

A meeting of the **CABINET** will be held in the **COUNCIL CHAMBER, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON PE29 3TN** on **THURSDAY, 15 DECEMBER 2005** at **11:30 AM** and you are requested to attend for the transaction of the following business:-

APOLOGIES

**Contact
(01480)**

1. MINUTES (Pages 1 - 8)

To approve as a correct record the Minutes of the meeting held on the 24th November 2005.

**Mrs H Taylor
388008**

2. MEMBERS' INTERESTS

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.

3. IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT 2005
(Pages 9 - 38)

To consider a report by the Head of Information Management seeking approval for the content of the Council's Implementing Electronic Government (IEG) Statement 2005.

**C Hall
388116**

4. CALL CENTRE PERFORMANCE AND PROPOSED CHANGES TO CALL HANDLING ARRANGEMENTS (Pages 39 - 44)

To consider a report by the Director of Commerce and Technology on levels of performance achieved by the call centre in its first month of operation and seeking approval for certain changes in call-handling arrangements.

**D Oliver
388309**

5. BLACK AND MINORITY ETHNIC (BME) HOUSING STRATEGY
(Pages 45 - 46)

To consider a report by the Head of Housing Services seeking approval for the draft Black and Minority Ethnic Housing Strategy 2005/06.

**J Barrett
388203**

(A copy of the Draft Strategy has been appended separately to the agenda)

6. NUISANCE VEHICLES (Pages 47 - 54)

To consider a report by the Public Health Manager on powers from the DVLA to remove untaxed vehicles from the public highway.

**J Allan
388281**

7. PUBLIC CONVENIENCES

- (a) **PUBLIC CONVENIENCES ADVISORY GROUP** (Pages 55 - 58)
- To consider the report of the meeting of the Public Conveniences Advisory Group held on 24th November 2005.
- Ms C Deller
388007**
- (b) **PUBLIC CONVENIENCES - IMPROVEMENT PROPOSALS**
(Pages 59 - 70)
- To consider a report by the Head of Environment and Transport detailing proposals for the improvement and ongoing maintenance of town centre public conveniences.
- C Allen
388380**
- 8. HOMELESSNESS PREVENTION OFFICER: REQUEST FOR THE RELEASE OF FUNDS** (Pages 71 - 74)
- By way of a report by the Head of Housing Services to consider a request for the release of funding for a Homelessness Prevention Officer post.
- S Plant
388240**
- 9. ALFRED HALL MEMORIAL FIELD/EYNESBURY ROVERS FC DESIGN BRIEF** (Pages 75 - 84)
- To consider a report by the Planning Policy Manager requesting the adoption of the revised design brief as Interim Planning Guidance.
- M Huntington
388404**
- 10. RAMSEY CONSERVATION AREA, BOUNDARY REVIEW, CHARACTER ASSESSMENT AND MANAGEMENT PLAN CONSULTATION DOCUMENTS** (Pages 85 - 106)
- To consider a report by the Head of Planning Services seeking approval for consultation purposes of the draft Management Plan for the Ramsey Conservation Area.
- L Brown
388476**
- 11. DEVELOPMENT BRIEF - THE GRAND CINEMA, RAMSEY** (Pages 107 - 122)
- With the assistance of a report by the Head of Planning Services, to consider the outcome of consultations on the draft Development Brief for the Grand Cinema, Ramsey.
- C Surfleet
388476**
- 12. RESIDENTIAL DEVELOPMENT SITE, MOORHOUSE DRIVE, HUNTINGDON** (Pages 123 - 124)
- To consider a report by the Heads of Housing Services and of Legal and Estates regarding the disposal of Council-owned land at Moorhouse Drive, Huntingdon.
- F Mastrandrea
388208
K Phillips
388260**
- 13. THE COUNCIL'S SCHEME OF DELEGATION: INTERIM VARIATION PENDING THE APPOINTMENT OF A DIRECTOR OF COMMERCE AND TECHNOLOGY** (Pages 125 - 126)
- With the assistance of a report by the Head of Administration to consider interim arrangements relating to the Council's Scheme of Delegation pending the recruitment of a replacement Director of Commerce and Technology.
- Mr R Reeves
388003**

14. APPOINTMENTS PANEL

The Appointments Panel established by the Council on 18th May 2005 comprises Councillors Baker, Davies, Rogers and Simpson, together with the relevant Executive Councillor in relation to the post to be filled. The remit of the Panel is to make recommendations to full Council on the appointment of a Chief Executive and, subject to the Employment Procedure Rules, to make appointments to Chief Officer and Heads of Services posts.

P Watkins
388002

In anticipation of the forthcoming vacancy in the post of Director of Commerce and Technology, the Chief Executive will report on the requirement for Cabinet to nominate an Executive Councillor to serve on the Panel for this purpose.

15. EMPLOYMENT PANEL

To appoint an Executive Councillor as ex-officio Member of the Employment Panel.

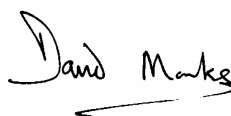
P Watkins
388002

16. RISK MANAGEMENT

Arising from a review of Risk Management procedures, the Corporate Governance Panel has recommended that a Cabinet member be appointed Risk management "Champion".

Mrs H Taylor
388008

Dated this 7 day of December 2005



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.*
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Please contact Mrs H Taylor, Senior Democratic Services Officer, Tel No. 01480 388008/e-mail Helen.Taylor@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 Cabinet.

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.

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, 24 November 2005.

PRESENT: Councillor D P Holley – Chairman.

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

104. MINUTES

The Minutes of the meeting of the Cabinet held on 10th November 2005 were approved as a correct record and signed by the Chairman.

105. MEMBERS' INTERESTS

Councillors Bates and Guyatt declared personal interests in Minute No. 118 by virtue of their membership of Cambridgeshire County Council and the Development Control Panel respectively. Councillor Guyatt also requested that it be recorded that his participation in debate and voting would be undertaken without prejudice to the consideration and/or determination of any relevant planning application subsequently by the Development Control Panel.

Councillor Simpson declared a personal and prejudicial interest in Minute No. 116 by virtue of his receipt of a pension from the Cambridgeshire Constabulary and Councillor Bates declared a personal and prejudicial interest in Minute No. 116 by virtue of his membership on the Cambridgeshire Police Authority. Those Councillors, who declared personal and prejudicial interests, left the Chamber for the duration of discussion and voting on the respective items of business.

106. FINANCIAL STRATEGY - UPDATE

Further to Minute No.05/60 and by way of a report by the Director of Commerce and Technology (a copy of which is appended in the Minute Book), the Cabinet were acquainted with issues likely to affect the adoption of the Council's strategy for managing its finances in the period to 2011/12.

Having regard to the information contained in the report, the uncertainty as to the future levels of Government grant, the implications of possible changes to the grant formula and the ongoing review of the Medium Term Plan, the Cabinet

RESOLVED

- (a) that the Council be requested to defer a decision on the Council's Financial Strategy until the 22nd February 2006 and to consider the Strategy in parallel

with the budget and 2006/11 Medium Term Plan; and

- (b) that a copy of the guidance to Officers on the preparation of the Medium Term Plan be circulated for information to all Members.

107. REVIEW OF COUNCIL BUDGET AND EXPENDITURE

A report by the Overview and Scrutiny Panel (Planning and Finance) was submitted (a copy of which is appended in the Minute Book) which summarised the findings of a review by a working group into the Council's budget and expenditure

With regard to the Panel's individual recommendations, Members commented as follows:-

- ◆ that the distribution of a total spend analysis similar to Annex A of the Panel's report would be helpful to Members and could be supported;
- ◆ that the Cabinet already monitored the MTP closely with specific approval required before each scheme in the programme could proceed;
- ◆ that the recommended advice to officers on the formulation of MTP bids mirrored Management Team instructions with final consideration being given to individual proposals by the Cabinet and Council;
- ◆ that future inflation levels were reviewed on an ongoing basis and were incorporated in budget reports;
- ◆ that the Cabinet also currently favoured Option 3 in respect of Council Tax increases, subject to the content of the final grant settlement;
- ◆ that the Cabinet also supported early savings in the Council's budget and the Overview and Scrutiny Panel informed of the savings that had been achieved in the past two years;
- ◆ that the Panel be informed that a decision on the operational arrangements for the call centre had been made by the Council and that the Cabinet could not support any change in those arrangements
- ◆ that it was anticipated that efficiency savings would become apparent as services transferred to the call centre and that all vacant posts were evaluated to ensure that a need existed for them to be fitted; and
- ◆ that the Cabinet did not support any consideration of alternative funding strategies for leisure centres in the short term.

In referring to the Panel's recommendation that a decision on alternative office accommodation should not be taken in advance of approval of the financial strategy, the Cabinet stressed that a decision on the accommodation could not be deferred beyond December 2005 whereas the Financial Strategy could not be determined in advance of the grant settlement referred to in Minute No. 05/106 ante.

RESOLVED

- (a) that a total spend analysis of the Council's budget including where reasonably practicable the distribution of all unallocated items be made available for all Members; and
- (b) that the Overview and Scrutiny Panel (Planning and Finance) be advised of the Cabinet's response to their recommendations as summarised above.

108. CONCESSIONARY FARES

Consideration was given to a report by the Head of Environment and Transport (a copy of which is appended in the Minute Book) which outlined the implications for the Council of the Government's decision to introduce a free concessionary bus fare scheme for those within the eligibility criteria including the over 60s and people with disabilities.

As the scheme made provision for concessionary travel within the boundaries of an individual authority after 09.30 hours only, Members were advised that a study had been commissioned by the Cambridgeshire authorities in an attempt to identify a deliverable scheme for implementation by the required date of April 2006.

