those who are responsible for these activities and are best placed to control them.
- 3.9.2 The Council will prioritise compliance inspections in accordance with a risk rating system based on a combination of the factors which determine the likely compliance with housing legislation and the Council's published standards.
- 3.9.3 The priorities for visits in response to complaints from the public will take into account the nature and severity of the allegations.
- 3.9.4 Where formal enforcement action is necessary, it will be directed against the person by whose act default or sufferance the breach occurred. Where several individuals share responsibility, the Council will take action against those who can be shown to be in breach.

4 METHODS OF ESTABLISHING COMPLIANCE

4.1 Education

- 4.1.1 The Council will make every effort to provide information both to landlords, owners, agents and tenants concerning the housing legislation for which the Council is the enforcing authority.
- 4.1.2 The information will be made available through the Council's web-site, leaflets, at public buildings, at landlord's forum, upon request or at the time of an inspection.
- 4.1.3 Where a requirement for information becomes evident either through a particular housing problem or because of a request then specific information will be made available in such a way as to inform those in need.

4.2 Investigations

- 4.2.1 Information on possible offences often results from complaints from tenants whose housing conditions are being adversely affected by the actions or inactions of others.
- 4.2.2 Provided that it will not prejudice their inquiries Officers will identify themselves at the premises they visit and will show their Council identification.
- 4.2.3 The Council will respond to, and where appropriate, commence investigations into complaints within 3 working days. The response time may vary according to the nature of the allegation and its severity.
- 4.2.4 The owner, landlord or agent subject to complaint may be informed of the complaint prior to, part way through or at the end of the investigation as may be considered appropriate depending upon such facts as the nature of the complaint, the need for covert surveillance and the risk of intimidation of the complainant.
- 4.2.5 Complainant's details will not be released without either the complainant's permission or following a legal requirement to do so. This will be decided on a case-by-case basis.

- 4.2.6 The complainant will be kept informed as considered appropriate of progress with the investigation and of the eventual outcome.
- 4.2.7 Where it has been considered appropriate to advise an alleged offender that an investigation is in progress that person will be kept advised of the progress of the investigation. At the end of the investigation, they will be informed of the outcome and whether the Council will take any further action.
- 4.2.8 Where as a result of a routine inspection or a complaint investigation, action of an informal or formal nature may be taken, the alleged offender will be advised as soon as practicable upon completion of the investigation

4.3 Routine inspections

- 4.3.1 Under normal circumstances, routine compliance visits will usually be arranged in advance. Spot check visits may be made without prior warning particularly when information has been obtained suggesting a breach of housing law.
- 4.3.2 The main purpose of a compliance visit is to ensure the requirements of housing law are being met.
- 4.3.3 Officers will make the purpose of the inspection clear at the start of the visit with the person in control at that time. Inspections will normally involve discussions with landlord or managing agent at the time of the visit. At the conclusion of all inspections, officers will normally offer to discuss, as may be appropriate, the findings and follow this up in writing.
- 4.3.4 The Council have a number of leaflets or guidance notes that may assist in the understanding of legal housing requirements which will normally be provided free of charge. Some written information may be available from other sources and where this is the case the officer will supply details of where the information can be obtained. Letters can be translated into other languages and interpreters can be used if considered appropriate.
- 4.3.5 Action of an informal or formal nature may be taken as a result of an inspection and the alleged offender will be advised as soon as practicable upon completion of the investigation

5 ENFORCEMENT OPTIONS

- 5.1 There are a number of enforcement options available where contraventions of housing law have been identified. Part 6 and 7 of the policy provides detailed guidance on when each of the options may be considered. The options are:-
- Take no action;
 - Take informal action;
 - Emergency Remedial Action;
 - Take formal action, e.g. Improvement, Prohibition, Hazard Awareness Notice, Remedial Action, Demolition Order, Declare a Clearance area;
 - Use formal cautions;
 - Revoke a licence;
 - Prosecute (can sometimes be taken in addition to serving notices);

- Co-ordinate action with other Agencies;
 - Any combination of the above.
- 5.2 Generally, enforcement will be undertaken in a graduated approach, unless immediate action is required. In the first instance, a discussion of requirements will take place with the operator or appropriate person or other person by whose act default or sufferance the breach occurs.
- 5.3 No Action**
- 5.3.1 Where an inspection, observation or investigation reveals that, on the basis of evidence, there is a breach of legislation then no further action will be taken if after taking into account all relevant circumstances enforcement would disproportionate or otherwise inappropriate. Confirmation of the results of the investigation will be given to any complainant and to the person or business complained of if they had previously been made aware of the investigation.
- 5.4 Informal Action**
- 5.4.1 Informal action may consist of any of the following:
- Advice
 - Verbal Warnings
 - Warning letter requesting action and setting out the consequences of failure to comply with legal requirements.
- 5.4.2 Officers will use informal procedures as long as they believe such actions will secure compliance with the requirements of legislation within a timescale judged reasonable depending upon the relevant facts.
- 5.4.3 Offences of a less serious nature may be dealt with in a number of appropriate ways including advice, verbal warning, observations, follow up letter, a re-visit or any combination of these. Persistent failures will result in more formal enforcement action.
- 5.4.4 Where an officer offers verbal advice following an inspection, then if requested it will be confirmed in writing.
- 5.4.5 While the action taken by the officer will depend on the circumstances of any particular case, for guidance purposes only, the Council considers that informal action is likely to be appropriate in the following circumstances:
- a) The offence is not serious enough to warrant formal action e.g. an offence which can be immediately remedied and poses no risk;
 - b) From the past history, it can reasonably be expected that informal action will achieve compliance; or
 - c) There is reason to be confident that the breach will be dealt with promptly without the need for formal action.
- 5.4.6 Informal letters sent following inspections will distinguish legal requirements from advice, give a time period for compliance and state the offences being committed. They will also give the details of who to contact if there are any queries, or issues the recipient wishes to discuss.

- 5.4.7 Normally informal post inspection letters will be sent out within 10 working days of the date of inspection. Where appropriate, copies of letters will be sent to the registered head offices. Recommendations as to good practice that go beyond the basic legal minimum standard are not subject to enforcement, however adherence to good practice may influence the officer's assessment of confidence in management.
- 5.4.8 If significant contraventions of legal requirements are found, then rather than taking immediate formal action the officer may arrange for a further visit to be carried out to determine compliance. The time period between the original inspection and any revisit will be proportionate to the risks identified. Such informal action will not necessarily preclude formal action.

5.5 Formal action

5.5.1 When considering formal enforcement, account will be taken of:-

- The extent of non-compliance
- The risk(s) posed
- Failure to hold or apply for a licence;
- Failure to notify the enforcing authority of the transfer of a licence;
- Failure to comply with an informal approach to remedy breaches of legislation;
- Failure to comply with a Statutory Notice
- Cumulative breaches of legislation
- Any act of obstruction

6. HMO LICENSING

6.1 Introduction

6.1.1 This section of the policy sets out the framework for the application and licensing of Houses in Multiple Occupation (HMO). The policy will guide the Council in making fair, considered, consistent and transparent decisions that can be explained to our customers and, if necessary, defended on appeal.

6.1.2 This policy takes into account the prescription contained within the Housing Act 2004 and the relevant statutory instruments which will at times take precedence. The contents of the policy will automatically be amended at the instruction of the Secretary of State. Section 6.2 contains the general principles of the Council's Licensing Scheme and section 6.3 the specific details.

6.2 General Principles

6.2.1 Licensing: The Legal Framework

The different types of licences introduced in the Housing Act 2004 are:

- Mandatory Licensing for HMOs
- Additional Licensing for HMOs not subject to Mandatory Licensing.

- Selective Licensing of private rented property under certain conditions.

6.3 What is an HMO?

6.3.1 The Housing Act 2004 has introduced a new definition of an HMO. In summary, a house is an HMO if it is one of the following:

- **A shared house** lived in by people who belong to more than one family¹ and who share one or more facilities².
- **A house in bedsits** lived in by people who belong to more than one family¹ and who share one or more facilities².
- **An individual flat** lived in by people who belong to more than one family¹ and who share one or more facilities².
- **A building of self-contained flats** that do not meet 1991 Building Regulation standards.

¹ Family – husband, wife, co-habitee, child, step-child, foster-child, grandchild, parent, step-parent, foster-parent, grandparent, brother, half-brother, sister, half-sister, aunt, uncle, niece, nephew, cousin.

² Facilities – basic amenities: wc, wash hand basin, shower, bath; cooking facilities.

6.3.2 Exemptions:

A house is not an HMO:

- If it is occupied by only two people.
- If it is occupied by the owner (and their family if any) and one or two lodgers.
- If it is occupied by a religious community.
- If the occupiers have their main residence elsewhere³.
- If no one in the property is required to pay rent.
- If the owner or manager is a public body.
- If the owner or manager is an educational institution.
- If it is a building of self-contained flats and two thirds or more of the flats are owner-occupied.
- If the property is part of a guest house or hotel (unless an 'HMO Declaration' is made).

³ Accommodation used by full-time students while they are studying is taken to be

their main residence.

6.4 HMOs licensable under the Mandatory Scheme

6.4.1 An HMO must have a licence if all three of the following apply:

- it is an HMO
- it is three storeys or more (includes basements)
- it is occupied by five people or more.

6.4.2 All HMOs occupied by five or more persons forming two or more households on three or more floors, and otherwise not exempted are required to be licensed. HMOs consisting entirely of fully self-contained flats, which are not occupied as flats in multiple occupation, are exempt.

6.4.3 When assessing the number of storeys in a premise, account will be taken of:

- All storeys of residential accommodation, whether above or below adjoining ground level, including attics.
- Any commercial storey at or above adjoining ground level.

6.4.4 Whilst Mandatory licensing excludes most self-contained flats, the exceptions to this will be where:

- it is a single flat above commercial premises or
- where the flat itself is arranged on 3 storeys.

In both cases the flat would have to be occupied by 5 persons or more living as more than one household.

Guidance also indicates that all residential parts of a dwelling will be subject to these provisions where the property as a whole is eligible for licensing.

6.5 Exemptions from Mandatory Licensing

6.5.1 A House is exempt from mandatory licensing if:

- the whole property is in self-contained flats.
- the basement is in commercial use and there are only two residential storeys above.

6.6 Implementation

6.6.1 Mandatory licensing comes into force with effect from 6 April 2006. On that date, applications are required in respect of all HMOs subject to Mandatory Licensing.

6.7 Necessary Conditions for the Granting of a Licence

6.7.1 On receipt of a licence application, the Council must either grant, or refuse to grant a licence within a reasonable period.

6.7.2 A licence is to be granted where:

- The house is reasonably suitable for occupation having regard to amenity levels, available living space and general health and safety considerations
- Management arrangements are satisfactory. "Management arrangements" includes arrangements for monitoring and maintaining the property, ordering works, finance, and general manager competence.
- The licensee, manager and others involved in the running of the property are fit and proper persons. There are certain criteria to be met before an applicant can be considered to be a fit person to manage a HMO. When deciding whether an individual is a fit and proper person the Council has to consider whether there is evidence that they have committed an offence of fraud, dishonesty, violence or drugs or an offence under Schedule 3 of the Sexual Offences Act 2003. The Council also has to consider whether there is evidence that they have practised unlawful discrimination on grounds of sex, colour, race, ethnic or national origins or disability in connection with any business, or evidence that they have contravened housing or landlord and tenant law, or a breach of applicable codes of housing practice. An applicant will not have to declare any spent convictions. The Council reserves the right to consult with the Criminal Records Bureau and other agencies in cases of doubt.

6.7.3 In granting a licence, the Act prescribes mandatory licence conditions relating to:

- provision of annual gas safety certificates
- safety of electrical appliances and furniture
- provision and maintenance of smoke alarms
- provision of written tenancy agreements

6.7.4 In addition, the Council will:

- where it considers appropriate, impose its own licence conditions
- grant a licence for a lesser period than the standard period (normally 5 years) where it considers it appropriate
- make a charge for the costs incurred in granting a licence
- follow the appropriate route for consultation on the licence and its contents with relevant people described by the Act and within relevant guidance.

6.7.5 When the Council is satisfied that the premise is in a satisfactory condition, the people controlling and managing it are fit to do so and the management arrangements are satisfactory, a licence will be prepared for issue to either the applicant or some other person, by agreement. Where it is not satisfied that these conditions are met, the licence application will be refused.

6.7.6 Only the person having control of an HMO can be issued with a licence. A separate licence is required for each property they control.

6.8 Offences

6.8.1 The Act lays down a number of licensing-related offences and corresponding penalties, including:

- Operating an unlicensed HMO or allowing an HMO to be occupied by more persons than a licence allows: fine of up to **£20,000**
- Breach of a licence condition: fine of up to **£5,000**
- Supplying incorrect information in a licence application: fine of up to **£5,000**

6.8.2 In addition, a landlord who operates an unlicensed HMO can be made the subject of a Rent Repayment Order (RRO) by a Residential Property tribunal. An RRO requires the repayment of rent received by the landlord over a period of up to 12 months.

6.9 HMO Licensing: Policies

6.9.1 Property Standards

In approving a licence the Council will determine whether the HMO is suitable for occupation by the number of persons stated in the application form. If the arrangements are unsatisfactory, then a licence may be granted for a lesser number, or a licence condition imposed requiring that specified works be carried out.