Having noted that the new scheme would result in some recipients being worse off than previously, and having discussed three options identified as possible schemes, the Cabinet expressed concern over the imposition of a further new initiative on local authorities without the accompanying resources. It was therefore

RESOLVED

- (a) that a statutory minimum concessionary fare scheme for an interim 12 months period be adopted by the Council; and
- (b) that a further report and associated Medium Term Plan bid be submitted to a future meeting.

109. TREASURY MANAGEMENT INVESTMENT PERFORMANCE

A report by the Head of Financial Services was submitted (a copy of which is appended in the Minute Book) which reviewed the respective levels of performance achieved during the period July – September 2005 by external fund managers in the matter of investment of the Council's capital receipts.

RESOLVED

that the content of the report be noted.

110. HUNTINGDON HIGH STREET - ENVIRONMENTAL IMPROVEMENTS

By way of a report by the Head of Environment and Transport (a copy of which is appended in the Minute Book) the Cabinet were updated on progress with the Huntingdon High Street environmental

improvements scheme.

Having considered a request for the release of funding from the Medium Term Plan to enable tenders to be prepared for phase 2 of the scheme to proceed comprising improvements to the adjoining St Benedict's Court area, the Cabinet

RESOLVED

- (a) that the progress of the Huntingdon High Street, Environmental Improvements Scheme be noted; and
- (b) that the release of funding for phase 2 of the scheme in 2006/07 be approved.

111. MEDIUM TERM PLAN: REQUEST FOR THE RELEASE OF FUNDS

With the assistance of a report by the Head of Financial Services (a copy of which is appended in the Minute Book) the Cabinet,

RESOLVED

that the relevant funding be released from the MTP for the replacement of the bar air conditioning unit at St Neots Leisure Centre.

112. CORE POLICIES DPD - AFFORDABLE HOUSING TARGETS: PREFERRED OPTION FOR CONSULTATION

Further to Minute No.05/11, consideration was given to a report by the Head of Planning Services (a copy of which is appended in the Minute Book) containing a preferred option for affordable housing targets and contributions for inclusion in the Council's Core Strategy Development Plan Document (DPD). Members were reminded that the Core Strategy would establish a spatial vision for the District and criteria-based policies to guide the development and use of land and would form a framework for a range of documents.

Having considered the option proposed and in noting that a target figure of 40% or more for the total number of affordable dwellings in future housing developments was in line with the Cambridgeshire Structure Plan, the Cabinet

RESOLVED

that Council be recommended to approve the proposed preferred approach for affordable housing targets as outlined in the appendix to the report now submitted as a basis for public consultation.

113. ASSET MANAGEMENT PLAN

The Cabinet received and noted a report by the Head of Legal and Estates (a copy of which is appended in the Minute Book) on the Council's management of assets against National Property Performance Indicators for 2004/05.

Having been acquainted with four new performance management initiatives dealing with maintenance, environmental property issues, suitability and accessibility, the Cabinet

RESOLVED

- (a) that the contents of the report be noted and the performance indicator information contained in Appendix A to the report approved; and
- (b) that the Executive Councillor for Resources and Policy be designated as "Champion" to promote efficient and effective asset management in respect of all District Council land and property.

114. LICENSING ACT 2003 - IMPLEMENTATION

Further to Minute No.03/70 and by way of a report by the Head of Administration (a copy of which is appended in the Minute Book) the Cabinet were acquainted with progress in implementing the Licensing Act 2003. Members were reminded that the Act had abolished several existing licensing regimes administered by the licensing justices and district councils and replaced them with a new licensing regime administered by the District Council for the supply of alcohol, regulated entertainment and late night refreshment. Members were advised that the transfer had been successfully completed with over 550 applications for premises licences and club premises certificates and 600 applications for personal licences being received by the end of October 2005.

Members were reminded that two additional members of staff had been employed on temporary two year contracts in the Central Services Licensing Section to deal with the associated workload and an assessment was given of anticipated income levels and the ongoing work required in administering and enforcing the Act. In addition it was reported that the Government had now announced that the Gambling Act 2005 would be implemented with effect from September 2007 which would transfer further licensing responsibilities to the Council. Under the circumstances it was

RESOLVED

- (a) that progress on implementation of the Licensing Act 2003 be noted; and
- (b) that the preparation of a Medium Term Plan bid in respect of the estimated additional income and the cost of making permanent the existing temporary posts CN070 and CN076 in the Licensing Section be approved.

115. ST NEOTS LEISURE CENTRE MANAGEMENT COMMITTEE

Having been advised of the resignation of Councillor I P Taylor from the St Neots Leisure Centre Management Committee and in considering the nomination from the Liberal Democrat Group, the Cabinet

RESOLVED

that Councillor Mrs D E Collins be appointed to fill the vacancy on the St Neots Leisure Centre Management Committee for the remainder of the Municipal Year.

116. POLICE FORCES RESTRUCTURING

(The Chairman announced that he proposed to admit the following item in accordance with Section 100 (4) (b) of the Local Government Act 1972 given the need for the Council to respond to a proposal on the future restructuring of police forces in England and Wales by 5th December 2005.)

Further to Minute No. 05/99 and following receipt of a letter from the Chairman and Acting Chief Constable of the Cambridgeshire Police Authority (a copy of which is appended in the Minute Book), the Chairman updated Members on possible options for the future restructuring of police forces in England and Wales and in particular East Anglia.

Members expressed concern over the potential impact of a larger force comprising either three or six county constabularies both in terms of the level of service provided and loss of local accountability. It was suggested that any savings from the reorganisation would be minimal and it was therefore

RESOLVED

that the Chief Executive, after consultation with the Chairman, be authorised to reaffirm the District Council's representations for the retention of the Cambridgeshire Constabulary as a stand-alone force.

117. EXCLUSION OF PUBLIC

RESOLVED

that the press and public be excluded from the meeting because the business to be transacted contained exempt information relating to an employee of the District Council and the terms proposed for the supply of goods and services.

118. HEADQUARTERS AND OTHER ACCOMMODATION - FINAL TENDER EVALUATION

Further to Minute No.05/77 and with the assistance of a report by Chief Officers Management Team (a copy of which is appended in the annex to the Minute Book) the Cabinet were acquainted with the final tender evaluation for the Council's future office and other accommodation requirements.

Having considered the deliberations of the Office Accommodation Members Advisory Group and the Overview and Scrutiny Panels on the matter and in noting that Councillor Guyatt's request that his

participation in the debate and voting would be undertaken without prejudice to the subsequent consideration and/or determination of any relevant planning application by the Council's Development Control Panel, the Cabinet

RESOLVED

that the recommendations of the Office Accommodation Members Advisory Group arising from their meeting held on 21st November 2005 be endorsed and forwarded for consideration by the Council at their meeting to be held on 7th December 2005.

119. PATHFINDER HOUSE RECEPTION

By means of a joint report by the Heads of Administration and of Personnel Services (a copy of which is appended in the annex to the Minute Book) the Cabinet considered a proposal to make redundant post ref CN.046 in the Central Services Directorate arising from the transfer of the Council's switchboard facilities to the call centre in September 2005 and to grant the post holder early retirement.

Having been acquainted with the recommendations of the Employment Panel on this matter, it was

RESOLVED

that a supplementary estimate be approved to enable the early retirement of the holder of ref CN.046 as set out in paragraph 5.2 of the report now submitted.

120. COUNCILLOR D P HOLLEY

In view of his decision to resign from the position of Leader of the Council with effect from 7th December 2005, the Deputy Leader on behalf of the Cabinet paid tribute to the contribution made by Councillor Holley during his 16 years as Leader of the Council and for his commitment to Huntingdonshire. Members extended their best wishes to Councillor Holley for the future.

Chairman

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COMT
CUSTOMER FIRST ADVISORY GROUP
OVERVIEW AND SCRUTINY (PLANNING AND FINANCE)
CABINET
COUNCIL

22ND NOVEMBER 2005
29TH NOVEMBER 2005
12TH DECEMBER 2005
15TH DECEMBER 2005
22ND FEBRUARY 2006

IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT 2005 (Report by the Head of Information Management)

1. INTRODUCTION

1.1 The purpose of this report is to seek approval to submit the IEG 5 statement by the OPDM deadline of 19th December 2005.

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.

2.2 In this final year the ODPM has instigated a monitoring exercise, hence the requirement to submit a mid-term report (IEG 4.5 submitted in June 2005) and ongoing updates throughout the remainder of the IEG Programme (to the end of March 2006).

2.3 The ODPM has set key dates for Local Authorities to help meet the deadlines. These include:

- 19th December 2005 deadline for IEG5
- April 2006 deadline for IEG6 end of programme return.

From this year through to 31 March 2006, all authorities will be able to input and maintain IEG data in real time via the ESD toolkit¹. This will allow them to sign off and complete the IEG self-assessment “traffic lights” as projects are actually implemented. This statement is again based on self-assessment and is designed around the National Strategy for e-Government.

2.4 The submission is again informed by the ODPM’s “Defining e-government outcomes for 2005 to support the delivery of priority services & national strategy transformation agenda for local authorities in England”. This document sets out “Priority Outcomes” which each local authority is expected to deliver by March 2006 as part of its e-Government investment programme.

2.5 The final guidance notes “Priority Outcomes: Explanatory Notes for Practitioners” from the ODPM have only been made available recently (September 2005). In order to meet the December deadline and to progress the IEG through the Council’s consultation & approval process, the document has undergone final modification during the approval process.

2.6 The colour indications and dates given in sections 1 and 2 refer to the status of the Priority Outcome/Transformation Area and should be interpreted as follows:

¹ The ESD Toolkit is a website which allows collection of Electronic Service Delivery Data across all Local Authorities.

Where Status reads	Date means
Red	Date implementation planning/assessment began
Amber	Date started to implement
Green	Date implementation complete

The IEG statement has been generated from the ESD toolkit and the dates cannot be easily removed.

2.7 In addition, there are two sections which contain the same data as in previous submissions:

Section 3 BVPI 157

There is no statutory requirement to re-assess this data until March 2006. Therefore this section remains the same as the projections given in IEG 4.5 in June 2005.

Section 4 Access Channels

The information contained within this table is last year's estimates, as the BVPI 157 data from the services generates the access channel figures as well. The document was compiled by the Customer First Team and input has been sought from a number of services within the Council.

2.8 As for previous IEG statements, successful implementation will depend on timely and sufficient input from all parts of the Council.

2.9 The Council has permission from the OPDM to submit a Cabinet-approved IEG5 by the 19th December provided this is followed by the approval of the full Council in February. ODPM's late provision of the guidance has forced this approach.

3. 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 eGovernment

(<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

Deborah Ratcliffe, Programme & Project Support Office Manager

01480 388309

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

"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 are continuing to work together towards achieving the target of being 100% e-enabled by the end of 2005. We are working jointly and sharing 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 on May 14th 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 a 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, early in 2006, we will be developing the timetable for introducing the CSC.
- A transactional website. We implemented a content management system in July 2004 and are continuing to develop the site. We are also introducing an online payments system.

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. While committed to the 2005 deadline, 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.

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 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 70% 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 also have plans to ensure 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 5 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

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated 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	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	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	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 the 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	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.		
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	Green 31/03/2006
	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.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>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.</p>	Green 28/02/2003	Green 28/02/2003	Green 28/02/2003
	<p>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.</p>		
<p>If already 'green' on R3, R4 & G2 above please comment on</p> <p>E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives.</p> <p>Otherwise you may leave this row blank.</p>	<p>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.</p>		
<p>R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.</p>	Green 15/03/2003	Green 15/03/2003	Green 15/03/2003
	<p>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.</p>		
<p>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.</p>	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	<p>Comment: The Content Management System gives us the ability to allow each Councillor to have a page to maintain.</p>		
<p>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.</p>	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	<p>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.</p>		
<p>G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).</p>	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	<p>Comment: We have the facilities, equipment and technical experience to do this and we have available on our website a Huntingdonshire in Perspective video.</p>		
<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>	Amber 26/06/2003	Amber 26/06/2003	Amber 26/06/2003
	<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.</p>		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R8 Online receipt and processing of planning and building control applications.	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003
	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.		
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003
	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.		
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
	Comment: We have set up a procedure so that information, which maybe relevant to Trading Standards, is passed on to them via an electronic form.		
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.	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003
	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.		
If already 'green' on R7, R8, G5, G6 & G7 above please comment on	Comment: There are currently no targets for take up of planning services on line.		
E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.			
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	Green 31/03/2006
	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. Plan remains to implement paperless ordering and payment by year end.		
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).	Red 30/06/2004	Amber 30/12/2005	Green 31/03/2006
	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.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G9 Regional co-operation on e-procurement between local councils.	Amber 01/06/2005	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	Green 31/03/2006
	Comment: Roll out of corporate e-payments will meet these requirements. The e-payments solution that 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	Amber 31/12/2005	Amber 31/12/2005
	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	Green 31/03/2006
	Comment: Roll out of corporate e-payments will meet these requirements.		
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/03/2005	Amber 01/03/2005	Amber 01/03/2005
	Comment: This has been postponed - there has been no customer demand for the facility and the cost of the software was too high to merit implementing it.		
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).			
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:		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 31/03/2005	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	Green 31/03/2006
	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	Amber 09/06/2003
	Comment: CRM is now operational and we are working on integration of Back Office systems and use 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. Currently use swipe cards and shared customer database between our 5 Leisure Centres.		
If already 'green' on R12, R13 & G12 above please comment on 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	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.		
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	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	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	Green 31/07/2004
	Comment: County provide mapping of roadworks on their website. The implementation of Content Management System has ensured that we provide links to these pages.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R14, R15, G13 & G14 above please comment on</p> <p>E12 Agreed baseline and targets for customer satisfaction and efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment: HDC does measure customer satisfaction on Transport issues. However, we do not measure against BVPI 103 as we are not a Transport authority.</p>		
<p>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.</p>	Amber 09/06/2003	Amber 09/06/2003	Amber 09/06/2003
<p>Comment: Revenues and Benefits have an Electronic Document Management system incorporating workflow (Anite@work), and we will be looking to integrate into the CRM during 2006. In the meantime these enquiries are taken within the service itself in an e-enabled manner. Call Centre advisors will receive notifications of change relating to Housing & Council Tax Benefits early 2006 - these will be entered into the corporate CRM.</p>			
<p>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.</p>	Green 28/02/2002	Green 28/02/2002	Green 28/02/2002
<p>Comment: We already have a Benefits calculator and all the relevant claim forms on the HDC website.</p>			
<p>G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.</p>	Amber 01/06/2005	Amber 01/06/2005	Green 31/03/2006
<p>Comment: The pilot commenced in June 2005 and will end in March 2006. We will then make a decision on how we want to deliver this service.</p>			
<p>If already 'green' on R16, R17 & G15 above please comment on</p> <p>E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.</p>	<p>Comment: HDC monitors its performance against this BVPI and the implementation of new ways of working will be quantified against this measure.</p>		
<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>	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
<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>	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
<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>			

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G16 Systems to support joined-up working on children at risk across multiple agencies.	Red 01/01/2004	Amber 31/12/2005	Green 31/03/2006
	Comment: The County Councils'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.		
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Red 31/03/2005	Amber 31/12/2005	Amber 31/12/2005
	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		
If already 'green' on R18, R19, G16 & G17 above please comment on E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57). Otherwise you may leave this row blank.	Comment:		
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green 01/10/2005	Green 01/10/2005	Green 01/10/2005
	Comment: All members and most employees have e-mail 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.		
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green 30/06/2005	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 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	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	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.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R20, R21, R22 & G18 above please comment on</p> <p>E16 Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working.</p> <p>Otherwise you may leave this row blank.</p>	Comment:		
<p>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).</p>	Amber 01/02/2004	Amber 01/02/2004	Green 31/03/2006
	Comment: Our Call Centre opened on 22/09/05. The openin hours are extended to 8am-6pm Monday to Friday and will be further extended to open on 9am-1pm on Saturdays after the public launch in early 2006. Services will continue to be migrated over the subsequent months. The Content Management System went live in Summer 2004.		
<p>R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.</p>	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: The Content Management System went live in Summer 2004.		
<p>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).</p>	Amber 31/01/2005	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.		
<p>G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).</p>	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: Our new website conforms to AAA level of accessibility and the CMS enforces this conformance.		
<p>G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).</p>	Amber 01/01/2003	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.		
<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:		
<p>R25 Online publication of Internet service standards, including past performance and commitments on service availability.</p>	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005
	Comment: Usage plus availability information is now available.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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	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	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	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.		
If already 'green' on R25, R26, G22 & G23 above please comment on 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. Otherwise you may leave this row blank.	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	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	Amber 09/06/2003
	Comment: As part of the deployment of Customer First Programme and the current enhancement of service delivery channels, we intend to develop a forms processing feature designed to improve the customer experience. It is anticipated that as part of this feature, unique response identifiers will be included.		
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.	Amber 09/06/2003	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 12 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	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).		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>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.</p>	<p>Green 01/06/2005</p>	<p>Green 01/06/2005</p>	<p>Green 01/06/2005</p>
<p>If already 'green' on R27, R28, R29, G24 & G25 above please comment on</p> <p>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.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment: Change of address is a service in Phase 1 of the call centre, to be implemented from September 2005 onwards.</p> <p>Comment: HDC will fulfil this requirement. A key element of implementing our CRM and associated technology is to capture these measures.</p>		

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	Current Status	Anticipated status at 31/12/2005	Anticipated 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	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	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	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	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	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	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	Current Status	Anticipated status at 31/12/2005	Anticipated 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	Green 30/10/2003
	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.		
<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	Green 30/06/2003
	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.		
<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	Green 30/06/2003
	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.		
<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	Green 27/03/2003
	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.		
<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	Green 30/06/2005
	Comment: An Information Manager has been recruited.		
<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	Green 30/06/2005
	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 fair manner.		
<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	Green 30/05/2004
	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.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated 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	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	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	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	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	Red 30/11/2004	Amber 15/01/2006
	<p>Comment:The Council has recently commissioned an independent review of its Information Security framework, including the establishment of an information asset register, risk analysis and BS7799 gap analysis. These areas will, in future, be regularly reviewed and as part of the review process the development of Government security and related policies will also 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 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	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.</p>		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated 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 			
	Red 31/12/2005	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 IEG4.5 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	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 IEG4.5 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	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 IEG4.5 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	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 IEG4.5 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	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
v) registration & authentication of employees for internal and cross-agency services	Red 31/12/2005	Red 31/12/2005	Red 31/12/2005
<p>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 IEG4.5 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.</p>			
vi) corporate approach to collection of e-payments	Red 31/12/2005	Red 31/12/2005	Red 31/12/2005
<p>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 IEG4.5 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.</p>			
vii) cross agency secure transactions (Government to Government)	Red 31/12/2005	Red 31/12/2005	Red 31/12/2005
<p>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 IEG4.5 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.</p>			
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Red 31/12/2005	Red 31/12/2005	Red 31/12/2005
<p>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 IEG4.5 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.</p>			
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	Red 31/12/2005
<p>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 IEG4.5 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.</p>			

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 31/12/2005	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 IEG4.5 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.		
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/09/2005	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 IEG4.5 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	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 IEG4.5 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.localegov.gov.uk/localdirectgov/ieg5)	Amber 01/11/2005	Amber 01/11/2005	Green 31/03/2006
	Comment: We are actively co-operating with Local Directgov and will provide reciprocal links from our website from the end of March 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	Green 31/01/2002
	Comment: We are actively co-operating with Local Directgov 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	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 IEG4.5 unless a date is supplied.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Establishment of dedicated telephone contact centre(s) services 	Green 22/09/2005	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.		
<ul style="list-style-type: none"> 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	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.		
<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	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	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	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) 	Amber 31/03/2003	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 IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	Actual				Forecast
		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 ● 11.21 %	● 97 ● 90.65 %	● 102 ● 95.33 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 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	96 %	● 0 ●	● 0 ●	● 0 ●	● 0 ●	● 0 ●
Consultation: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 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	94 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 10 ● 83.33 %	● 10 ● 83.33 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 10 ● 13.51 %	● 62 ● 83.78 %	● 73 ● 98.65 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	93 %	● 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	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 8 ● 80.00 %	● 9 ● 90.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 6 ● 85.71 %	● 6 ● 85.71 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 100.00 %	● 3 ● 100.00 %
Total: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 31 ● 12.86 %	● 214 ● 88.80 %	● 231 ● 95.85 %

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	7,000,000	7,500,000	8,000,000
• Unique users, i.e. separate individuals visiting website (annual)	127,000	112,903	120,000	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	25,000	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 2005/2006 staff in our Call Centre will be able to deal with payment transactions.				
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
	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.				