The standards that will be considered include those relating to bathrooms, showers, WCs, wash hand basins, cooking facilities, and living space. Until such time as definitive national standards are determined the Council's own published standards for Houses in Multiple Occupation will form the basis for licensing HMOs. The exception to this will be the fire safety standards which will be assessed using the HHSRS. The guidance standard for fire safety will be those agreed by the housing authorities within Cambridgeshire and the Cambridgeshire Fire and Rescue Service.

Compliance with standards set by other legislation, for example the Approved Documents to the Building Regulations, will not imply compliance with the standards for licensing of HMOs.

6.9.2 "Fit and Proper Person"

The Council will assess whether the applicant, any manager or any person associated with them or formerly associated with them are fit and proper people to manage an HMO. A person will be considered fit and proper if the Council is satisfied that:

- they have no unspent convictions relating to offences involving fraud, dishonesty, violence or drugs, or sexual offences
- they have not practised unlawful discrimination on grounds of sex, colour, race, ethnic or national origins or disability in, or in connection with, the carrying on of any business

- they have no unspent convictions relating to housing or landlord and tenant law
- they have not been refused an HMO licence, been convicted of breaching the conditions of a licence or have acted otherwise than in accordance with the approved code of practice under S233 of the Act within the last five years
- they have not been in control of a property subject to an HMO Control Order, an Interim Management Order (IMO) or Final Management Order (FMO) or work in default carried out by a local authority within the preceding five years
- they have not been subject to legal proceedings by a local authority for breaches of planning, compulsory purchase, environmental protection legislation or other relevant legislation
- there is no evidence of any offence referred to above having been committed within the previous five years.

An applicant must supply, as part of the application, details of any unspent convictions that may be relevant to the application and the Council reserves the right to carry out further checks with the Criminal Records Bureau and others.

Where simultaneous applications are made for the same person to be the licence holder of more than one property, only one disclosure will be necessary provided that no more than 12 months has elapsed between applications.

Where the Council have cause to question the 'fit and proper' status of an applicant, it will invite applicants to submit an explanation of their circumstances. The applicant will be required to account for the failure to comply with legislation, and satisfy the Council that this will not recur.

The decision to accept them as being a fit and proper person will be taken on the basis of:

- The severity of the breach
- The number of breaches
- The time which has elapsed since the last breach and their conduct since it occurred
- The relevance of the breach to the management of HMOs and their occupation
- The evidence that the applicant has accepted the need to conduct his business in accordance with the appropriate standards (including whether there have been satisfactory arrangements made for the repayment of debts associated with statutory responsibilities)
- The training received since the breach occurred.

6.9.3 Management Arrangements

The Council will at all times be guided by The Management of Houses in Multiple Occupation (England) Regulations 2006 as may be amended by the Secretary of

State. Specifically, the Council will require an applicant/licensee to have satisfactory arrangements and funding in place for the management of an HMO.

These arrangements include but are not limited to:

- a system for tenants to report defects, including in emergencies
- arrangements for periodic inspections to identify where repair or maintenance is needed
- arrangements to respond to defects reported by tenants and found during periodic inspections
- a protocol for dealing with anti-social behaviour occurring within the HMO by tenants or their visitors
- where the licence holder is a managing agent, the clear delegation of authority to make decisions (including those related to expenditure) on all matters concerning the health, safety and wellbeing of occupiers and good management.

In addition, the Council require the applicant/licensee to have arrangements in place for ensuring that employees, contractors and others having occasion to visit the HMO in connection with its management and/or maintenance are fit and proper persons for the functions they carry out. Licence applicants will be required to declare as part of the application that proper funding arrangements for the HMO exist. The Council will need to be satisfied that adequate financial resources to maintain the HMO are available. In verifying declarations, the Council will have regard, amongst other things to:

- outstanding debts for work in default and charges for statutory notices
- County Court judgements
- outstanding debts for Council Tax, Housing Benefit and other services

Where there are indications that the applicant will have insufficient funding or authority to manage the property, the Council will seek further clarification through the use of Credit Referencing organisations. Where satisfactory assurances cannot be provided then there is a duty to refuse the application.

6.9.4 Applications

Although it is the responsibility of the landlord to apply for a licence, there is a duty on the Council to ensure that applications are made.

Together with any direction from the Secretary of State, a valid application for an HMO licence will comprise:

- The application form, fully completed, signed and dated.
- Inclusion of all required forms or schedules, duly completed, signed and dated.
- Inclusion of all required documents as proof of compliance with relevant standards or regulations.
- The relevant fee, in full.

Incomplete applications may be accepted at the discretion of the Council. The only accepted omissions being documents of proof. The applicant must attest, in writing, to the absence of any information. The applicant must also be reminded of the consequences of not providing the information.

6.9.5 Contents of the Application Form

There are certain matters that must be included and appear on an application form, which may, from time to time, be amended by the Secretary of State. At commencement of Mandatory Licensing, these include:

- A prescribed statement telling the applicant that he must inform certain people in writing that the application is being made
- The list of people who must be informed
- The information they must be given
- The name, address, telephone number and e-mail address of the applicant, proposed licence holder, manager, person having control and any other person who has agreed to be bound by a condition on the licence.
- The address of the property to be licensed
- The age of the property (in age bands)
- The type of house for which application is being made
- Details of other properties in the housing authority area that are licensed to the proposed licence holder
- Number of storeys comprising the HMO and the levels on which they are situated
- Number of separate letting units
- The number of habitable rooms
- The number of bathrooms and shower rooms
- The number of toilets and wash basins
- The number of kitchens
- The number of sinks
- The number of households occupying the property.
- The number of people occupying the property
- Details of fire precautions, equipment and procedures including number and location of smoke alarms
- Information regarding compliance of furniture with the regulations
- Information about gas and electrical appliances and their compliance with regulations.

- Details of any building works carried out and copies of planning consent and Building Regulations approval or completion certificates.
- A floor plan of the property
- Details about any person involved in the management of the house
- Information regarding unspent convictions relevant to a proposed licence holder's fitness to hold a licence, in particular offences relating to fraud or dishonesty, violence or drugs, or offences listed in Schedule 3 to the Sexual Offences Act 2003
- Details of findings of a court or tribunal regarding any form of discrimination
- Details of any judgement against the proposed licence holder in relation to breaches of landlord and tenant law
- Information about any property owned by the proposed licence holder
- Details of any refusal by a local authority to issue a licence to the proposed licence holder
- Details of any licence condition the proposed licence holder has breached
- Details of anything the proposed licence holder has done contrary to any relevant Code of Practice concerning a property owned by him
- Details of any proceedings against any property owned by the proposed licence holder, including works in default.
- Details of any property owned by the proposed licence holder which has been subject of an interim or final management order.
- The application must contain a prescribed declaration and be signed and dated by the applicant.

6.9.6 Application Process

All necessary forms will be included in an application pack provided by the Council. There will be clear guidance on the requirements of the application included within the pack.

The pack will include:

- The application form
- A schedule containing a declaration that the applicant has notified various people.
- Guidance on making the application

6.9.7 Verification

When the completed application form is received at the Council offices the receiving officer will examine the document and enclosures to ensure that all relevant paperwork is present, signed and dated.

All the information presented on the application form will be subject to verification processes as required. This will take the form of site inspection, interdepartmental liaison, sample verification and (where there are indications of a misleading application) detailed examination of all information given. Much of this will take place after the application has been approved.

6.9.8 Contents of the Licence

A licence granted by the Council will comprise:

- A licence certificate detailing:
 - The name of the licence holder.
 - The address of the property.
 - Date of issue and duration.
 - Issuing authority.
 - Signature of issuing officer.
 - Licence number.
 - Maximum number of persons.
 - Maximum number of households.
- A schedule of conditions.

6.9.9 Licence Approval, Conditions and Duration

An HMO licence will normally run for a period of 5 years from the date of approval. The Council may, however, issue a licence for such lesser period as we consider appropriate, having regard to:

- any management deficiencies
- the need for works to be carried out to put the house into a satisfactory condition
- concerns as to the Fit and Proper Person status of the relevant person(s)

A shorter term licence may also be granted due to local circumstances, for example if the property is in a designated clearance area. Also the applicant may make a case for a shorter term licence, or the Council may be directed by the outcome of an appeal.

Before granting a licence for a period of less than 5 years, the Council will discuss its decision with the HMO licence applicant. Where a shorter licence is granted, subject to satisfactory performance, a further licence will be issued. The duration of the first and second licence periods will not exceed five years in total. No additional fee will be required for the second licence.

The Council have the right to refuse, vary or revoke a licence. When deciding on any of these courses of action, appropriate notices will be served on the relevant people giving the reasons for the action. There are rights of appeal to these notices, but barring any appeal, the action will be executed at a specified time after the appeal period.

6.9.10 Licence Fees

The Council will charge for HMO licences in accordance with a published fee. Currently this is set at £300.

6.9.11 Appeals

Applicants and licence holders have a right of appeal to the Residential Property Tribunal where they are dissatisfied with decisions made by us in relation to the issue of licences, HMO declarations, notices or orders, including variations, revocations or refusals.

The Council will consult with the relevant persons at all stages of involvement to work to a satisfactory solution to the situation at hand.

Relevant persons will be made aware at all appropriate points where there is a right of appeal, and will be told of the procedure, including time limits, of lodging an appeal. This will normally take the form of notes appended to notices or orders.

Where the Council is dissatisfied with the outcome of an appeal, it will itself consider an appeal to the Lands Tribunal or the Court of Appeal as appropriate.

6.9.12 Specific HMO Actions

The Act gives the Council a range of powers to serve notices and take action within the Mandatory Licensing framework. The following sets out how the Council can use its powers.

6.9.13 Temporary Exemption Notices (TEN)

The Council may grant a TEN where:

- the owner of a licensable HMO states in writing that he/she is acting to make it non-licensable; and
- the Council is satisfied that it will be non-licensable within 3 months of the date of receiving the written notice

In deciding whether to grant a TEN, the Council will have regard to the proposals for the property, any Planning considerations and arrangements for meeting the needs of occupiers including those likely to be displaced. The Council will only grant a second TEN in exceptional and unforeseen circumstances.

Where a TEN is not issued, the Authority must inform the manager or person having control by way of a notice, stating the decision and why it has been made, and providing details of rights of appeal.

Licences are not transferable. Provisions exist to treat the licence as a Temporary Exemption Notice for a period of 3 months following the licence holder's death. During that three month period, the representatives of the licence holder may request an extension of time of three months. If this is agreeable, the Council will serve notice to this effect.

6.9.14 Rent Repayment Orders

Where the Council is satisfied that a landlord has operated a licensable HMO without the benefit of a Licence and the rent is paid as Housing Benefit, it will usually apply to the Residential Property Tribunal for a Rent Repayment Order. In

such circumstances, the Council will advise tenants of their rights, which may include that of applying for a Rent Repayment Order in respect of non-Housing Benefit rental payments.

6.9.15 Interim Management Orders

The Council will make an Interim Management Order (IMO) where it considers it necessary to secure that appropriate measures are in place in relation to the management of an HMO which is required to be licensed.

An IMO may be made to take steps to protect the health, safety or welfare of occupants of the house, or of neighbours or people having an interest in neighbouring properties, or any other management steps the Council consider appropriate pending the grant of a licence or issue of a final management order.

The Council will make an IMO where the property is an HMO which is required to be licensed but is not and it is considered that there is no reasonable prospect of it being licensed in the near future, or that the making of an interim management order is necessary to protect the health, safety or welfare of occupants of the house or neighbouring occupants or those having an interest in neighbouring properties. This could include the threat to evict a tenant in order to avoid the need to licence a property.

When an IMO is made, the Council will take any immediate steps to protect the health, safety and welfare of the occupants of the house and its neighbours and the proper management of the house.

Whilst an IMO is made, the Council will collect rents and can deduct from this income any relevant expenditure and sums due in compensation to a third party. Any residual income, with interest if relevant, must then be paid to the landlord or other recognised recipient at a frequency determined by us.

An IMO may be varied where appropriate.

An IMO may be revoked where the house ceases to be a HMO, a licence is subsequently issued, a Final Management Order is made or in other circumstances as appropriate.

An IMO when in force is a local land charge.

The Council reserves the right to appoint an agent to fulfil these functions.

6.9.16 Final Management Orders

The Council will consider making a Final Management Order (FMO) to secure the long term management of an HMO in accordance with a management scheme detailed in the order.

A FMO can be for a maximum duration of 5 years.

A FMO when in force is a local land charge and, the Council can also apply to the Chief Land Registrar for the entry of an appropriate restriction in the register in respect of the order.

If it is necessary to protect the health, safety and welfare of the occupants and neighbours on a long term basis, FMOs will be made to replace IMOs on their expiry if the property is required to be licensed but cannot be licensed or if it is not required to be licensed.

New FMOs will be made to replace existing ones under the same circumstances.

An FMO will contain a management scheme for the property.

When a FMO is made, the Council will take appropriate steps in relation to the long term management of the property. The Council will periodically review the order and the management scheme contained in it, and consider whether keeping the order in force is the best course of action.

Following the review we may vary or revoke the order or issue a licence in respect of the property.