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
Other Electronic Media (e.g. BACS, text messaging)					
• Number of e-enabled payment transactions accepted via BACS	524,000	600,000	700,000	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 includes Direct Debit payments for council tax. We 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	125,000	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:				
• 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	Expected 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	Expected annual gain	Expected annual gain
Efficiency Gains	Annual gain	Expected 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
● Cross-cutting productive time efficiencies not covered above	90,000	0	0	0	0	0
	Comment: Improve productivity and customer service by improving / re-engineering (BPI / BPR) customer facing processes and introducing new technology, including CRM and mobile working. Key actions: Implement new call centre in September following extensive BPI / BPR; carry out mobile technology pilot in Benefits during 2005/6.					
Transactions	0	0	0	0	0	0
	Comment:					
Miscellaneous efficiencies not covered above	0	0	0	0	0	0
	Comment:					
TOTAL EFFICIENCY GAINS - GROSS	90,000	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		

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COMT	22ND NOVEMBER 2005
CUSTOMER FIRST ADVISORY GROUP	29TH NOVEMBER 2005
SCRUTINY PANEL (SERVICE DELIVERY & RESOURCES)	6TH DECEMBER 2005
CABINET	15TH DECEMBER 2005

CALL CENTRE PERFORMANCE AND PROPOSED CHANGES TO CALL-HANDLING ARRANGEMENTS (Report by Director of Commerce & Technology)

1. PURPOSE

- 1.1 The purpose of this paper is to report to Cabinet on the performance of the call centre in its first month of operation and to seek approval for certain changes in call-handling arrangements as a result of our experience in that month.

2. BACKGROUND

- 2.1 Cabinet approved the setting-up of a call centre at its meeting on 9th June 2003. Since then:

- A contract was signed with Cambridgeshire County Council on 21st March 2005 for the provision of various support services, including hosting call centre software on their Cambridgeshire Direct hardware platform and providing maintenance and technical support.
- A call centre team, comprising a Call Centre Manager, a Business Support Manager, two team leaders and fourteen full-time and part-time Customer Service Advisors, has been appointed.
- The call centre went live on 22nd September 2005.

- 2.2 In accordance with members' wishes, when the call centre went live it did so without many of the features which are standard in the vast majority of call centres, namely the use of queuing systems, recorded announcements and menu options¹. The only recorded announcement used is an out-of-hours message advising callers of the centre's opening hours and providing the Council's emergency number.

- 2.3 The exception is the use of recorded music, which members also expressed unease about. Where the customer is being transferred to the back office, a few seconds' music is played. This is a function of the way the underlying system has been set up, and is not something we can change.

3. PERFORMANCE TO DATE

- 3.1 The centre's performance to date – the period from 22nd September to 11th November 2005² - is as follows:

¹ Examples of some of the more highly-regarded local government call centres, including a number which have won customer service awards, are attached at Annex A.

² This period applies to calls received on 388388 as well as Streetscene calls. Streetscene calls were transferred into the Call Centre on 12 October 2005, so statistics for these calls are for the period 12th October to 11th November.

	Number	%
Total calls received	20756	100.0
Calls answered	19950	96.1
Lost calls ³	806	3.9
For calls answered	19950	100.0
Calls answered within 20 seconds	19451	97.5
Average time to answer a call (seconds)	4.0	N/A
Streetscene calls received ⁴	2501	100.0
Streetscene calls resolved first time by the advisor ⁵	2101	84.0

The key performance statistics compare to our targets as follows:

	Actual	Target
Calls answered within 20 seconds (%)	97.5	80.0
Lost calls (%)	3.9	5.0

- 3.2 While this is a limited sample based on the first month of operation (5 weeks in the case of switchboard calls), it is a very encouraging start. There have been some inevitable teething problems, but the knowledge needed to deal efficiently and effectively with customers' requests is being captured within the system, and such problems will have been largely eradicated by the time the call centre officially launches early in 2006.
- 3.3 Now is a good time to reconsider the way the call centre operates, having had its "soft launch"⁶ but before its official launch. Customers' feedback has shown that they:
- are pleased to be getting through to the Council more often and more quickly than previously; and
 - would like to be able to leave a message when no-one is available to take their call quickly, rather than hang on the line indefinitely or have to ring back later.
- There are ways to improve the service further, but these would require us to change the way the telephone system is set up.
- 3.4 Customers occasionally still get an engaged tone, and this is increasingly likely to occur as more services are transferred into the call centre. We could avoid the need for this, except at exceptionally busy times. We have many more lines than we are currently using, but the system is currently set up for 10 advisors, the maximum who will be on any one shift. If all 10 are busy, the 11th caller will get an engaged tone. An advisor will probably become free in the next few seconds, but someone else is then likely to have got ahead of the unlucky 11th caller, who will have to ring back later to get through. Queuing, a well-known and widely-accepted British pastime, seems fairer.
- 3.5 If we introduced such a system, OFCOM regulations would require us to have a recorded announcement to advise customers that they were in a queue, because they would be paying for holding. However, we could use

³ Calls abandoned by the caller before getting through to an advisor.

⁴ Streetscene calls are those relating to refuse collection, assisted collection, car parks, notification of change, assets, grounds and maintenance, etc, as opposed to switchboard calls. The expectation is that the customer service advisors should be able to deal with the majority of Streetscene calls, whereas they will generally hand on switchboard calls.

⁵ Without having to hand the call off to the back office.

⁶ Meaning the Call Centre is live, but no publicity has been given to the service.

that as an opportunity to allow people to remain in the queue or to leave a message asking us to call them back.

- 3.6 Having such a announcement would provide another benefit. The Call Centre Manager and team leaders would like to be able to record calls routinely⁷ for training purposes. To do this, the Data Protection Act requires us to advise the customer beforehand. The only way to guarantee that we give that announcement to our customers every time is to do it by way of a recorded message.

4. **PROPOSED CHANGE**

- 4.1 Bearing in mind members' reservations, the following is proposed as a 3-month trial:

- We increase the number of operational lines at the call centre from 10 to 30
- We introduce a recorded announcement advising customers that their calls may be recorded for training purposes. This message will play immediately before a customer service advisor takes the call.
- We introduce a separate recorded announcement, which would play if the customer had been waiting for 30 seconds, asking if they wanted to be held in a queue, and asking them if they would prefer to leave a message. If they choose to stay on the line they will continue to hear a tone. If they want to leave a message they will have to dial 1 to do so.

- 4.2 Carrying out a trial will enable us to minimise the risk that customers perceive a reduction rather than an improvement in the level of service. We will make a further report to members after the trial, setting out the results in terms of:

- the performance statistics set out in paragraph 3.1 above;
- the customer feedback we have received; and
- the impact it has had on advisor training.

Should we choose to revert to our current arrangements, we have been advised by the County Council, who are responsible for setting up the system, that it can be changed back at no cost.

- 4.3 The Members Customer First Advisory Group has received this report and been consulted on these proposals. Members welcomed the performance figures and indicated that they would be prepared for the trial to go ahead as proposed.

5. **CONCLUSIONS**

- 5.1 The call centre has got off to a good start. Customers are experiencing a better level of service than they did previously, understandably given the Council's investment in increased resources, and are generally happy with the service.
- 5.2 There is scope to improve the service further, by virtually eliminating the engaged tone, by providing customers a facility to leave a message when we are busy, and by recording calls for training purposes. All of these improvements require us to use a recorded message.

⁷ At the moment, customer service advisors can only record individual calls, for example if a customer is being threatening or abusive.

6. RECOMMENDATIONS

- 6.1 Cabinet is recommended to approve the trial use of call queuing for a 3-month period as set out in paragraph 4.1.

ACCESS TO INFORMATION ACT 1985

Cabinet report and decision dated 09/06/03

Contact Officers:

David Oliver, Director of Commerce & Technology

Chris Hall, Customer First Programme Manager

Helen Berry, Call Centre Manager



01480 388309



01480 388116



01480 375931

Annex A

COMPARISON OF OTHER COUNCILS' CALL CENTRE FACILITIES

Authority	Telephone number	Call Queue	Engaged tone	IVR*?	Hold music	Position in Queue	Comments
East Riding	01482 393 939	Y	N	N	N	Y	
Knowsley	0151 489 6000	Y	N	N	N	Y	Opening times were mentioned
		Y	N	N	Y	Y	
Tameside	0161 342 8355	Y	N	Y	N	Y	
Sedgemoor	01278 435 435	Y	N	N	N	Y	Calls recorded for training purposes
Epsom & Ewell	01372 732 000	Y	N	N	N	Y	Calls recorded for training purposes
Kirklees	01484 414858	Y	N	N	Y	N	Calls recorded for training purposes
Wyre	01253 891 000	Y	N	N	Y	Y	Goes to switch board first then the calls gets transferred to the call centre
Harlow	01279 446 655	Y	N	Y	N	Y	Calls recorded for training purposes
Three Rivers	01923 776 611	Y	Y	Y	N	Y	They can leave a message or enter the extension number they require
Swale	01795 417 850	Y	N	N	Y	Y	Calls recorded for training purposes

Note: * - IVR = Interactive Voice Response (recorded message + menu options)

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CABINET

15 DECEMBER 2005

BLACK AND MINORITY ETHNIC (BME) HOUSING STRATEGY (Report by the Head of Housing Services)

1. PURPOSE OF REPORT

- 1.1 To consider the second draft Black and Minority Ethnic (BME) Housing Strategy.