When a FMO is in place, the Council have the right to:

- Take possession of the house
- Do anything, and authorise a delegated person to do, which a person having an interest in the house would be entitled to do.
- Create a leasehold or occupancy licence. Such tenures cannot extend beyond the period of the FMO, nor can the notice to quit or termination be more than 4 weeks.
- Create an assured shorthold tenancy as long as it starts more than 6 months before the expiry of the order.

(The time elements in the 3rd and 4th bullet can be waived with the written consent of the person who would be managing the property if the order were not in force.)

The Council reserves the right to appoint an agent to fulfil these functions.

6.9.17 Registers

The Council will maintain registers of Licences, Temporary Exemption Notices, Interim and Final Management orders. These registers will contain all the relevant information required by regulation as well as any other information the Council consider relevant.

The information will be stored electronically with the ability to be transcribed when required.

The information will generally be made available to the public in accordance with the relevant provisions of the Data Protection Act and the Freedom of Information Act.

Personal callers will be advised of the availability of any paper versions of the relevant registers for inspection. This will be during office hours at the council building housing the offices of the department responsible for the management of the HMO licensing scheme.

6.9.18 Enforcement

The Council's enforcement policy appropriate to a Housing Health and Safety Rating System (HHSRS) is set out at section 6 and will be followed where relevant.

In deciding on the most appropriate enforcement action in any particular case, the Council will follow the parameters of this private Sector Housing Enforcement Policy.

This policy includes general powers of entry, requisition of documents, issue of documents and any other relevant matter.

HHSRS does not have to be considered before a licence is issued.

The Council will consider whether it has a duty to act under HHSRS (i.e. for an identified category 1 hazard) as soon as practicably possible but in any case not greater than 5 years following the issue of a licence.

The assessment of hazards in HMOs is made for each unit of accommodation, and each assessment will reflect the contribution of conditions in the common parts.

If an enforcement notice is served on an HMO and it reverts to a single occupation, the Council will consider whether the impact of the hazard has diminished and take appropriate action.

6.9.19 Other Requirements

As part of a general revision of housing standards legislation the existing Housing Fitness Standard is replaced by a Housing Health and Safety Rating System (HHSRS), which involves a risk assessment of the effect of housing conditions on the health of occupiers.

The HHSRS involves the assessment of 29 potential hazards and scoring their severity to decide whether improvements are needed. If more serious "Category 1" hazards are found the Council has a duty to require the owner to take appropriate action. If less serious "Category 2" hazards are found, the Council is obliged to take appropriate action as provided for within its enforcement policies. Councils are required to assess licensable HMOs to ensure that there are no Part 1 (HHSRS) functions that ought to be exercised by them. This has to be done within five years of a licence being issued. These deficiencies may be dealt with in accordance with the Enforcement Policy before a licence can be issued

7 HOUSING HEALTH AND SAFETY RATING AND ENFORCEMENT

7.1 Introduction

7.1.1 This section describes the application of the Council's Housing Enforcement Policy in relation to the Housing Health and safety rating System (HHSRS) established by the Housing Act 2004. Any housing enforcement action taken by the Council under the HHSRS, in the form of informal Notices, formal Works Notices, prosecution action or works in default will be primarily based upon an assessment of risk that a house poses to either the tenants or the general public. Any actions taken will, where appropriate, follow specific guidance on enforcement contained in Statute and through government Circulars and guidance.

7.1.2 Inspection of a house may take place for a number of reasons, for example, a complaint about a property from a private tenant or following information supplied by another agency etc. In addition, Local Authorities have a statutory duty under Section 3 of the Housing Act 2004, which requires them to consider the housing conditions in their district, determining what action to take under the Act. All authorised officers, when making enforcement decisions, will be bound by this enforcement policy.

7.2 Housing Health and Safety Rating System

- 7.2.1 The HHSRS is a tool for assessing the living conditions of a property. The system is based on 29 possible hazards to the most vulnerable occupier.
- 7.2.2 The process is structured around an evidence based risk assessment process. Local Authorities have a duty to act on Category 1 hazards. They also have the power to take action in the case of Category 2 hazards. HHSRS is a technical assessment. It is a two-stage process, addressing first the likelihood of an occurrence and then the range of probable harm outcomes. The assessment will be based on the potential occupant who is the most vulnerable to that risk.
- 7.2.3 The two stages are combined to give a rating in respect to each hazard, which is a numerical score. Hazards are then banded from A to J, A being the most severe. The HHSRS does not provide a single score for the dwelling as a whole.
- 7.2.4 A Category 1 hazard means a hazard of prescribed description that after a numerical calculation using national statistical information is banded A, B or C. Category 2 hazards are those banded D or lower.

7.3 Enforcement

- 7.3.1 All enforcement must follow the principals of the enforcement concordat adopted by the Council and prevailing Guidance from the Office of the Deputy Prime Minister (ODPM).
- 7.3.2 A full property survey will normally be undertaken as good practice to determine all the extent of HHSRS hazards, however, when urgent action is considered necessary or there is no co-operation from a landlord or owner, action will be taken based on the evidence available rather than, for instance, pursuing a warrant to effect a whole property assessment.
- 7.3.3 Before coming to any decision in respect of enforcement it is necessary to consider many criteria. These include:
- The seriousness of the offence
 - The past history of the property
 - Confidence in the management
 - The consequences of non-compliance
 - The likely effectiveness of the various enforcement options
- 7.3.4 When the Council becomes aware of a hazard or defect that is not so serious that immediate action is required, it will follow the procedure below:
- a) Informal stage: write to the owner or landlord outlining the nature of the problem and asking what remedial action will be taken to remedy the hazard or defect within 10 days (in accordance with prescribed regulation which may from time to time be amended by the Secretary of State). Where an owner or landlord indicates their intention to take action the Council will have regard to this and the timescales involved. If the action is considered to be reasonable progress will be monitored to ensure the works are carried out to a satisfactory standard. However, if no response is given or works are not progressing satisfactorily the matter will pas on to the next stage of enforcement.

- b) Prioritisation stage: will risk assess the property and prioritise action according to:
- The number of Category 1 and Category 2 hazards
 - The vulnerability of the current occupiers
 - The hazard scores
 - In the case of HMOs, whether they are licensable and the number of storeys

This stage will be monitored on a monthly basis.

- c) Formal stage: A schedule of works will be drawn up and formal notice served within 28 days of the start of the formal stage unless there are good reasons for delay.

7.3.5 There may be occasions when the Council considers that the risk to the occupant is high enough to consider formal action without the informal stage. Factors include the cost of repair, whether the current tenants are vulnerable tenants, and whether the property exercises any imminent risk to the occupiers.

7.4 Enforcement Options

7.4.1 It is for the Council to determine the most appropriate course of action in relation to the existence of hazards in all circumstances. The following options are available to the Council when considering the most appropriate action:

- Serve an Improvement Notice
- Make a Prohibition Order
- Serve a Hazard Awareness Notice
- Take emergency remedial action
- Make an Emergency Prohibition Order
- Make a Demolition Order
- Declare a clearance area

7.4.2 The Council cannot take more than one of these actions (unless it is an emergency action) at one time but can vary the action required if the action taken has proved unsuccessful. Emergency procedures cannot be used for Category 2 hazards.

7.4.3 All Notices and Orders will have a Statement of Reason attached to them. The Statement will include why the type of enforcement taken has been pursued. A copy of the Statement will accompany the Notice or Order.

7.4.4 Consideration will be given to the views of owners, landlords and tenants before formal action is taken. Examples of these considerations include:

- When an owner-occupier brings to the attention of the Council that they do not wish for formal action to be taken because they could not cope with the upheaval. In this situation the Council may need to consider whether the benefits of carrying out the works outweigh the health benefits once the work

is complete. If the hazard were one that might cause harm to a visitor, this would override this consideration.

- If the Landlord is a large registered social landlord the Council will consider whether the repair may be dealt within a large programme of work in a group repair scheme. The Council would have to be convinced that a programme of work existed.
- Tenants can sometimes worry that the landlord may increase the rent as a result of the improvements that the landlord is asked to carry out. The following may need to be considered; the type of tenancy agreement i.e. what rights the tenants have, the types of risks associated with the hazards, whether the actual tenants are vulnerable⁴, or whether children reside in the premises, etc. HHSRS is based on a potential risk to the most vulnerable group specified in the HHSRS guidance. However, if the Council decide to take action we will be taking into consideration the current occupiers and, where appropriate, any potential occupants.

⁴ Vulnerable: excludes those who could be registered as chronically sick or disabled. Registered disabled would have the potential need for specialist adaptations to make dwellings suitable. The vulnerable groups in HHSRS are based on age and this can be found in the technical guidance.

7.4.5 When enforcement action is taken and there is a change in circumstances, where the recipient is no longer responsible, the notice will be enforced on their successor. However any outstanding liabilities such as fines will remain with the original person.

7.5 Appeals

7.5.1 There is a right of appeal against any Notice, Order or Decision made by the Council. All appeals are made to the Residential Property Tribunal (RPT). The RPT may confirm, quash or vary the Notice, Order or Decision.

7.6 Improvement Notice

7.6.1 An Improvement Notice can be served on all category 1 and 2 hazards. The minimum consequence must be the removal of all Category 1 hazards, which should not recur within 12 months of the Notice. Where practicable, all Category 1 and moderate Category 2 hazards will be included in the same Notice.

7.6.2 Timescales for remedial works must be 28 days or more from the date of serving a notice. Once the work has been completed, the Notice will be revoked formally in writing. Improvement Notices are registered as local land charges.

7.6.3 Any appeal must be made within 21 days of the service of a notice.

7.7 Prohibition Order

7.7.1 A Prohibition Order can be served for both Category 1 and 2 hazards. It would become effective after 28 days. It may prohibit the use of part or all of the premises for some or all purposes or place restrictions on the numbers of occupants. A Prohibition Order would be used, for example:

- Where remedial action is unreasonable or impractical and conditions present a high risk
- To specify the maximum number of persons that should occupy a dwelling
- specify the maximum number of persons who should occupy the dwelling where there is insufficient facilities
- To prohibit the use of a dwelling to a specific group of people

7.7.2 In determining whether to serve a Prohibition Order, consideration will be given to the risk of social exclusion, whether the premises is listed or in a conservation area, whether the owner proposes to consider alternative uses, the effects on the community, and the effect on the availability of local accommodation for re-housing any displaced occupants. However, the health, safety and well being of the occupants and their visitors will be an over-riding consideration.

7.7.3 Prohibition Orders will be registered as local land charges. Any appeal against a Prohibition Order must be made within 28 days.

7.8 Suspending a Notice

7.8.1 The Council may suspend the action specified in an Improvement Notice or Prohibition Order. The notice to suspend may specify certain trigger points such as non-compliance to an undertaking given to the Council or a change in occupancy. The trigger points will be clearly stated in the notice.

7.8.2 The Council will consider the likely tenants who in the next 12 months could potentially occupy a premise before deciding to suspend a notice.

7.9 Emergency Measures

7.9.1 Where the Council are satisfied that a hazard presents an imminent risk to the occupants of premises, emergency measures can be taken. It is for the Council to determine what constitutes an imminent risk.

7.9.2 Emergency measures include emergency remedial action or an Emergency Prohibition Order.

7.9.3 Any appeal must be made within 28 days. An appeal will not prevent emergency action from being taken.

7.10 Emergency Remedial Action

7.10.1 Where a Category 1 hazard exists and there is an imminent risk of harm to the occupier, the Council may enter premises (by invite or with a warrant) to take remedial action to remove the imminent risk of serious harm. The Council will serve a notice within 7 days of taking emergency remedial action.

7.11 Emergency Prohibition Orders

7.11.1 If, in the view of the Council, a hazard involves a serious risk of harm to the occupant the Council may enter a premises to prohibit part of a premises. The order will take effect immediately. It is for the Council to consider whether the action carried out gives grounds to revoke or vary the order.

7.12 Hazard Awareness Notice

7.12.1 The Hazard Awareness Notice is discretionary and may be used as a response to a minor hazard. There is no appeal and the notice is not registered as a local land charge. It may be considered where the Landlord has agreed to the carryout repairs informally.

7.12.2 A Hazard Awareness Notice may also be considered for Category 1 hazards where the Council wish to inform an owner-occupier of a particular hazard. In consideration of this, the Council must take account of the likelihood of harm to people who may visit the property and the vulnerability of the occupants. The Council must be able to justify why it took a more lenient approach. It may not be appropriate to serve a Hazard Awareness Notice where there are risks of falling objects such as slates from a roof. This is because there would be a clear risk to those visiting the premise as well as the owner-occupier.

7.13 Demolition Orders

7.13.1 Demolition Orders provide a possible response to a Category 1 hazard and in deciding on this enforcement option, the Council will take account of:

- The health and safety of the occupants.
- The options for re-housing of occupants.
- The demand for and sustainability of the accommodation if the hazard was remedied.
- The prospective use of the cleared site.
- The local environment and the impact of a cleared site on the appearance and character of the neighbourhood.

7.14 Clearance Areas

7.14.1 The Council can declare a clearance area if it is satisfied that each of the residential buildings in the area contains one or more Category 1 hazard (Or if these buildings are dangerous/harmful to the health and safety of the occupants as a result of bad arrangements) and other buildings, if any, in the area are dangerous or harmful to the health of the inhabitants. A clearance area can also be declared in circumstances set out under section 47 of the Housing Act 2004.

7.15 Powers of Access

7.15.1 The Council will exercise its Power of Entry into properties to carry out relevant duties under the Housing Act provided that:

- The officer concerned is authorised in writing by the Council.
- The officer has given 24 hours notice to the owner or occupier of the premises they intend to enter.

7.15.2 If this proves unsuccessful, the Council will apply for a magistrates' warrant to effect the power of entry by force if necessary. The Council will also seek a magistrates' warrant if it is considered that prior warning is likely to defeat the purpose of the entry.

7.15.3 The Council also has the power to require documentation to be produced in connection with its duties contained within Parts 1 – 4 of the Housing Act 2004.

Such Notice will specify the consequences of not complying. Copies of documents can be retained by the Council.

7.16 Non-Compliance

7.16.1 If a Notice served by the Council in relation to its duties under Parts 1 – 4 of the Housing Act 2004 is not complied with, the Council will consider the following options:

- Prosecution
- Carry out the works in default
- Carry out the works in default and prosecute
- Consider whether a formal caution is appropriate

7.17 Prosecutions

7.17.1 Prosecution may result if there is a failure to comply with any Statutory Notice or Order. Authority to prosecute for non-compliance of a Notice or Order will be sought in accordance with the Council's prosecution policy as set out at the annex to this policy.

7.17.2 When the circumstances of a case are considered to warrant prosecution, all relevant information and evidence will be considered to enable a consistent, fair and objective decision to be taken, in accordance with the code for Crown prosecutors.

7.18 Power to Charge for Enforcement Action

7.18.1 Local authorities have the power to make a reasonable charge as a means for recovering expenses incurred in serving an Improvement Notice or making a Prohibition or Demolition Order. The Council will levy a charge for these services based on the time spent by officers in determining a Notice to be necessary. Charges will include, but will not be limited to time spent:

- Inspecting the premise.
- Drafting a Notice and requisite schedules.
- Administration costs in serving the Notice and securing payment.

7.18.2 A schedule will be sent detailing the time spent by Council staff in enforcing any Notice together with an invoice. Time spent carrying out work in default or remedial action will be covered separately. Officers will not charge for their time in circumstances that were not in the owner or landlord's control such as when a tenant or builders fails to attend a pre-arranged meeting.

7.19 Works in Default

7.19.1 If a Works Notice has not been complied with and/or prosecution action has been taken, the Council has the power to carry out the works in default. This course of action will be authorised by the Head of Service or by the Public Health Manager. If a decision is made to carry out works in default the officer will contact the person on whom the Notice was served indicating the Council's intentions and prepare a Specification of Works. The specifications will convey the exact works required by the Notice, e.g. quantities, quality and type of repairs, replacements, components

etc., to ensure contractors are tendering for the same work. Specifications giving alternatives for individual items are not appropriate.

7.19.2 If Building Regulation Approval or Planning Permission is required, appropriate arrangements will be made, including suitable plans and application forms. Works will be procured in accordance with the Council's Code of Procurement.

7.19.3 If further works become apparent during the course of the contract, a decision will be taken as to whether they are essential and valid in connection with the total works being undertaken.

7.19.4 If they can be classified as being "unforeseen" in relation to works already being undertaken, the builder will be asked to amend his price. This might involve works not originally considered necessary but subsequently found to be necessary to ensure satisfactory completion of an item and are within the terms of the notice, for example:

- An original specification for replacement of 5m² of plasterwork. Once wall coverings are removed more extensive replastering is considered necessary.
- More extensive treatment required to cure dry rot.
- Replacement of windows required for windows that were thought feasible to repair.

7.19.5 Any new works identified will require the service of new Works Notices.

7.19.6 On completion of the works, the contractor should submit an invoice for the works carried out which will be checked against the original tender. Any unforeseen works carried out will require additional documentary evidence. If satisfactory, it will then be passed for payment.

7.19.7 Any guarantees, etc procured are to be passed to the owner on payment of the outstanding debt.

7.19.8 Demands for payment would be similar to the above procedure and would comprise the cost of the contractor carrying out the work plus the Local Authority officer costs as indicated previously for works such as administration, site visits, mileage etc.

7.20 Risk Assessment

7.20.1 Where a Category 1 hazard exists, the Council has a duty to take action. However the Council does have discretion on how to prioritise action - the greater the hazard, the higher the risk to the most vulnerable occupant and the greater the urgency for action. It may be necessary for the Council to prioritise their cases on the highest risk first. The number of individual Category 2 hazards will also be considered in the officer decision.

7.20.2 The Council has discretion to enforce the rectification of Category 2 hazards and this will be left to the professional judgement of the authorised officer handling the investigation. In determining enforcement against such hazards, the officer will have regard to, amongst other things:

- The local Housing Stock Condition Survey findings
- Whether the Council is already taking action to deal with Category 1 hazards in which case moderate Category 2 (D and E) hazards will be enforced at the same time.

- The potential for the hazard to become a Category 1 hazard within a short duration (under 2 years)

7.21 The HHSRS Link to HMO Licensing

7.21.1 The Council does not need to consider HHSRS before an HMO licence is issued. However, if during the licensing process the Council have reason to be concerned about the health and safety of the occupants and the likelihood of Category 1 hazards, it will take action as described within this policy. The Council also has a duty to ensure that no licensed property has any Category 1 hazards within 5 years of the licence being granted. The Council cannot attach conditions to the licence on the expectations of the works being carried out.

7.21.2 In HMOs the assessment of hazards is made for each unit of accommodation, which will reflect the contribution of conditions in the common parts.

7.21.3 If an Enforcement Notice is served on an HMO and it reverts to single occupation, the Council will consider whether the impact of the hazard has diminished and take appropriate action.

HUNTINGDONSHIRE DISTRICT COUNCIL

PROSECUTION POLICY

In keeping with its preventative role, the Council will use a variety of means to ensure that the law, which it is required to enforce, is complied with within the Huntingdonshire District. These means will include education, advice, guidance, warning letters, Improvement Notices, Prohibition Notices, other Statutory Notices issuing a caution and prosecution.

The Council will use discretion in deciding whether to initiate a prosecution and recognises that the decision to prosecute is significant and could have far reaching consequences on the offender. Before deciding to recommend a prosecution, they will take account the criteria set out below.

The authority to make a decision to prosecute is generally set out in the Council's Scheme of Delegation. It is usually delegated to the Director of Operational Services or Head of Service after consultation with the Chairman of the appropriate Panel or Executive Member. However in the case of failure to comply with a statutory notice prosecution is at the discretion of the Director of Operational Services or the Head of Environmental and Community Health Services.

In determining whether or not to institute legal proceedings the public interest will be of paramount consideration. The following matters will be taken into account in addition to any other matter that may be considered relevant in any particular case.

Whether the evidence available is sufficiently reliable, admissible and substantial to provide a realistic prospect of conviction, having regard to the evidential and public interest tests set down in the Code for Crown Prosecutors and any other prosecution code or government guidance for the time being relevant to the case under consideration. Such consideration will include:-

- The general record and attitude of the offender.
- The attitude and reliability of any witnesses.
- The gravity of the offence (including where the alleged offence involves a flagrant breach of the law such that public health, safety or well-being is put at risk).
- The failure by offenders to comply with lawful written directions of Officers provided the offenders having been given reasonable opportunity to comply with those directions.
- The failure by defendants to comply in full or in part with the requirements of a Statutory Notice.
- Whether it is desirable to deter others from similar failures to comply with the law.

- Whether it is more appropriate after consideration of all the circumstances and on being satisfied of a person's guilt and the offender accepting that guilt to offer a formal caution in accordance with guidance laid down in Home Office Circular 18/1994 as may be amended from time to time.

This prosecution policy also relates to the prosecution of individuals and individual managers or directors where the Council consider that a conviction is warranted and it can be shown that the offence was committed with their consent or connivance or to have been attributable to neglect on their part.

In consultation with their supervising officer and, where appropriate, the Council's legal advisor, the investigating officer(s) will gather appropriate evidence and prepare the case on behalf of the Council. Where, having considered all the evidence, it is considered that a prosecution may be warranted, a written report will be prepared for consideration and authorisation. Following written authorisation to proceed, the Council's legal service will instigate the prosecution. Regard will be had to the requirements of Police and Criminal Evidence Act 1984(PACE) and the Criminal Procedure and Investigation Act 1996 (CPIA) and the Regulation of Investigatory Powers Act 2000 (and associated orders) and any relevant procedural documents.

Officers of the local authority have a variety of powers available to them for the purpose of the discharge the functions of the enforcing authority. These include, in appropriate cases as permitted by statute, the power of entry to relevant premises at any reasonable time (or at any time if it appears that there is serious problem), to seize equipment, seize documents, and to take any other suitably authorised person or a constable and any equipment or materials required for any purpose for which the power of entry is being exercised.

If it is believed that entry may be refused, or entry by force may be necessary a warrant to enter will be sought from the magistrates. Refusal of entry, as permitted by the law, is obstruction and will lead to prosecution in all but exceptional circumstances.

Having decided to prosecute, the policy of the Council is to proceed without any unnecessary delay. Once the prosecution has been determined by a court of law, the Council will contact all its witnesses to inform them of the outcome.

DRAFT HMO LICENSING CONDITIONS**HUNTINGDONSHIRE DISTRICT COUNCIL****HMO LICENCE CONDITIONS****Mandatory Conditions in accordance with Housing Act Requirements**

1. If gas is supplied to the house the Gas Safety (Installation and Use) Regulations 1998 shall be complied with in all respects. In particular an annual safety check shall be carried out by a CORGI registered engineer on each gas appliance/flue.

A current Gas Safety Certificate (obtained within the last twelve months) in respect of the house shall be supplied with the application to Huntingdonshire District Council and annually thereafter.

2. Electrical appliances made available in the house by the licence holder shall be kept in a safe condition. A declaration, on demand, shall be supplied to Huntingdonshire District Council as to the safety of such appliances.
3. The furniture made available by the licence holder shall be kept in a safe condition. A declaration, on demand, shall be supplied to Huntingdonshire District Council as to the safety of such furniture.
4. A fire detection and alarm system designed to meet the requirements of BS5839 – 6:2004 shall be installed in the house. The fire detection and alarm system in the property shall be inspected, tested and serviced (where relevant) in accordance with BS 5839 – part 1:2002, sections 6 and 7. In particular the following shall be carried out:
 - every six months checks on the system shall be carried out in accordance with clause 45.3
 - every twelve months checks on the system shall be carried out in accordance with clause 45.4
 - Where provided independent smoke alarms shall be cleaned periodically in accordance with the supplier's instructions.

Throughout the period of the licence, inspection and servicing certificates in the format recommended by BS 5839 – part 1:2002 should be submitted to the Council upon demand by an authorised officer of the Council. The above mentioned checks shall be carried out by a competent person. (NNICEIC, ECA or BFBSA contractors who are familiar with all British Standards relating to automatic fire detection systems are normally acceptable in this respect. Other contractors will be asked to demonstrate their competence to the Council before acceptance of such certificates.

A declaration, on demand, shall be supplied to Huntingdonshire District Council as to the condition and position of any smoke alarms in the property.

5. The licence holder shall supply to the occupiers of the house a written statement of the terms on which they occupy it.

6 Additional Licence Conditions Considered necessary by Huntingdonshire District Council

- 6.1 This is not an exhaustive list and the Council may attach other licence conditions which it reasonably considers necessary in order to ensure effective management, maintenance and operation of a House in Multiple Occupation.

1. The licence holder shall comply with The Management of Houses in Multiple (England) Regulations 2006 (as from time to time may be amended) and any Approved Code of Practice issued under Section 233 of the Housing Act 2004.
2. The electrical installation shall be kept safe and in proper working order and:
 - a periodic check shall be undertaken in accordance with BS 7671 at intervals of no more than five years.
 - a periodic inspection report in the format recommended in Appendix 6 of BS 7671 shall, at any time during the period of the licence, be submitted to the Council, upon demand by an authorised officer. The report shall be issued by a competent person. (A competent person in this respect includes NICEIC enrolled contractors of ECA members who regularly inspect, and are qualified to inspect domestic electrical installation systems and whose work is subject to regular assessment).
3. The licence holder shall ensure at all times, gardens, yards and other areas within the curtilage of the house are kept in a reasonably clean and tidy condition and free from rodent infestation.
4. The licence holder shall notify all occupants at the beginning of their occupancy of the arrangements in place to deal with emergency and other repairs.
5. The licence holder shall at all times comply with relevant landlord and tenant legislation.
6. The licence holder shall maintain the exterior of the property in reasonable decorative order and reasonable repair.
7. The licence holder shall make suitable and adequate provision for refuse storage and collection at the house.
8. The escape lighting in the property shall be inspected, tested and serviced generally in accordance with clause 12 of BS 5266 – 1:1999. In particular the following shall be carried out:
 - every six months checks on the system shall be carried out in accordance with clause 12.4.4
 - every twelve months checks on the system shall be carried out in accordance with clause 12.4.5

- for self contained luminaries with sealed batteries, after the first three yearly test, the three yearly test shall be carried out annually in accordance with clause 12.4.6

Throughout the period of the licence, periodic and test certificates in the format recommended by BS 5266 – part 1:1999 shall be submitted to the Council upon demand by an authorised officer of the Council. The checks shall be carried out by a competent person. (NICEIC, ECA or BFPSA contractors who are familiar with all British Standards relating to emergency escape lighting systems are normally acceptable in this respect. Other contractors will be asked to demonstrate their competence to the Council before acceptance of the certificates.)