2. BACKGROUND INFORMATION

- 2.1 The Council has a legal duty under the Race Relations Act 1976 and subsequent amendments to eliminate unlawful racial discrimination; promote equality of opportunity between persons of different racial groups; and promote good relations between persons of different racial groups. The Council's work in this area is the subject of regulation and inspection, for example, under the CPA regime.
- 2.2 The Commission for Racial Equality have released a draft Code of Practice in Housing which gives advice on how housing organisations can avoid unlawful racial discrimination and promote good race relations. It covers nine areas of housing. The document confirms that BME households are more likely to suffer disadvantage in housing, for example, they are more likely to live in the social rented sector than other people, to live in poor housing, to live in deprived areas, and /or to live in over-crowded conditions.
- 2.3 When the Audit Commission inspected the Council in 2004, they found that one of the areas for improvement was the Council's work on assessing the housing needs of BME groups. Therefore, Housing Services undertook the following:
 1. Analysis of census data
 2. Analysis of the users of the Council's Housing Services
 3. Commissioned a specific study into the housing needs of BME groups in Huntingdonshire
 4. Jointly commissioned some research into the needs of Gypsies and Travellers (not yet concluded).

The findings of these strands of work have been brought together in a draft BME Housing Strategy (Appendix 1). The document has been the subject of consultation with partners and stakeholders, and the local Diversity Forum.

3. IMPLICATIONS

- 3.1 The main findings of the research are set out in the Executive Summary. There is an action plan at the end of the Strategy which will be achieved within current resources.

4. CONCLUSIONS

- 4.1 The strategy has been prepared using a range of data sources. The Strategy will strengthen the Council's work in this area and will address the weaknesses identified by the CPA Inspectors.

5. RECOMMENDATION

- 5.1 That Cabinet endorse the draft Black and Minority Ethnic Housing Strategy.

BACKGROUND INFORMATION

- Commission for Racial Equality, Draft Code of Practice on Racial Equality in Housing, 2005
- The Race Relations (Amendment) Act 2000
- Huntingdonshire District Council, Equality and Inclusion Strategy, June 2005
- CPA Inspection Report
- BMG, Housing Needs and Preferences of BME groups in Huntingdonshire, 2005

**Contact
Officer:**

Jo Barrett, Housing Strategy Manager

☎ (01480) 388203

**COMT
CABINET**

**15 NOVEMBER 2005
15 DECEMBER 2005**

NUISANCE VEHICLES (Report by Public Health Manager)

1. INTRODUCTION

- 1.1 The purpose of this report is to inform Members about the availability of devolved powers from DVLA to remove untaxed vehicles from the public highway, to explain how these powers could enhance our service for dealing with nuisance vehicles, to seek adoption of the devolved powers and delegated authority for authorised officers to use the powers in the manner described.
- 1.2 Huntingdonshire District Council has a good track record in dealing with abandoned vehicles and this devolved power would provide a useful additional tool for combating nuisance vehicles on the street in certain circumstances.

2. SUPPORTING/BACKGROUND INFORMATION

- 2.1 Devolved powers were introduced in 2002 and are available to local authorities and police forces wishing to act as agents of the Secretary of State within the regulations set out in the Vehicles Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 (as amended).
- 2.2 The DVLA has advised that there are currently 65 local authorities operating these powers and a further 41 are in discussion about adopting them.
- 2.3 If the powers are adopted by the Council they have to be operated in accordance with a code of practice drawn up by the DVLA and the Council has to sign up to that code which is attached as an annex to this report.

3. IMPLICATIONS

- 3.1 Untaxed vehicles on the highway are frequently unregistered and uninsured and can fall into the category of nuisance vehicles that blight communities and attract anti-social behaviour and vehicle crime. The removal of untaxed vehicles that fall into the category of nuisance vehicles will make a positive contribution to the maintenance of clean, safe environments in our communities.
- 3.2 It is not envisaged that the Council would necessarily act as agents for the DVLA in respect of every report of an untaxed vehicle on the public highway but there are occasions when, for instance, several vehicles are kept by a single householder and these generate complaints of nuisance from neighbours and from town and parish councils. As such vehicles are not abandoned they cannot be dealt with under the abandoned vehicles powers.

- 3.4 If the powers are adopted, the Council can retain all clamping, impounding and storage fees. If a vehicle is clamped, the motorist has 24 hours to claim the vehicle before it is removed to a vehicle pound. Payment at this point is £80 to de-clamp, plus evidence of a valid tax disc. If no disc is present, £120 surety fee must be paid. Once the vehicle is impounded the release fee becomes £160. If a vehicle is instantly removed, the release fee remains at £80 for the first 24 hours.
- 3.5 As the Council uses an independent contractor to remove abandoned vehicles it is envisaged that the same contractor could operate this scheme on behalf of the Council, once an authorised officer of the Council has carried out the necessary checks with DVLA online and issued the instructions to the contractor. In return for this service, the contractor would retain the fees.
- 3.6 By adopting devolved powers, the Council will not be entering into a contract with the DVLA. The powers can be used as and when the Council sees fit and there are no fixed targets. The only requirement is to comply with the DVLA code of practice. Later, if the powers are adopted, the Council could expand the use of the powers if dealing with untaxed nuisance vehicles became a local priority. In such circumstances a further report would be required as the resources presently available for dealing with abandoned and nuisance vehicles would be inadequate to serve an expanded service.
- 3.7 Although the legislation provides for the clamping of vehicles, immediate removal is an alternative. Immediate removal is the preferred alternative within Huntingdonshire for nuisance vehicles which, by definition, have been on the public highway for some time. Vehicles of value have to be stored for a minimum of 14 days and vehicles of no value have to be stored for a minimum of 8 days. No vehicle can be disposed of without authority from DVLA and if vehicles are authorised for disposal at auction the Council can only keep sufficient funds to cover reasonable expense, the balance being returned to the DVLA.
- 3.8 There will be no additional costs to the Council in adopting these powers which will be administered by the Abandoned Vehicles officer; neither would significant revenue be generated. The contractor will accept the fees in recompense for removing, storing, returning or disposing of nuisance vehicles as instructed. The Council will have no involvement in debt recovery.
- 3.9 The DVLA will undertake any prosecutions that are deemed necessary for offences under the regulations and appeals against the Council's actions are also handled by the DVLA; whose decision is final.

4. CONCLUSION

- 4.1 It is concluded that this scheme would be a useful addition to the existing powers available for dealing with abandoned and nuisance vehicles.

5. RECOMMENDATION(S)

It is RECOMMENDED that:

- 5.1 DVLA devolved powers for dealing with, clamping and removing untaxed vehicles from the public highway be adopted by the Council;
- 5.2 delegated authority is given to the Director of Operational Services to appoint authorised officers to enforce the provisions of the DVLA devolved powers;
- 5.3 the Head of Environmental Health Services be authorised to sign up to the DVLA code of practice on behalf of the District Council; and
- 5.4 the Head of Environmental Health Services be authorised to enter into an agreement with the existing abandoned vehicles contractor to collect, store, destroy, return, sell or otherwise dispose of untaxed nuisance vehicles in accordance with the DVLA code of practice in return for the fees set out in the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 (as amended).

BACKGROUND INFORMATION

The Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 (as amended)

DVLA Code of Practice/Agreement for Dealing with Untaxed Vehicles

Contact Officer: John Allan
☎ 01480 388281

CODE OF PRACTICE / AGREEMENT TO PARTICIPATE IN THE WHEELCLAMPING OF UNLICENSED VEHICLES

1. The Council will act as partners with DVLA and will operate within the regulations set out in the Vehicle Excise Duty (Immobilisation, Removal and Disposal of Vehicles) Regulations 1997 (as amended).
2. The council officers will spot untaxed vehicles and use the online abandoned vehicles web link to authorise unlicensed vehicles 24 hours per day, as per the instructions in Annex B.
3. If the online link is not available, the Council can contact DVLA to seek authorisation to clamp. This information will be returned in the form of four messages:
 - a. Authorised to clamp or instantly lift
 - b. Not authorised to clamp but issue CLE2/6
 - c. Not authorised
 - d. Stolen Vehicle
4. In order for the offender to be prosecuted it is essential that the council official issues a CLE2/6 on the vehicle and sends a copy to DVLA's Local Office for prosecution action to be taken forward.
5. When authorisation to clamp is given, then the Council will immobilise or instantly lift the vehicle and issue a CLE2/6. An information leaflet and warning notices should be placed on the windscreen of the vehicle. Ideally, the authorisation of clamping and the actual clamping of a vehicle must take place as one action to reduce the risk of the owner returning to the vehicle and driving away.
6. DVLA should be informed of all actions taken on a vehicle at the end of the day. This information must be passed to DVLA in accordance with the instructions in Annex B.
7. If payment is made to release the vehicle, then the Council should undertake to de-clamp the vehicle within two hours.
8. When payment is made at the pound or via the telephone, the appropriate paperwork should be completed.
9. If payment is not made within 24 hours of clamping, the vehicle should be soft-lifted and removed to the pound within the next 24 hours.
10. The vehicle pound must be secure, well lit and reasonably accessible.