9. The licence holder shall comply with the (following)(attached) schedule of (restrictions)(and/or)(prohibitions) on the use or occupation of the house (and/or) (particular parts of the house) by persons occupying it.
10. The licence holder shall supply occupiers with a written statement of the terms of the tenancy which incorporates details of how deposits will be held and terms of return, an inventory of contents and condition at the commencement of the tenancy; details of rent and dates due, rent payment methods, and how and when rent may be increased and provide for a means of contact for repairs, reporting etc.
11. The licence holder shall take reasonable and practicable steps to prevent or reduce anti-social behaviour by persons occupying or visiting the house:
 - The licence holder shall ensure that each occupier is made aware of any conditions imposed by the Council relating to the behaviour of occupants, and that compliance with any such conditions is made a condition of occupancy. Those conditions are that the occupants shall:
 - not cause nuisance and annoyance to other occupants or to neighbouring residents
 - comply with arrangements made by the manager for the storage and disposal of refuse
 - not cause damage to fixtures, fittings, fire precautions, or premises
 - not use abusive or threatening behaviour
 - allow access to the agent/landlord to maintain communal areas and, with reasonable notice, to carry out works within the occupants own accommodation

DRAFT HMO STANDARDS

7 Standards for Bedsits

Each unit of accommodation shall have adequate means of space heating.

Each kitchen area shall be fitted with:

- mechanical extract ventilation;
- adequate refuse disposal facilities;
- suitably sited fire blanket;
- adequate provision of fire doors and fire detection.

Each bathroom shall be adequately heated and ventilated. Ventilation should include humidistat-controlled extraction.

Appropriate fire detection and fire precaution equipment shall be fitted to the property..

Bedsit with sole use of:	
Item	Size or number
Cooker	4 hot rings and grill and oven (one household) or 2 hot rings and grill and oven (for single person household)
Sink	Sink and drainer with hot & cold water supply
Worktop	A minimum of 1 metre run x 0.6 metre deep
Electrical sockets, over worktop	A minimum of 4 sockets, excluding those for refrigerators and other fixed equipment
Dry food storage	Single wall unit or single base unit for one person. For more than one person proportionately more storage space is needed
Refrigerator, with freezer compartment	Standard size refrigerator
Bath/shower	1 for each household with hot & cold water supply
Wash hand-basin	1 for each household with hot & cold water supply
Toilet	1 for each household

Bedsit with shared use of:

If the above facilities are not provided within each bedsit, the following shared standards apply.

Item	Size or number	
Cooker	4 hot rings and grill and oven for each 5 occupants	Where items are specified for each 5 occupants and there are 6-10 occupants
Sink	Sink and drainer with hot and cold water supply for each 5 occupants	

Electrical sockets, over worktop	4 sockets for each 5 occupants, excluding those for refrigerators and other fixed equipment	
Dry food storage	Wall unit or base unit for each occupant	
Refrigerator, with freezer compartment	one standard size refrigerator for each 5 occupants	
Bath/shower	1 for each 5 occupants with hot & cold water supply	
Toilet	1 for each 5 occupants	
Wash-basin	1 for each 5 occupants with hot & cold water supply	

Each shared kitchen must be no more than one floor away from any letting – except where a suitable equipped communal dining room is provided next to each shared kitchen facility.

For advice and more information contact:

Environmental Health Services, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN

8 Standards for Shared Houses

The accommodation shall have adequate means of space heating.
 Each kitchen area shall be fitted with:
 mechanical extract ventilation;
 adequate refuse disposal facilities;
 suitably sited fire blanket;
 adequate provision of fire doors and fire detection.
 Each bathroom shall be adequately heated and ventilated. Ventilation should include humidistat-controlled extraction.
 Appropriate fire detection and fire precaution equipment shall be fitted to the property.

Item	Size or Number	
Cooker	4 hot rings and grill and oven for each 5 occupants	Where items are specified for each 5 occupants and there are 6-10 occupants then the landlord should double the number/size to be provided
Sink	Sink and drainer with hot and cold water supply for each kitchen/5 occupants	
Worktop	0.5 metre run per occupant plus 0.5 metre x 0.6 metre deep	
Electrical sockets, over worktop	4 sockets for each 5 occupants, excluding those for refrigerators and other fixed equipment	
Dry food storage	Single wall unit for each occupant	
Refrigerator, with freezer compartment	A minimum of one standard size refrigerator for each 5 occupants	
Bath/shower	1 for each 5 occupants with hot & cold water supply	
Toilet	1 for each 5 occupants	
Wash hand-basin	1 for each 5 occupants with hot & cold water supply	

A suitable equipped communal dining room should be provided next to each shared kitchen facility.

For further advice and more information:

Contact

Environmental Health Services, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN

Phone: 01480 388302, email : EnvHealth@huntsdc.gov.uk

IMPLEMENTING ELECTRONIC GOVERNMENT (IEG) STATEMENT 2006 (Report by the Head of Information Management)

1. INTRODUCTION

1.1 The purpose of this report is to seek approval to submit the final IEG 6 statement by the OPDM deadline of 10th April 2006. Due to the late issue of guidance by the ODPM and the need to progress the IEG through the usual HDC approval process we will be submitting a statement which has only received COMT approval. We will re-submit the IEG once it has received Council approval in June.

2. SUPPORTING / BACKGROUND INFORMATION

2.1 The Council is required to submit a statement of progress against e-government targets to the Office of the Deputy Prime Minister (ODPM) each year. Statements were submitted in 2001, 2002, 2003 and 2004. In return the Council received capital grants of, respectively, £200k, £200k, £350k and £150k. A further statement – IEG5 – was submitted in December 2005.

2.2 The IEG6 is attached to this paper. The sections which are still subject to change are:

Section 1 – Priority Outcomes - G8

Section 5 – Local e-Government Implementation Expenditure

Section 6 – Local e-Government Programme Efficiency Gains

2.3 In addition, Section 3 – BVPI 157¹, contains the same data as in the previous submission, due to insufficient timescales needed to collect updated figures. As a result this will now be completed at a later date.

2.4 The status of the priority outcomes for HDC at the end of the ODPM IEG Programme (31/3/06) are as follows:

Status	Priority Outcome
Green	R1, R2, R3, R5, R6, R8, R12, R14, R15, R18, R19, R20, R21, R22, R23, R24, R25, R26, R27, R29 G1, G2, G3, G4, G5, G6, G7, G9, G14, G16, G18, G19, G20, G22, G23, G24, G25
Amber	R4 (page 6 of IEG6), R7, R9, R10, R13, R16, R28 G8, G10, G11, G12, G13, G15, G17, G21
Red	R11 (p8)

¹ Best Value Performance Indicator 157 (BVPI 157) is the nationally set target for delivering or supporting services by electronic means. It measures 'the number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery'.

Green means that we have met the outcome. Amber means that we intend to meet the outcome and have made progress towards doing so. However, Amber outcomes were not met by 31/3/06 due, for example, to other priorities set by HDC, or restrictions imposed by supplier's software.

Red means we do not currently plan to meet the outcome. In the case of R11 this is due to the excessive cost of the software interface. The Council may chose to re-visit this outcome at a later date if other benefits "balance" the cost.

2.5 The document was compiled by the Customer First Team and input has been sought from a number of services within the Council.

2.6 As with previous IEG statements, successful implementation of Amber outcomes will depend on timely and sufficient input from all parts of the Council.

2.7 RECOMMENDATION

It is recommended that:

- Cabinet approves the submission of the attached Implementing Electronic Government (IEG) statement.
- Council confirms the submission of the attached Implementing Electronic Government (IEG) statement.

BACKGROUND INFORMATION

The National Strategy for e-Government:

(<http://www.localgov.gov.uk/Nimoi/sites/ODMP/resources/20021127%20Final%20NS%20with%20cover.pdf>)

Defining e-Government Outcomes for 2005 to support the delivery of priority services & National Strategy Transformation Agenda for Local Authorities in England:

(<http://www.localgov.gov.uk/en/1/priorityoutcomes.html>)

Contact Officers:

Chris Hall, Customer First Programme Manager

01480 388116

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2006 (IEG6)

"Meeting the targets for e-government"

Name of Authority: Huntingdonshire District Council

IEG Contact Name: Chris Hall

Email: Chris.Hall@Huntsdc.gov.uk

Telephone No: 01480 388116

Local Context

The six local authorities in Cambridgeshire continue to work together and share knowledge on a wide variety of projects, the nature and degree of participation depending on each Council's local circumstances.

The main projects in which all six authorities are involved are:

- The Cambridgeshire Community Network (CCN), a Public Private Partnership to provide broadband infrastructure across the County.
- The Cambridgeshire Community Portal, which provides a single access point to each authority's information and services. The Portal went live in May 2004 and is linked to the Police and NHS. Some town and parish councils and local voluntary organisation have also been brought on board.
- The Cambridgeshire Smartcard project, which is at the pilot stage and which is bringing together transport, library and leisure services.

HDC's e-Government programme, Customer First, is on track to deliver all our objectives. As well as the three projects listed above, the main elements of the programme are:

- A call centre, which went live in September 2005. We are sharing the County's technical infrastructure and signed an 8 year contract with them in March 2005. We are also leasing space in their call centre building but have employed our own staff and adopted different opening hours.
- A Customer Service Centre (CSC) in Huntingdon for face-to-face contact. We have just completed tendering for the provision of a new headquarters, a CSC and an operations centre. Members decided on the preferred solution on 7th December 2005 and we expect to open the CSC in May 2007.
- A transactional website. We implemented a Content Management System in July 2004 and are continuing to develop the site. We expect to introduce an online payments & bookings in 2006/7.

Underpinning all of this work are:

- Sound governance principles. We have a Programme Board and employ PRINCE 2 project management methodology.

- Effective change management processes - all Directors and Managers have received three days' change management training.
- A communication plan designed to ensure that members, staff and, in due course, customers understand what we are doing and why, and have the opportunity to provide input into the process to ensure that everyone's needs are met.
- A thorough review of our business processes. We have taken a measured approach to implementation. We are placing great emphasis on business process review and improvement to ensure that we increase our efficiency and effectiveness rather than simply making our existing processes electronic. We are confident that, as befits an authority assessed as Excellent in CPA, our implementation of e-Government will result in:
 - Significant improvements in levels of customer service which are already high.
 - Greater efficiency through streamlined processes and better use of information.
 - More effective and joined-up working with our partner organisations.
 - An Information Audit which will lead to a rationalisation of our information holdings and consequent improvement in our information management.

The call centre implementation has already resulted in improved call-handling performance due to the increased resources being deployed and the use of a Customer Relationship Management system. Lost call rates are down, the average time to answer a call has reduced significantly, and the percentage of calls dealt with first-time by our advisors is already exceeding our targets. Our primary e-Government priority in 2006 is to transfer many more services to our Call Centre.

Our e-Government Strategy is driven by our customer service strategy, and the focus is on improving customer service rather than reducing costs. However, we are implementing measurement mechanisms to capture efficiency savings in order to meet the requirements of 'Delivery Efficiency in Local Services'.

We are confident that take-up of Electronic Service Delivery will be high because:

- Our approach is customer-driven rather than technology-driven.
- Huntingdonshire is a relatively affluent area with a high level of IT literacy and home computer ownership.
- We have high take-up of existing electronic services – for example 72% of Council Tax payers pay by direct debit.
- Much customer usage is driven by us, for example by implementing a call centre to deal with customer contact by telephone and introducing mobile technology to take services to the customer rather than having them come to us.

We have ensured that we provide the benefits of e-Government to those least able to access technology themselves:

- We were a Beacon Council for Social Inclusion through ICT in 2003/4 and are continuing to support the provision of e-learning points in rural locations throughout the District.
- Having provided an ICT centre in the Oxmoor area of Huntingdon, one of the District's most deprived wards, we have moved on to set up Customer Information Centres in Yaxley and Ramsey and are scheduled to provide one in St Neots.

Note : Please note that the date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of IEG 6 unless a date is present. The Council will make a decision on whether to implement Government Connect based on an assessment of local priorities and needs at a later date.

Section 1 - Priority Outcomes (self-assessment)

Satisfactory progress towards delivery of the listed priority outcomes listed below is required within the remit for achieving e-government by 2005. See <http://www.odpm.gov.uk/index.asp?id=1002882&PressNoticeID=1546> and <http://www.idea.gov.uk/knowledge>.

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Green 30/09/2005	Green 30/09/2005
	Comment: The County Council are leading on this. As soon as the information is available on their website we will provide a deep link from our website to the relevant information.	
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Green 31/07/2004	Green 31/07/2004
	Comment: The implementation of the Content Management System (CMS) has ensured that we offer links from our website to County's. Our education website pages provide deep links to the http://www.camlearn.net/home.php on Cambridgeshire County Council website. http://www.huntsdc.gov.uk/Community+and+People/Adult+and+community+education	
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Green 31/07/2004	Green 31/07/2004
	Comment: The implementation of the Content Management System (CMS) has ensured that we offer links from our website to County's.	
If already 'green' on R1, R2 & G1 above please comment on E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank.	Comment: Huntingdonshire District Council (HDC) do not have any targets for this service as this is the responsibility of Cambridgeshire County Council.	
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk).	Green 31/03/2005	Green 31/03/2005
	Comment: LGCL tags are now in place. This information will be available to the public and call centre agents via our website, which contains an A to Z of services. This in turn links to the County Council where appropriate.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Amber 04/05/2005	Amber 04/05/2005
	Comment: As a consequence of the anti-social behavior initiative we will have to share data with the Police and other partners. The Police require this to be via the Government Secure Intranet (GSI). HDC has recently been selected as a pilot site by the Department for Work and Pensions (DWP) for trials of a Closed User Group (CUG). This CUG will allow transmission of e-mails through the Governments Secure Intranet (GSI) by investigators employed by the DWP and those based at HDC. Currently there are no confirmed dates for implementation. One reason for this is that funding for the trials will be provided in full by the DWP, but the department dealing with this matter has not yet received any funding to finance the initiative. However, we anticipate a go live date before the end of the current financial year. As a result of requirements relating to the Licensing, the Council has applied to join to CJIT; membership is expected to be operational in April 2006. At the same time, we will continue to monitor the re-launch of Government Connect.	
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Green 28/02/2003	Green 28/02/2003
	Comment: Hunts Electronic Learning Points project empowers and trains local people to use PCs, provides local websites and access to online learning and services. Our Leisure website, www.huntsleisure.org , allows local groups and clubs to list events and contact details.	
If already 'green' on R3, R4 & G2 above please comment on E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives. Otherwise you may leave this row blank.	Comment: We do not ask this question to residents at this point in time but we are planning an annual consultation with residents to establish whether they feel they have good access to the councils services.	
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 15/03/2003	Green 15/03/2003
	Comment: Democratic Services' information, including public access to minutes, agendas, reports and a future meetings diary, is updated dynamically and is available on the Council's website. Modern.gov delivers access to all this information plus Councillor details.	
R6 Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or that they can maintain themselves.	Green 31/07/2004	Green 31/07/2004
	Comment: The Content Management System gives us the ability to allow each Councillor to have a page to maintain.	
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Green 31/07/2004	Green 31/07/2004
	Comment: Consultation surveys are available on our website now. Citizens can sign up for mailing lists on www.huntsleisure.org website and we are currently evaluating expanding this service.	
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Green 31/07/2004	Green 31/07/2004
	Comment: We have the facilities, equipment and technical experience to do this and we have available on our website a Huntingdonshire in Perspective video.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
<p>If already 'green' on R5, R6, G3 & G4 above please comment on</p> <p>E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment: We are currently reviewing how best to survey those customers who use e-Services and we hope to introduce measurement in the future.</p>	
<p>R7 Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).</p>	<p>Amber 26/06/2003</p>	<p>Amber 26/06/2003</p>
	<p>Comment: Online delivery of Streetscene services will form part of our Citizen Portal channel of HDC's Customer Relationship Management System. It is anticipated that these services will be available online in 2006-7.</p>	
<p>R8 Online receipt and processing of planning and building control applications.</p>	<p>Green 31/03/2003</p>	<p>Green 31/03/2003</p>
	<p>Comment: Online submission and payment of planning applications has been implemented in conjunction with the Planning Portal. In addition, Planning Public Access enables customers to view, comment on and track the status of planning applications online via the Council's website. Initial research conducted with Building Control customers indicates no desire for web-based receipt and processing of applications. However, we can implement a Uniform module to meet this requirement if necessary.</p>	
<p>G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.</p>	<p>Green 31/03/2003</p>	<p>Green 31/03/2003</p>
	<p>Comment: Planning Public Access, available via HDC's website, provides customers with the ability to query the LLPG to identify a property and then zoom to a map of the property, and display additional property-related information. The delivery of Streetscene services will meet many of these requirements.</p>	
<p>G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.</p>	<p>Green 01/09/2005</p>	<p>Green 01/09/2005</p>
	<p>Comment: We have set up a procedure so that information, which may be relevant to Trading Standards, is passed on to them via an electronic form.</p>	
<p>G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.</p>	<p>Green 31/03/2003</p>	<p>Green 31/03/2003</p>
	<p>Comment: HDC has implemented an integrated business system, which includes planning, building control and licensing. In addition, integration with the LLPG enables staff to have an holistic view of permit and regulatory information relating to any property and improve policy and decision-making. We will also be able to securely share information with partner organisations such as the Police via secure e-mail.</p>	
<p>If already 'green' on R7, R8, G5, G6 & G7 above please comment on</p> <p>E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment: There are currently no targets for take up of planning services on line.</p>	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber 28/06/2005	Amber 28/06/2005
	Comment: We have carried out a procurement card trial. Identification of significant entry costs to ESPO's e-marketplace have resulted in a re-appraisal of the e-procurement strategy. Plans remain to implement paperless ordering and payment. Business process review of purchase to pay underway in the context of major re-organisation/new HQ project. Any future e-procurement strategy and solution will be aligned with new organisational structures and work methods. No date forecast yet for implementation.	
G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Amber 30/12/2005	Amber 30/12/2005
	Comment: HDC's CRM supplier is currently reviewing the options of including this functionality in the CRM system and they will communicate results to us when they know more. We are an active participant in a regional procurement group. Development of a County wide e-procurement solution is under consideration with a view to a collaborative solution. Already engaged with the Regional Centre of Excellence.	
G9 Regional co-operation on e-procurement between local councils.	Amber 01/06/2005	Green 31/03/2006
	Comment: We are an active participant in a regional procurement group. Development to a regional e-procurement solution is underway with a view to a collaborative solution. Already engaged with the Regional Centre of Excellence.	
If already 'green' on R9, G8 & G9 above please comment on	Comment:	
E5 Access to virtual e-procurement 'marketplace';		
E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;	Comment:	
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). Otherwise you may leave these rows blank.	Comment:	
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Amber 09/06/2003	Amber 09/06/2003
	Comment: Roll out of corporate e-payments will meet these requirements. The e-payments solution which is being implemented has been delayed due to software errors.	
R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.	Red 01/06/2005	Red 01/06/2005
	Comment: Delivery of added value services is not a priority for us at present. Dependent upon suppliers providing suitable web enabled products.	
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 09/06/2003	Amber 09/06/2003
	Comment: Roll out of corporate e-payments will meet these requirements.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/03/2005	Amber 01/03/2005
	Comment: Work is still ongoing and it is hoped this will be fully implemented in the first half of the new financial year.	
If already 'green' on R10, R11, G10 & G11 above please comment on	Comment:	
E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).	Comment:	
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	Comment:	
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	Comment:	
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 31/03/2005	Green 31/03/2005
	Comment: The implementation of the Content Management System has ensured that we offer links from our website to County's. Our website deep links to the Cambridgeshire County Councils library system pages both from our education and online services pages. http://www.huntsdc.gov.uk/Online%20Services http://www.huntsdc.gov.uk/Community+and+People/Adult+and+community+education	
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 09/06/2003	Amber 09/06/2003
	Comment: A bookings and payments module will deliver this functionality. Implementation requires an upgrade to the leisure business system which is currently being installed. Once this is complete the module will be implemented.	
G12 Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Amber 09/06/2003	Amber 09/06/2003
	Comment: CRM is now operational and we are working on the integration of Back Office systems and the use of the CRM via the web and Customer Service Centre. Cambridgeshire County Council are carrying out a trial of smart cards; we anticipate that we will implement smart cards for multiple District services following this trial. We currently use swipe cards and a shared customer database between our 5 Leisure Centres.	
If already 'green' on R12, R13 & G12 above please comment on	Comment:	
E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	Comment:	
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green 31/07/2004	Green 31/07/2004
	Comment: Cambridgeshire County Council provide this facility via their website. We have a direct link to this information from our transport planning pages, village database and tourist information kiosk.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Green 28/02/2004	Green 28/02/2004
	Comment: We already carry out online consultation surveys and publish the results on our website.	
G13 E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Amber 09/06/2003	Amber 09/06/2003
	Comment: As we are a rural district we do not issue enough parking tickets each year for this to be a priority for us at the moment.	
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 31/07/2004	Green 31/07/2004
	Comment: County provide mapping of roadworks on their website. The implementation of the Content Management System has ensured that we provide links to these pages.	
If already 'green' on R14, R15, G13 & G14 above please comment on E12 Agreed baseline and targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	Comment: HDC does measure customer satisfaction on Transport issues. However, we do not measure against BVPI 103 as we are not a Transport authority.	
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Amber 09/06/2003	Amber 09/06/2003
	Comment: Revenues and Benefits continue to have an Electronic Document Management system incorporating workflow (Anite@work). Our pilot project to implement mobile working will increase accessibility of this service. Because of this we will not be deploying Housing Benefit or Council Tax calls to our Call Centre.	
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Green 28/02/2002	Green 28/02/2002
	Comment: We already have a Benefits calculator and all the relevant claim forms on the HDC website.	
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 01/06/2005	Amber 01/06/2005
	Comment: Procurement to provide tablet PC's to assessment visiting officers together with wireless connectivity to back office systems to enable online benefit calculation is now complete. Deployment plans to provide solution for processing New Claims, Change of Circumstances and Interventions are now being applied. New Claims should be ready by Mid May(2006). Solution to enable remote collection of evidential information to support a benefit claim using tablet PCs and wireless connectivity to the existing back office document image processing system is now identified. Commercial contracts being finalised with suppliers to enable procurement to commence.	
If already 'green' on R16, R17 & G15 above please comment on E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.	Comment: HDC monitors its performance against this BVPI and the implementation of new ways of working will be quantified against this measure.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
<p>E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms.</p> <p>Otherwise you may leave these rows blank.</p>	<p>Comment: We currently have no plans to meet this outcome but this position will be reviewed in the future.</p>	
<p>R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.</p>	<p>Green 31/07/2004</p>	<p>Green 31/07/2004</p>
	<p>Comment: HDC does not provide care service it is the responsibility of the County Council. A deep link is provided to their Care Services Page. http://www.huntsdc.gov.uk/Community+and+People/Health.htm</p>	
<p>R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.</p>	<p>Green 31/07/2004</p>	<p>Green 31/07/2004</p>
	<p>Comment: HDC does not provide care services it is the responsibility of the County Council. A deep link is provided to their Care Services Page. http://www.huntsdc.gov.uk/Community+and+People/Health.htm</p>	
<p>G16 Systems to support joined-up working on children at risk across multiple agencies.</p>	<p>Amber 31/12/2005</p>	<p>Green 31/03/2006</p>
	<p>Comment: The County Council's plan to reengineer the children's services continues and is beginning to move to a more detailed implementation. In respect of the system element, the County Council have just approved the business case for the introduction of the Children's Information System. This system will pull together the information from various bodies and sources. However, this is currently about establishing the processes and policies not an electronic system. This next stage is still dependent on the actual systems being available on the market for us to purchase. We will wait for the County Council to lead on this outcome.</p>	
<p>G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.</p>	<p>Amber 31/12/2005</p>	<p>Amber 31/12/2005</p>
	<p>Comment: HDC has received funding from the Department of Work and Pensions to enable piloting of home visits by benefit assessors supported by mobile technology. If this is successful this may be extended to include other services both within the Council and in co-operation with other agencies. A deep link is also provided on the Health pages of our website to the Cambridgeshire County Council's care services page. http://www.huntsdc.gov.uk/Community+and+People/Health.htm http://www.huntsdc.gov.uk/Community+and+People/Health.htm</p>	
<p>If already 'green' on R18, R19, G16 & G17 above please comment on</p> <p>E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment:</p>	
<p>R20 Email and Internet access provided for all Members and staff that establish a need for it.</p>	<p>Green 01/10/2005</p>	<p>Green 01/10/2005</p>
	<p>Comment: All members and most employees have email and internet access, although internet access for staff is subject to approval from their line manager. The ICT helpdesk manager has now developed the 'Computer Usage Policy Document' which addresses this objective.</p>	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green 30/06/2005	Green 30/06/2005
	Comment: This will be addressed as a Council wide policy in the near future. It will address all factors such as Health and Safety as well as the IT aspects. Still ongoing.	
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Green 01/11/2005	Green 01/11/2005
	Comment: All members currently have the technology to work from home and dial-up for online access. 200 employees also have home working capability. Still ongoing.	
G18 Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Green 30/09/2003	Green 30/09/2003
	Comment: We have now established ECDL as part of our corporate training programme and it is open to staff and members.	
If already 'green' on R20, R21, R22 & G18 above please comment on E16 Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working. Otherwise you may leave this row blank.	Comment: Our e-Government Strategy is driven by our customer service strategy, and the focus is on improving customer service rather than reducing costs. However, we are implementing measurement mechanisms to capture efficiency savings in order to meet the requirements of 'Delivery Efficiency in Local Services'.	
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Amber 01/02/2004	Green 31/03/2006
	Comment: Our Call Centre opened on 22/09/05. The opening hours have been extended to 8am-6pm Monday to Friday and Saturday opening may be considered if demand is sufficient. Services will continue to be migrated to the Call Centre in 2006. The Council's website is generally available 24/7.	
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 31/07/2004	Green 31/07/2004
	Comment: The Content Management System went live in Summer 2004.	
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Green 31/12/2005	Green 31/12/2005
	Comment: EDM – Electronic Document Management system is being rolled out corporately. A request tracker is currently being used for FOI and an information audit is planned for Mid 2005. Record Management procedures are currently being put in place.	
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Green 31/07/2004	Green 31/07/2004
	Comment: Our new website conforms to AAA level of accessibility and the CMS enforces this conformance.	
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Amber 01/01/2003	Amber 01/01/2003
	Comment: This is a requirement in all our specifications. We will purchase e-gif compliant business systems as existing systems are replaced and new ones are acquired. Our website currently conforms to the Cambridge standard for metadata which draws upon the e-GMS standard. We are currently tagging our website pages with specific e-GMS and LGCL tags in addition to those mentioned above.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
<p>If already 'green' on R23, R24, G19, G20 & G21 above please comment on</p> <p>E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.</p> <p>Otherwise you may leave this row blank.</p>	Comment:	
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Green 01/03/2005	Green 01/03/2005
	Comment: Usage plus availability information is now available.	
R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Green 01/12/2000	Green 01/12/2000
	Comment: We currently analyse website usage including page impressions and unique users. These have shown a steady increase in usage over the last 4 years from 400 visits a day to over 1300.	
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Green 30/11/2005	Green 30/11/2005
	Comment: The Customer Service Strategy sets out a range of targets that will be developed as Customer First Programme rolls out. The performance targets for our Call Centre are as follows: Average speed of answer = 80% answered in 20 seconds, 5% abandoned rate, 80% service level average.	
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Green 31/07/2004	Green 31/07/2004
	Comment: Our new website meets all recommended usability standards/guidelines including use of access keys, navigation positioning and content styling. Work is in progress to educate contributors in Plain English standards.	
<p>If already 'green' on R25, R26, G22 & G23 above please comment on</p> <p>E18 Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	Comment: HDC will fulfil this requirement as our business process improvement methodology ensures we capture the benefits.	
R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.	Green 22/09/2005	Green 22/09/2005
	Comment: The Customer Relationship Management (CRM) was deployed in September 2005 with some integration to the back office, and includes elements of workflow. Systems have been implemented and roll-out of processes is being controlled. Roll-out of further services and processes will take place over time.	
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber 09/06/2003	Amber 09/06/2003
	Comment: Our current web and CRM architectures do not give us the ability to do this automatically. Where mediated access is provided, for example via the Call Centre, then a unique reference number will be included in any replies. Similarly, service requests passed from the Call Centre to the Back Office for processing will have a unique service identification.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.	Green 31/12/2005	Green 31/12/2005
	Comment: We are in the process of developing response standards and will implement appropriate processes and monitoring and reporting mechanisms in the next nine months.	
G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.	Green 01/06/2005	Green 01/06/2005
	Comment: The Customer Relationship Management (CRM) will be deployed in June 2005 with some integration to back office, and will include elements of workflow (e.g Anite@work and Biztalk).	
G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.	Green 01/06/2005	Green 01/06/2005
	Comment: Change of address is a service in Phase 1 of the call centre, to be implemented from September 2005 onwards.	
If already 'green' on R27, R28, R29, G24 & G25 above please comment on E19 Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology. Otherwise you may leave this row blank.	Comment: HDC will fulfil this requirement. A key element of implementing our CRM and associated technology is to capture these measures.	