11. The Council should inform DVLA, Police and Trace-Line of the impounding of the vehicle.
12. When the vehicle is lifted, a detailed inspection of the vehicle should be undertaken and a vehicle inspection report completed and signed off when the vehicle is impounded.
13. Each vehicle will need to be evaluated and the information sent to DVLA to enable the vehicle to be categorised, ie of value or not. This information must be passed to DVLA wheel-clamping section in accordance with the instructions in Annex B.
14. Vehicles of value will need to be stored for a minimum of 14 days and vehicles of no value will need to be stored for a minimum 8 days.
15. A full pound inventory of vehicles stored must be provided to DVLA at the end of each week.
16. No vehicle can be disposed of without authorisation from DVLA. All vehicles disposed of by crushing should be disposed of within 7 days of the Council receiving the authorisation. Once disposal is completed, the Council should return the V876 that accompanies the authorisation of disposal to DVLA. This information updates the vehicle record.
17. All disposals via crushing should be completed on a licensed vehicle disposal site, and should reflect the current legislation.
18. Vehicles valued at over £5000 are to be disposed of at auction and when authorised for disposal must be submitted to a reputable auction house for auction.
19. The Council will provide a telephone number for the payment line and this should be manned from 8am – 6pm Monday to Friday.
20. Any problems or disputes will be resolved within 24 hours.
21. The Council will be responsible for any damage to a vehicle whilst it is lifted on to their removal vehicle and during transportation to the pound.
22. The Council will be responsible for all vehicles whilst in their custody in their vehicle pound.
23. The Council will be able to instantly soft lift all vehicles, ie remove the vehicle to the pound, within the first 24 hours after authorisation:
 - On agreement with DVLA
 - On police advice
 - If the officers are in danger

- If the clamp has been previously stolen or there has been a high percentage of stolen clamps in a particular area.

24. The Council will retain all wheel clamping fees:

De-clamping	£80
Impounding	£160
Storage	£15 per day
Unclaimed	£120 surety fee

25. It will also retain all auction fees to the value of the Council's costs.

26. A surety payment of £120 is payable against getting a valid tax disc. This money is refundable if a tax disc is produced. Any unclaimed surety payments are retained by the council on the 15th day after the payment is made.

27. After a vehicle has been impounded for 24 hours, DVLA will write to the registered keeper giving notification of where the vehicle is held and instructions on how to obtain possession.

28. DVLA will inform the Associations ABI HPI and FLA of all vehicles impounded, and respond to their instruction on any interest by their members.

29. There will be occasions when the de-clamping or release of a vehicle will be made free of charge or when a refund is to be made to the keeper of a vehicle. Only the Agency will make these decisions and each case will be assessed on its merits.

30. All training will be provided by DVLA. On-site support will be available during the start of the scheme, and will continue thereafter by consultation via telephone and periodic visits by a member of DVLA staff.

31. DVLA will provide the authorisation to dispose of the vehicle after all actions have been taken.

32. All stationery will be provided by DVLA.

33. The regulations state that an appeal against wheel clamping can be made. All appeals will be dealt with by DVLA and its decision will be final.

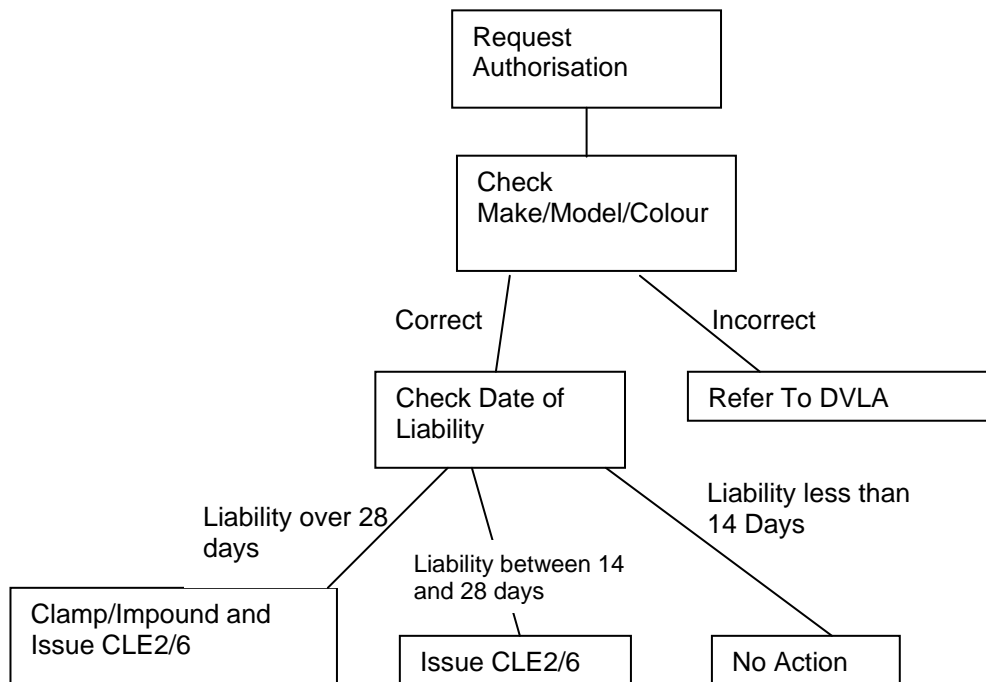
34. All disputes over private land will be dealt with by DVLA. The Council will be expected to provide detailed maps of what land is maintained at public expense. Again DVLA's decision will be final.

33. Any publicity entered into should be first agreed with the DVLA to ensure that a consistent message is being put forward.

Before seeking authorisation check the following:

1. The vehicle is not displaying a valid tax disc.
2. There is no valid blue disabled badge displayed.
3. The vehicle is not historic – registered before 1/1/1973 (L suffix or older).
4. The vehicle is stationary on the public highway.
5. Complete wheel-clamping checklist.

Input Vehicle Registration Mark for an enquiry using “Unlicensed Vehicle” from the dropdown menu.



Where an unlicensed vehicle is clamped

- A daily log and download must be sent to DVLA on the day of clamping (Day 1). Where this is not possible, the fax/download must be sent by 9.30am the following morning.
- A fax must be sent on Day 2 advising what action has been taken in respect of each vehicle. This must include impounded vehicles, de-clamps and stolen clamps. Where the vehicle has been impounded a valuation must be included.

Where an unlicensed vehicle is impounded (Instant Lift)

- A daily log and download must be sent to DVLA on the day of impounding (Day 1). The daily log must include an evaluation for each vehicle. Again, where this is not possible, the fax and download must be sent by 9.30am the following morning.
- ❖ DVLA fax number is 01792 765151
- ❖ E-mail address is Wheelclamping.dvla@gtnet.gov.uk
- ❖ The Spreadsheet must be sent in the correct format and must not be amended. If you require instructions on completing the spreadsheet or a blank spreadsheet, please contact Steve Jones on 01792 765325.

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MEMBERS' ADVISORY GROUP FOR PUBLIC CONVENIENCES (Report of the Advisory Group)

1. INTRODUCTION

- 1.1 The Advisory Group was re-constituted by the Cabinet at its meeting on 15th September, 2005 to consider the present position in relation to the Council's public conveniences and proposals for their improvement and continuing maintenance (Minute No. 74).
- 1.2 A meeting of the Advisory Group took place on 24th November 2005 and Councillors I C Bates, Mrs J Chandler, N J Guyatt and Mrs P J Longford were present. Councillor Mrs K P Gregory also had been invited to attend to contribute her views on the condition of facilities in St. Neots.
- 1.3 Councillor I C Bates was elected Chairman of the Advisory Group for the remainder of the Municipal Year and declared a personal interest by virtue of his membership of Cambridgeshire County Council and the County's potential involvement in a solution to the relocation of the public conveniences at South Street, St. Neots.
- 1.4 To assist their deliberations, Members referred to a report by the Head of Environment and Transport which had drawn together recent decisions and which contained additional information in respect of issues previously discussed by the Group. (Enclosed with the Cabinet Agenda at Item No 7(b))

2. BACKGROUND AND UPDATE

- 2.1 In accordance with the instructions of the Group, it was reported that discussions with St. Neots Town Council had not achieved agreement to public use of facilities in the Priory Centre in the event of the disposal of South Street and that with the exception of St. Neots Town Council, no other town had expressed an interest in assuming responsibility for maintenance of public conveniences in their towns.
- 2.2 As requested at their previous meeting, information was presented to the Group on the financial implications were the Council to bring public conveniences up to an agreed standard and quality within existing configurations and, where necessary, with structural alterations to overcome particular issues at some locations.

3. STANDARD OF FITTINGS

Further to discussions at their previous meeting (Item No. 5 of the report of the meeting held on 2nd February 2005 refers), the Advisory Group endorsed the basic and enhanced level of provision for public conveniences in the District as described in paragraph 3 of the report of the Head of Environment and Transport.