Section 2 - Change Management (self-assessment)

Authorities are asked to provide information on advisory good practice outcomes relating to the internal organisation and management practices of the council that are required to help deliver the people, systems and service management changes necessary for e-government. Information supplied here will be used to inform national policy, but does not fall within the remit of the December 2005 target.

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio//206757): 		
i) Member & officer e-champions	Green 01/09/2001	Green 01/09/2001
	Comment: These positions have long been established within Huntingdonshire. In addition there is a Members Customer First Advisory Group.	
ii) e-government programme manager	Green 01/09/2001	Green 01/09/2001
	Comment: This position has long been established within Huntingdonshire.	
iii) customer services management	Green 30/11/2004	Green 30/11/2004
	Comment: We have recruited a Call Centre Manager and anticipate a subsequent re-organisation of management roles and responsibilities to reflect the focus on all customer service delivery channels.	
<ul style="list-style-type: none"> Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning (for more information about the e-capacity Building Programme see http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&XSL=standardcontent&Key=1) 	Green 30/11/2001	Green 30/11/2001
	Comment: We have planned, resourced and recruited staff with the necessary project, change and technical skills (Business Analysts, Project Managers and Support roles). Relevant front-line service staff are involved in delivering the projects. These staff, along with the Customer First, have attended a tailored Business Process Improvement course. The Council also ran a corporate Change Management training course for all Directors and Managers in 2004.	
<ul style="list-style-type: none"> Establishment of an e-delivery programme board 	Green 01/09/2002	Green 01/09/2002
	Comment: Established at start of the Programme. Membership includes Directors and representatives of partner organisations.	
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme 	Green 30/11/2001	Green 30/11/2001
	Comment: The Customer First team is trained in PRINCE 2 and MSP methodologies. Team tools include the use of a bespoke Intranet issues and risk management system.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures 	Green 30/10/2003	Green 30/10/2003
	<p>Comment:The Customer First team developed and uses a bespoke Intranet issues and risk management system, which is regularly reviewed and updated. Risks are also managed through the programme governance structure that is in place. The Council's risk manager and internal audit are also consulted where appropriate.</p>	
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Green 30/06/2003	Green 30/06/2003
	<p>Comment:Members approved the Customer Service Strategy in 2003. Customers were consulted during the writing of this document, including phone and face-to-face surveys to evaluate service needs. The development of longer-term plans for future consultation is required.</p>	
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Green 30/06/2003	Green 30/06/2003
	<p>Comment:Addressing the needs of different types of customers and communities has been a key consideration in developing the corporate e-Government Programme. More specifically, the Council has played a key role with the County Council in the development of a network of broadband access points across our villages. This resulted in a Beacon Council award in 2003/4 for ICT and Social Inclusion.</p>	
<ul style="list-style-type: none"> Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialexclusion.gov.uk/page.asp?id=583) 	Green 27/03/2003	Green 27/03/2003
	<p>Comment:Huntingdonshire is a relatively affluent District. However, we have identified the need for access to ICT in rural areas and have implemented several Learning Points which give general access to IT and IT learning to disadvantaged groups. This is supported by tuition from the Library Service. As part of a partnership initiative, we have also implemented a Community Learning Centre on the Oxmoor estate which gives residents access to IT technology which they can use to develop their skills for work or further education.</p>	
<ul style="list-style-type: none"> Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures 	Green 30/06/2005	Green 30/06/2005
	<p>Comment:An Information Manager has been recruited.</p>	
<ul style="list-style-type: none"> Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer 	Green 30/06/2005	Green 30/06/2005
	<p>Comment:This is a focus for the Information Manager who is: · Working on information and data sharing protocols across the council and also for use in the call centre. · Developing a fair processing statement to be communicated to the general public about how the council process their data in a fair manner.</p>	
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Green 30/05/2004	Green 30/05/2004
	<p>Comment:The Council is a partner to the County Council on the development and roll out of the Cambridgeshire Community Network. The Council will be procuring CCN connections from the County and has also helped to ensure that its rural access points (HELP) are linked to CCN.</p>	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal) 	Green 30/06/2005	Green 30/06/2005
	<p>Comment:The Council has already stated its intention to consider joining up with local partners/agencies in a main Customer Service Centre. Broadband access points have been or are planned to be installed in Council community shops shared with other agencies such as the CAB and Connexions. The Council is keen to promote the use of e-services to all partners in the community. Through working with Parishes, County, Community Groups and others, the Council will be looking to join up the promotion of e-services with all of its rural broadband access points.</p>	
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 	Green 30/06/2005	Green 30/06/2005
	<p>Comment:The Council recently commissioned external consultants to review our ICT Strategy and a report was produced which addressed information security. As a result we have now set up security forums with different parts of the organisation to consider the recommendations from the review. The Council will seek to comply with this policy as far as is practical. We have also recruited an Information Manager who is responsible for information security and he will be reviewing the Council's processes.</p>	
<ul style="list-style-type: none"> Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives 	Green 30/06/2005	Green 30/06/2005
	<p>Comment:The Programme is committed to undertaking Benefits Realisation Management. External consultants have been used to help advise on and pilot an appropriate methodology, and the benefits to be delivered from Customer First will be built into our new corporate performance management framework.</p>	
<ul style="list-style-type: none"> Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgs/lgs.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) 	Green 30/06/2005	Green 30/06/2005
	<p>Comment:This will be applied in the future to all online transactions on our recently re-launched website (to include online payments by early 2005). It will also be addressed as part of the implementation of the new call centre and associated processes.</p>	
<ul style="list-style-type: none"> Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal) 	Red 30/11/2004	Amber 15/01/2006
	<p>Comment:Following a recent independent review of its Information Security framework, including the establishment of an information asset register, risk analysis and BS7799 gap analysis, the Council intends to regularly review these areas. The development of Government security and related policies will also continue to be monitored. The Council will seek to comply with these policies as far as is practical and when a proven business case and/or potential service improvements have been identified. We are also monitoring recent developments in Government Connect/Authentication.</p>	
<ul style="list-style-type: none"> Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Red 30/11/2004	Amber 15/01/2006
	<p>Comment:For e-payments the Council will be using reputable third party Payment Service Providers (PSPs). The security credentials of the supplier will form part of the Council's decision to use them or not. Compliance with trust schemes could form part of the selection criteria in the future as more online services are deployed. Our website uses SSL technology to verify it as trusted by an independent verification company. At this stage the Council is not planning to work with Government Connect.</p>	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: <ul style="list-style-type: none"> i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) iv) citizen & business authentication for services for services categorised at security levels 0-3 v) registration & authentication of employees for internal and cross-agency services 		
	Red 31/12/2005	Red 31/12/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	
	Red 31/12/2005	Red 31/12/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	
	Red 31/12/2005	Red 31/12/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	
	Red 31/12/2005	Red 31/12/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
vi) corporate approach to collection of e-payments	Amber 30/10/2005	Amber 30/10/2005
	Comment: Project is underway to deliver a corporate e-payments solution. Issues with software have prevented application going live.	
vii) cross agency secure transactions (Government to Government)	Red 31/12/2005	Red 31/12/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Red 31/12/2005	Red 31/12/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Red 31/12/2005	Red 31/12/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 31/12/2005	Red 31/12/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/09/2005	Red 01/09/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	
• Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Red 01/09/2005	Red 01/09/2005
	Comment: Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied. The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.	
• Enable Directgov (see www.direct.gov.uk) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see http://www.localgov.gov.uk/localdirectgov/ieg5)	Amber 01/11/2005	Green 28/02/2006
	Comment: Links provided to Direct.gov by the end of February 2006.	
• Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 31/01/2002	Green 31/01/2002
	Comment: We are actively co-operating with Local Direct.gov and will provide reciprocal links from our website from the end of March 2006.	
• Introduction of Digital Interactive TV services (see http://www.digitv.org.uk)	Red 01/09/2005	Red 01/09/2005
	Comment: At this stage this is not a priority for the Council as there is no evidence of local demand for this service. We are monitoring the outputs of national projects and our use of Content Management System should allow us to re-present this data via digital TV if required. Please note that the end of 2007 date for the implementation of Government Connect is arbitrary and is only included as the ESD Toolkit software will not allow submission of the IEG unless a date is supplied.	
• Establishment of dedicated telephone contact centre(s) services	Green 22/09/2005	Green 22/09/2005
	Comment: A dedicated call centre has been implemented and now handles over 25% of all Huntingdonshire District Council calls. Further processes are due to be rolled-out in a staged plan.	
• Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm)	Green 01/01/2005	Green 01/01/2005
	Comment: We are now complying with the Freedom of Information Act 2000 and have a process in place for responding to requests within the statutory timeframe. We have also recruited an Information Manager who is responsible for this process.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) 	Green 11/07/2002	Green 11/07/2002
	Comment: We are a level 1 LLPG and link to the NLPG on a daily basis. Our streets are maintained to level 3. The LLPG underpins or is directly linked to 15 datasets within HDC. The LLPG has been used as one of the pilot local authorities for the ODPM Valuebill National project.	
<ul style="list-style-type: none"> Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems 	Green 22/09/2005	Green 22/09/2005
	Comment: Data is currently updated from the NLPG on a regular basis. We are currently implementing an improved process to provide daily updates from HDC's LLPG.	
<ul style="list-style-type: none"> Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) 	Red 31/01/2004	Red 31/01/2004
	Comment: Integration of software in progress.	
<ul style="list-style-type: none"> Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa) 	Green 31/12/2005	Green 31/12/2005
	Comment: We will provide deep links to Cambridgeshire County Council's web site from our web site once the information is available. Also Cambridgeshire Portal will provide a one stop source of information.	

Section 3 - BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are required to validate your local list of interactions against Version 2.01 of the Local Government Services List (LGSL) developed by local authority members of the esd-toolkit (www.esd-toolkit.org). All totals and percentages shown should be cumulative.

BVPI 157 Interaction Type	Forecast average IEG5 % e-enabled position at 31 December 2005	Actual				
		01/02	02/03	03/04	04/05	05/06
Providing information: ● Total types of interaction e-enabled ● % e-enabled	99 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 12 ● 11.32 %	● 97 ● 91.51 %	● 106 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 100.00 %	● 1 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	92 %	● 0 ●	● 0 ●	● 0 ●	● 0 ●	● 0 ●
Consultation: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 9 ● 34.62 %	● 26 ● 100.00 %	● 26 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	90 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 10 ● 83.33 %	● 12 ● 100.00 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 10 ● 13.51 %	● 62 ● 83.78 %	● 74 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	88 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 100.00 %	● 1 ● 100.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	91 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 8 ● 61.54 %	● 13 ● 100.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 6 ● 75.00 %	● 8 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	86 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 4 ● 80.00 %	● 4 ● 80.00 %
Total: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 31 ● 12.60 %	● 215 ● 87.40 %	● 245 ● 99.59 %

Section 4 - Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. Planning authorities should also complete the Local Service Website line for planning applications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Click on the light bulb icons for industry definitions of page impressions and unique users.

E-enablement & Main E-Access Channel Take-Up	Actual			Forecast	
	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
• Page impressions (annual)	2,192,000	6,734,135	5,100,000	7,500,000	8,000,000
• Unique users, i.e. separate individuals visiting website (annual)	127,000	112,903	261,000	125,000	135,000
• Number of e-enabled payment transactions accepted via website	0	0	5,000	10,000	15,000
• Number of change of address notifications accepted via website	0	0	1,000	1,000	1,000
• Number of planning applications accepted via website (including through the Planning Portal)	26	42	65	95	130
	Comment: We take payments for planning applications through the planning portal. Data for 2003/2004 includes Huntsleisure.org, HDC's website for leisure and events.				
Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)</i>					
• Number of e-enabled payment transactions accepted by telephone	9,000	15,000	21,000	27,000	30,000
• Number of change of address notifications accepted via telephone	2,000	3,000	4,000	5,000	6,000
	Comment: From 2006 staff in our Call Centre will be able to deal with payment transactions. Notification of change is now administered centrally via our Call Centre and 243 of Notifications of Change have been dealt with from the Call Centre since October 2005.				
Face To Face <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits)</i>					
• Number of e-enabled payment transactions accepted via personal contact	1,100,000	1,250,000	1,350,000	1,400,000	1,450,000
• Number of change of address notifications accepted via personal contact	2,000	1,000	1,000	0	0

	Actual			Forecast	
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
	Comment: High volume for payments includes leisure centres. We anticipate face to face notification of change of address decreasing as other channels become more popular.				
Other Electronic Media (e.g. BACS, text messaging)					
• Number of e-enabled payment transactions accepted via BACS	524,000	600,000	500,000	750,000	800,000
• Number of e-enabled payment transactions accepted via text message or other electronic form	0	0	0	0	0
• Number of change of address notifications accepted via other electronic media	0	0	0	0	0
	Comment: High volumes include Direct Debit payments for council tax. We do not accept payment transactions via text messages or other electronic forms and this is not a priority for HDC at the moment.				
Non Electronic (e.g. cash office, post)					
• Number of payments accepted by cheque or other non-electronic form	116,000	120,000	122,000	125,000	125,000
• Number of change of address notifications accepted via non-electronic form	2,000	2,000	1,000	1,000	1,000
	Comment: We anticipate that the number of payments by this channel will plateau as other channels become more popular. We also accept that certain customer groups will still continue to prefer non electronic transactions.				

Section 5 - Local e-Government Implementation Expenditure

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2007/08. This should include the standard elements in the table below and brief commentary on the use of IEG money. For 2005/6 onwards, please include best estimates of revenue and capital expenditure even though the council may not yet have officially approved the budgets. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

Programme Resource	Backward Look (£)			Forward Look (£)	
	01/02 to 03/04	04/05	05/06	06/07	07/08
• IEG capital grant	400,000	350,000	150,000		
	Comment:				
• ODPM Local e-Government Support & Capacity Programme capital grant	0	0	0	0	0
	Comment:				
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	40,000	0	0	0	0
	Comment:				
• financial contribution from public-private partnerships	0	0	0	0	0
	Comment:				
• resources being applied from internal revenue and capital budgets to implement e-government	2,220,000	1,069,000	2,087,000	452,000	46,000
	Comment: Subject to review after end of year closedown.				
• other resources (e.g. training) (please specify)	0	0	0	0	0
	Comment:				
• ODPM e-Innovations Fund capital grant	0	0	0	0	0
	Comment:				
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	656,000	0	129,333	0	0
	Comment:				
TOTAL	3,316,000	1,419,000	2,366,333	452,000	46,000

Section 6 - Local e-Government Programme Efficiency Gains

The calculation of efficiency gains from local e-government has been designed to align with the approach to measuring achievement against the efficiency gains target set out in the January 2005 Efficiency Technical Note (ETN) for Local Government. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

	Backward Look (£)			Forward Look (£)		
	04/05	05/06	06/07	07/08	Expected annual gain	Expected annual gain
Efficiency Gains	Annual gain	Annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain

	of which cashable	of which cashable	of which cashable	of which cashable	of which cashable	of which cashable
Corporate services, of which:						
• e-recruitment	0	0	0	0	0	0
Comment:						
• e-payments	0	0	0	0	0	0
Comment:						
• corporate services efficiencies not covered above	0	0	0	0	0	0
Comment:						
e-Procurement, of which:						
• Service specific	0	0	0	0	0	0
Comment:						
• Cross-cutting e-procurement efficiencies not covered above	0	0	0	0	0	0
Comment:						
Productive time, of which:						
• Service specific	0	0	0	0	0	0
Comment:						

	Backward Look (£)				Forward Look (£)			
	04/05		05/06		06/07		07/08	
	Annual gain	..of which cashable	Annual gain	..of which cashable	Expected annual gain	..of which cashable	Expected annual gain	..of which cashable
Efficiency Gains								
• Cross-cutting productive time efficiencies not covered above	90,000	72,000	0	0	0	0	0	0
	Comment: Improve productivity and customer service by improving/re-engineering (BI/BPR) customer facing processes and introducing new technology, including CRM and mobile working. Key actions: Implement new call centre in September following extensive BI/BPR; carry out mobile technology pilot in Benefits during 2005/6.							
Transactions	0	0	0	0	0	0	0	0
	Comment:							
Miscellaneous efficiencies not covered above	0	0	0	0	0	0	0	0
	Comment:							
TOTAL EFFICIENCY GAINS - GROSS	90,000	72,000	0	0	0	0	0	0
LESS e-government implementation expenditure	1,419,000		2,366,333		452,000		46,000	
	Comment: The calculation of "Total Efficiency Gains - Net" is both misleading and meaningless. It is misleading because it implies that the rationale for the e-government programme is one of efficiency. This is not the case, and never was. It was driven by a desire to make significant improvements in customer service, and has always been seen in HDC as being an investment to that end, although it was also recognised that the programme would also present major opportunities for efficiencies to be made. It is meaningless because it makes no distinction between capital costs and revenue costs. The only valid calculation to be made would be the revenue efficiencies made less the revenue impact of net capital expenditure.							
TOTAL EFFICIENCY GAINS - NET	-1,329,000		-2,366,333		-452,000		-46,000	

This page is intentionally left blank

**SAFETY ADVISORY GROUP
(Report of the Advisory Group)**

1. INTRODUCTION

- 1.1 The Advisory Group met on 1st March 2006 and Councillors Mrs D E Collins, J W Davies (Chairman), A Hansard and L M Simpson were present.
- 1.2 Also in attendance were P Corley, J Craig, Mrs T Davidson, P Duerden, Miss S Jackson, Mrs H Lack and Mrs C Rowland.
- 1.3 The Staff Side representatives in attendance were C Sneesby and K Lawson.
- 1.4 Apologies for absence from the meeting were submitted on behalf of S Richardson and Mrs G Smith.
- 1.5 The report of the meeting of the Advisory Group held on 16th November 2005 was received and noted.

2. MEMBERS' INTERESTS

- 2.1 No declarations of interest were received.

3. DEFIBRILLATORS

Defibrillator Update

- 3.1 Members were reminded that a successful application had been made by the Health and Safety Adviser on behalf of the District Council to the British Heart Foundation, for 50% funding towards the purchase of nine defibrillators for use by First Aiders at Council premises. Funding had been received for seven defibrillators following a lengthy application process supported by a Consultant Anaesthetist (as Medical Director) and the resuscitation department at Hinchingsbrooke Hospital, as well as the Ambulance Service and District Council First Aiders. Regrettably the bid for a defibrillator for Pathfinder House and Castle Hill House was unsuccessful but Members noted that the District Council had agreed to fund a further defibrillator for use in these buildings.
- 3.2 The Health and Safety Adviser reported that a programme for training of District Council first aiders in the use of the defibrillators was underway which also included their annual CPR refresher training. This training would be undertaken twice yearly.
- 3.3 Members noted that in order to comply with criteria set out by the British Heart Foundation (BHF), the Health and Safety Adviser had

agreed to prepare an annual submission to the Foundation on behalf of the Medical Director for the scheme.

3.4 The Chairman of the Group had attended a formal presentation of the defibrillators by the BHF to the District Council on 30th January 2006.

3.5 In recognition of the hard work and time spent on this project, the Chairman placed on record the Group's gratitude to the Health and Safety Adviser, the Executive Councillor for Leisure and all those involved in the successful implementation of the defibrillators at District Council premises. In addition, the Health and Safety Adviser agreed to write formally to the British Heart Foundation and Hinchingsbrooke Hospital to express the Group's gratitude for their help in the process.

Demonstration

3.6 Members were given a demonstration, during which they were acquainted with the functions of a defibrillator. It was noted that although the unit incorporated its own electronic safety checks, the Caretakers had agreed to check visually the battery life of the defibrillator located at Pathfinder House on a daily basis. Similar checks were to be made by staff at all the Leisure Centres and Country Park.

4. SMOKING

4.1 The Health and Safety Adviser drew Member's attention to a number of initiatives which had been arranged by the District Council prior to the Government's recent decision to ban smoking in public and work places and which had been designed to highlight the health issues resulting from smoking.

4.2 Having been reminded of the success of the Health and Safety Week which had taken place in October 2005 and had highlighted smoking as a health issue, the Group were pleased that as a direct result of the involvement of the Primary Care Trust - Stop Smoking Huntingdonshire (SSH) initiative, two employees had given up smoking entirely and five more were well on the way to reaching their goal.

4.3 Members were acquainted with future activities based around the reduction of smoking at Council premises, which included plans to support the national No Smoking Day to be held on 8th March 2006 along with "Help to Quit" which would be supported by SSH. In addition the Group were advised that following the creation of a No Smoking Policy by the Health and Safety Authority, it was hoped that the District Council would apply for a Silver Award as part of the National Clean Air Awards which recognised organisations who were committed to the health and wellbeing of its employees and customers.

4.4 In discussing the proposed extension of the Council's no smoking policy in its offices to Council vehicles, Members noted that policy

changes would subsequently be submitted for approval to the Employment Panel and Employee Liaison Advisory Group.

5. AD-HOC SAFETY INSPECTION

- 5.1 Consideration was given to a report by the Head of Administration outlining the observations and comments made by the Group during ad-hoc safety inspections of the Call Centre located at Speke House, St. Ives and the activity of tree felling, Little Paxton held on 14th December 2005 and 20th February 2006 respectively.
- 5.2 Having been acquainted with the comments made during each of the inspections, Members placed on record their commendation to those involved for their high standards of Health and Safety and acknowledged formally how well run and organised each of the activities and locations were.
- 5.3 Having regard to the arrangements for future inspections of the Council's premises, the Group agreed the following dates and times –
- ◆ ad-hoc safety inspections 4th July 2006 – 9.15am – 12 noon;
 - ◆ annual safety inspection – 23rd November 2006 – 9.15am onwards.

6. ACCIDENT/INCIDENT REPORTS

District Council Employees

- 6.1 The Group received and noted a report by the Head of Personnel Services giving details of 16 accidents involving employees along with two accidents and one incident involving non-employees, which had taken place since the previous meeting.
- 6.2 With regard to concerns raised by the Vice-Chairman, the Group suggested that those accidents arising in the Operations Division should include a more thorough narrative in the "action taken" column, which in addition to highlighting the need for employees to take care of their own health and safety should include the circumstances of the accident and any preventative measures already in place. Members were advised that even though a majority of accidents took place in the Operations Division, a pattern with regard to the causes of accidents had not been identified. However relevant training would be put into place if this was noted in the future.

Leisure Centre Employees

- 6.3 The Group also received a report by the Leisure Centre's Health and Safety Co-ordinator containing details of accidents which had been reported at the leisure centres since the last meeting of the Group.

7. TRAINING

- 7.1 The Group were acquainted by means of a report by the Head of Personnel Services outlining training courses which had been held since the previous meeting of the Group.

8. MEMBERS TRAINING

- 8.1 In receiving and noting a report by the Head of Personnel Services, the Group were acquainted with arrangements for Member training specifically designed to highlight elected Members responsibilities outlined in the Health and Safety Policy with regard to ensuring that health and safety considerations were taken into account in the decision making process.
- 8.2 It was noted that courses had been arranged for 1st March 2006 and 11th April 2006, both of which were to be held at 5.30 pm at the Council Offices.

J W Davies
Chairman of the Advisory Group