4. SITE EVALUATION

- 4.1 The Advisory Group proceeded to assess the requirements of each of the nine facilities in the District.
- 4.2 In terms of the public conveniences in New Road, Ramsey and in view of the proposals for development of the Grand Cinema site which could incorporate new externally accessed facilities (still under the control of the District Council) Members were of the view that the existing facilities should be refurbished to the basic standard but only if the development of the Grand Cinema site does not proceed. For this reason, the Group suggested that work to New Road, Ramsey should be scheduled later in the programme of improvements. In the meantime, the Project and Assets Manager undertook to ensure that some minor re-painting work was undertaken.
- 4.3 Given the potential for redevelopment of Huntingdon and St. Ives Bus Station, the Advisory Group concluded that facilities at both locations should be refurbished to basic standard.
- 4.4 In view of the location of facilities at St. Neots and Huntingdon Riverside Parks, Godmanchester and West Street, St. Ives, the Advisory Group concluded that these facilities should be refurbished to an enhanced standard.
- 4.5 As the facilities at South Street, St. Neots were in poor condition, out of character with their surroundings and required significant investment to upgrade to an acceptable standard, the Advisory Group were of the view that they should be replaced but relocated elsewhere in the town. Following further discussions with the town/county councils. It was the view of the Group that the public conveniences at South Street should not be removed until replacement facilities were made available.
- 4.6 Mindful of their previous deliberations in this respect, the Advisory Group

RECOMMENDED

that the Head of Environment and Transport be authorised to commence the programme of improvements to bring public conveniences in the District up to a basic or enhanced standard as determined in paragraphs 4.2, 4.3, and 4.4 ante.

5. PROPOSED PROGRAMME OF IMPROVEMENTS

- 5.1 Members considered a proposed three year programme for improvement works compiled to avoid more than one facility in any town being out of use at any one time. It was reported that works could commence with the public conveniences at Tebbuts Road, St. Neots given recent fire damage at that location. It was anticipated that the cost of improvements would be part met by insurance cover.
- 5.2 It was confirmed that basic improvements could involve internal re-structuring, new fixtures and fittings as well as re-decoration.
- 5.3 In terms of the programme, it was proposed that this should be progressed in three phases and appropriate funds released at the commencement of each phase. For clarification, the Advisory Group requested that the estimated cost of improvements proposed to be undertaken in 2007/08 should be identified separately for each location and that funding for alternative arrangements at South Street, St. Neots

equivalent to improvements of a basic standard at a cost of £38,000 be allocated.

- 5.4 Accordingly, the Advisory Group

RECOMMENDED

that Phase 1 of the programme of improvements to public conveniences in 2006/07 comprising work to Tebbuts Road and the Riverside, St. Neots, West Street, St. Ives and Godmanchester be progressed at a cost not exceeding £447,000.

6. FUTURE MAINTENANCE

Given the response by the town councils to the suggestion that they assume responsibility for maintenance of public conveniences in their towns and the preference expressed by Members for a uniform standard of cleaning and quality of facilities across the District, the Advisory Group

RECOMMENDED

that the Head of Environmental and Transport be authorised to make the necessary arrangements to secure a single contract for the cleaning and maintenance of all public conveniences district wide for a minimum period of three years.

7. AUTOMATIC PUBLIC CONVENIENCES

In view of the low level of use of the automatic public conveniences in Huntingdon and St. Neots vis-à-vis the cost of their provision, the Advisory Group

RECOMMENDED

that the Head of Environment and Transport be authorised to serve appropriate notice on JC Decaux to terminate the leases for the remaining four APCs in Huntingdon and St Neots and the Head of Financial Services advised of the opportunity this decision might present to identify Gershon efficiency savings

8. CONCLUSION

- 8.1 The Cabinet is requested to endorse the recommendations of the Advisory Group contained in paragraphs 4.6, 5.4, 6 and 7.

Councillor I C Bates
Chairman of the Advisory Group

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CABINET

15 DECEMBER 2005

PUBLIC CONVENIENCES – IMPROVEMENT PROPOSALS (Report by Head of Environment & Transport)

1. INTRODUCTION

- 1.1 At their meeting on 17 March 2005 Cabinet considered recommendations by the Members' Advisory Group for Public Conveniences in respect of the future provision and standard of public conveniences. The Advisory Group's recommendations are reproduced at Annex A.
- 1.2 Cabinet also gave, in principle, approval to the proposed disposal of the site of public conveniences located at South Street, St Neots, subject to consultation with St Neots Town Council.
- 1.3 The Advisory Group met again on the 24 November 2005 and endorsed the recommendations of this report.
- 1.4 This report provides Cabinet with the latest position and provides detailed proposals for the improvement and ongoing maintenance of town centre public conveniences.

2. TOWN COUNCILS

- 2.1 The Chairman of the Advisory Group has met with representatives of the St Neots Town Council to discuss the disposal of the South Street public conveniences. The Town Council considers the retention of public conveniences, which are easily accessible from the Market Square, as essential. They do not consider that the public conveniences at Tebbutts Road or Riverside fulfil this criterion.
- 2.2 Consideration has been given to the use of the existing toilets in the Priory Centre and the provision of new, externally, accessible public conveniences as an adaptation of the existing Priory Centre building. Neither approach was acceptable to the Town Council. Technical difficulties also meant that any adaptation would have been prohibitively expensive.
- 2.3 It is understood that the St Neots Town Council remains interested in the transfer of the three St Neots public conveniences to the Town Council.
- 2.4 With the exception of St Neots, no further dialogue with town councils has been held.

3. FUTURE SERVICE STANDARD

- 3.1 The decision of Cabinet on 17 March 2005 required consideration to be given to bringing the facilities up to an agreed standard, within existing configurations, but to maintain some flexibility. This required

consideration as to whether there is a particular problem to overcome, or it would be cost effective to vary the structural configuration in a specific location.

3.2 Good practice guidance suggests the following as an appropriate basic standard –

- standard fittings be used in all public conveniences to facilitate easy maintenance and repair;
- at least one fully disabled facility per location, to comply with the Disability Discrimination Act;
- baby changing facilities in male and female toilets; and
- easily maintainable internal finishes

3.3 In addition to suffering vandalism public conveniences often are misused by drug addicts and others. Where there is a perceived community safety concern the following enhanced standards also are proposed:

- timed locks to control out-of-hours access to a restricted level of service;
- reduction or removal of communal areas to prevent groups of people associating in the public convenience;
- replacement of existing provision with less easily abused purpose made units; and
- charging for entry.

3.4 The standards proposed for cleaning and maintenance are:

- establish a common standard throughout the district for the quality of service provided;
- establish a performance specification that can be monitored and enforced; and
- combine the cleaning and maintenance in one contract to avoid separation of responsibilities.

4. POSSIBILITIES FOR EACH SITE

4.1 Each of the nine sites have been evaluated to assess their condition, short and long term development possibilities, and present community safety problems. The evaluations are detailed in Annex B.

4.2 The outcome of the evaluation is summarized in the table that follows:

Location	Proposed Standard	Estimated Cost
Ramsey, New Road	Basic	£38k
Huntingdon, Bus Station	Basic	£38k
Huntingdon, Riverside Park	Enhanced	£132k
Godmanchester	Enhanced	£88k
St Ives, Bus Station	Basic	£38k

Location	Proposed Standard	Estimated Cost
St Ives, West Street	Enhanced	£116k
St Neots, Riverside	Enhanced	£205k
St Neots, Tebbutts Rd	Basic	£38k
St Neots, South Street	Replace	£86k

4.3 The total capital cost of these improvements is £779k. This assumes the replacement of the South Street public conveniences on an alternative site and on land currently owned by the District Council as the estimate does not include for any land purchase.

4.4 A three-year, phased programme of improvements is proposed such that –

- only one public convenience in any town is out of commission at any time; and
- work on sites likely to be included in redevelopment proposals is undertaken last, by which time there may be greater certainty about their future.

The proposed programme follows –

	Public Convenience	Cost in year
2006/07	St Neots – Tebbutts Rd St Neots – Riverside St Ives – West St Godmanchester	£447k
2007/08	St Ives - Bus Station Huntingdon – Riverside St Neots –South St (New site)	£256k
2008/09	Ramsey – New Road Huntingdon - Bus Station	£76k

4.5 Subject to approval of the above programme it is proposed that a contract be tendered for the 2006/07 schemes. The contract could be framed to allow for a negotiated extension to encompass schemes in subsequent years subject to the Council being satisfied as to the cost and quality of the work delivered under the initial contract.

4.6 Because of a recent fire to the Tebbutts Rd site, urgent work is needed. It is proposed that this is brought up to the new standard at this time. This may require some monies to be brought forward to 2005/06 to enhance the insurance money.

5. FUTURE MAINTENANCE

5.1 At present the cleaning and minor repair of public conveniences in St Neots is undertaken by St Neots Town Council on an agency basis. The cleaning of all other public conveniences, excepting automatic public conveniences, is undertaken by a contractor engaged by the Operations Division. Minor repairs to sites outside of St Neots, and

all major repairs, are commissioned by Environment & Transport Division.

- 5.2 The discussions with Town Councils on future maintenance arrangements were abandoned following the decision of Cabinet in February 2005 as, at that time, it was unlikely that any coordinated service was likely to be available from the councils. Only St Neots and Huntingdon Town Councils retained an interest in providing a service within their own towns.
- 5.3 The letting of a single contract for the cleaning and maintenance/repair of all public conveniences is still considered most likely to provide a consistent district-wide service standard and the most cost effective service. The present budget for this is around £100k per year, and it is hoped that a new contract for this work will be similar, but this will depend on the standards required. An extra contingency of £20k per annum is proposed to allow for increase in the service cost. This contract would need to be let for a minimum of three years and would, therefore, be subject to EU procurement regulations.

6. AUTOMATIC PUBLIC CONVENIENCES

- 6.1 At the meeting of 12 October 2004, the Cabinet approved the removal of the village APCs. However, the intention was to retain two APCs in Huntingdon (Trinity Place and the disabled unit in St Germain Street Minor Car Parks)
- 6.2 Although not identified during the negotiations with JC Decaux it was subsequently confirmed that any notice of early termination would have to apply to all APC units, or retain a minimum of four units. An agreement now has been reached that the Council will retain the three APCs sited in Huntingdon together with the APC at Coneygeare, St Neots until their leases expire in October 2008, or the Council serves twelve months notice of early termination on all four.
- 6.3 There is a financial implication on retaining these APCs above the present MTP budget and this is shown in Annex C. The usage of the APCs from January to September 2005 is:

APC location	Total visits in period	Usage per day
Huntingdon- St Germain	789	2.9
Huntingdon – St Germain Disabled	1684	6.2
Huntingdon – Trinity Place	1433	5.2
St Neots - Coneygeare	709	2.6

- 6.4 The table shows that the use of the units is minimal.

7. FINANCIAL IMPLICATIONS

- 7.1 The full details of the financial implications are given in the table in Annex C. The table compares the existing MTP capital provision and that proposed in paragraph 4.4 and 5.3 above.

7.2 The revenue impact on the MTP of retaining four, rather than two APCs, as detailed in paragraph 6.2 above is also shown in Annex C as Option A. For the purpose of comparison the cost if the APCs are removed in 12 months time are also given as Option B. The contractual position with JC Decaux is such that either Option A or Option B must be proceeded with and for MTP purposes the variation must be regarded as unavoidable.

7.3 The consequential revenue changes to the MTP of the proposals contained in this report, and detailed in Annex C, are summarized in the table below –

	2005/06	2006/07	2007/08	2008/09	2009/10
Revenue impact of capital	-£10k	-£18k	-£9k	-£1k	-£12k
Cleaning contingency		£20k	£20k	£20k	£20k
Option A – retain APCs	£24k	£8k	£62	£15	
Option B – terminate APCs	£24k	-£9k			

7.4 A revised MTP bid will provide for the reduction and rephrasing of the capital expenditure and the possible additional cost of cleaning. The extra costs identified in 2005/06 for the APCs, either Option A, or B, can be met from existing revenue budgets.

8. CONCLUSIONS

8.1 Cabinet at their meeting on 17 March 2005 agreed that public conveniences should be provided in the towns at a set standard.

8.2 Some of the existing buildings can be modified to reach the required basic standard for about £38k for each site. Others have community safety problems which mean that they require an enhanced standard costing between £88k and £205K. These works can be phased over a number of years to accommodate potential impact of redevelopment on some sites.

8.3 The review has confirmed that it is impractical to make the required improvements to the St Neots South Street conveniences at their present location. Furthermore the setting is considered inappropriate in the context of adjacent redevelopment and the demolition of the site is recommended. An alternative site, therefore, needs to be found as it is felt that public conveniences near the Market Square are required.

8.4 The St Neots Town Council retains an interest in taking over the public conveniences in the town. However, to achieve consistent standards, it is considered that the district council should retain control of all the public conveniences and have a single cleaning/maintenance contract for the whole area.

- 8.5 Although it will result in the reduction of public convenience capacity in the town of Huntingdon, the retention of APCs to the end of their current contracts imposes an unreasonable cost on the Council. In the circumstances termination at the earliest date compatible with the contract is desirable i.e. after 12 months notice.
- 8.6 The financial implications of these proposals are compared to the existing revenue budget in the Annex C and summarized at paragraph 7.3 above. The appropriate release of funds request is attached at Annex D for the refurbishment programme proposed in 2006/07. It assumes approval of the MTP bid required to reschedule the capital expenditure and provides the contingency for possible increases in cleaning costs.

9. RECOMMENDATIONS

- 9.1 It is recommended that Cabinet:
- Approves the programme of improvements at paragraph 4.4 and their financial implications as detailed in Annex C;
 - Agrees to the replacement of the South Street conveniences on an alternative site;
 - Authorise the Head of Environment & Transport to seek tenders for the building and cleaning/maintenance works contracts
 - Authorise the Head of Environment & Transport to serve 12 months notice on JC Decaux for the removal of the four remaining APCs; and
 - Approve the release of funds requested at Annex D to facilitate design work and the preparation of contracts for the first phase of improvements for 2006.

Background papers:

Environment and Transport files

Contact Officer: Chris Allen, Project and Assets Manager

 **01480 388380**

ANNEX A

RECOMMENDATIONS OF THE MEMBERS' ADVISORY GROUP FOR PUBLIC CONVENIENCES APPROVED BY CABINET AT THEIR MEETING ON 17 MARCH 2005.

1. that the District Council's commitment to the provision of public conveniences in Town Centres be continued.
2. that the outcome of their review of provision in the towns be endorsed
3. that the Head of Environment and Transport be requested to assess and report to a future meeting of the Cabinet on the financial implications of the decision to bring facilities up to an agreed standard within existing configurations but to maintain some flexibility by considering, should there be a particular problem to overcome, whether it would be cost effective to vary the structural configuration in a specific location
4. that the current arrangements with St. Neots Town Council and Turner Industrial Cleaning System Limited for the cleansing and maintenance of public conveniences in St. Neots and other town centres respectively be retained pending the outcome of further discussions on agency arrangements; and
5. that, in light of the foregoing discussions, on the future arrangements for public conveniences in the District, the proposal, submitted to a meeting of the Cabinet to be held on 3rd February 2005, to consider agency arrangements with Huntingdon and St. Neots Town Councils be deferred.

[NB – The report by the Head of Environment & Transport, considered at their meeting on 3rd February 2005, was deferred.]

ANNEX B

EVALUATION OF PUBLIC CONVENIENCES

SITE	PRESENT PROBLEMS	OPTION TO MEET BASIC STANDARDS	OPTION TO MEET ENHANCED STANDARD
<p>Ramsey, New Road</p>	<p>No baby changing facilities below standard Anti-social behaviour reported</p>	<p>Redecorate exterior Create baby changing room Improve disabled facilities Install new fixtures and fittings Internal redecoration COST £38,000</p>	<p>The toilets may be demolished as part of the cinema development and new toilets would be built into the new buildings</p>
<p>Huntingdon, Bus Station</p>	<p>Old fixtures and fitting</p>	<p>Redecorate exterior Install new fixtures and fittings Internal redecoration COST £38,000</p>	<p>Since the bus station area may be improved, in future years, major changes are not proposed to the toilets at this time.</p>
<p>Huntingdon, Riverside Park</p>	<p>Anti-social behaviour reported High vandalism No baby changing facilities</p>	<p>Install new fixtures and fittings Internal redecoration NOTE: this cannot give baby changing facilities and will not reduce vandalism or anti-social behaviour in present arrangement. Option not recommended COST £38,000</p>	<p>Convert to provide 4 unisex cubicles with disabled unit and baby changing unit. One unit to have 24 hour access. Access to be charged to reduce abuse</p> <p>COST £132,000</p>
<p>Godmanchester</p>	<p>No baby changing facilities below standard</p>	<p>Install new fixtures and fittings Internal redecoration NOTE: this cannot give compliant disabled facilities or baby changing facilities Option not recommended COST £38,000</p>	<p>Convert to provide 2 unisex cubicles with disabled unit and baby changing unit. One unit to have 24 hour access. Access to be charged to reduce abuse</p> <p>COST £88,000</p>

SITE	PRESENT PROBLEMS	OPTION TO MEET BASIC STANDARDS	OPTION TO MEET ENHANCED STANDARD
St Ives, Bus Station	No baby changing facilities Disabled facilities are below standard Old fixtures and fitting	Redecorate exterior Create baby changing room Improve disabled facilities Install new fixtures and fittings Internal redecoration COST £38,000	The long term future for the bus station and toilets is unknown as the area may be redeveloped. Therefore the higher standards are not an aim at present.
St Ives, West Street	No baby changing facilities Old fixtures and fitting	Redecorate exterior Create baby changing room Improve disabled facilities Install new fixtures and fittings Internal redecoration However these are very large facilities and will not give a high standard even when complete. Layout encourages anti-social behaviour. Option not recommended COST £38,000	Demolish existing building and replace with purpose made building to provide 3 cubicles including baby changing and disabled access. All cubicles to be semi-automatic. One unit to have 24 hour access. Access to be charged to reduce abuse
St Neots, Riverside	No baby changing facilities Old fixtures and fitting Bad design and layout		As this is a busy location serving the town and the park, 6 new cubicles should be provided in the existing building with disabled and baby changing facilities. All cubicles to be semi-automatic. One unit to have 24 hour access. Access to be charged to reduce abuse COST £205,000

SITE	PRESENT PROBLEMS	OPTION TO MEET BASIC STANDARDS	OPTION TO MEET ENHANCED STANDARD
St Neots, Tebbuts Rd	No baby changing facilities Old fixtures and fitting Disabled facilities are below standard	Redecorate exterior Create baby changing room Improve disabled facilities Install new fixtures and fittings Internal redecoration COST £38,000	Not necessary at this time.
St Neots, South Street	No baby changing facilities Disabled facilities below standard Old fixtures and fitting Building out of character with surroundings Could be sold as development plot	Due to its layout, it is very difficult to improve without major reconstruction.	Demolish existing premises and either rely on the 2 alternative sites in the town or replace on another site with new block. This might be able to be located on Priory Lane car park or in the Priory car park. This could then serve the Market Square and the north east area of the town. REPLACE WITH NEW BLOCK –NET COST £86k

ANNEX C FINANCIAL IMPLICATIONS

Public Conveniences and APCs - Proposed Revision To The MTP						
	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10
	£000s	£000s	£000s	£000s	£000s	£000s
Public Conveniences						
Existing Capital Programme		400	350	0	0	500
Revenue effect		10	29	38	38	51
Proposed programme		0	447	256	76	0
Revenue effect		0	11	29	37	39
Extra cleaning costs			20	20	20	20
Total revenue impact		0	31	49	57	59
Change to MTP		-10	2	11	19	8
Automatic Public Conveniences						
Revenue Base	153	153	153	153	153	153
Approved MTP	56	-121	-99	-153	-153	-153
Carry forward	-80	80				
Total	129	112	54	0	0	0
Proposed						
Proposed programme Option A						
Retain 4 APCs	129	136	62	62	15	0
Change to MTP	0	24	8	62	15	0
Proposed programme Option B						
Terminate all APCs	129	136	45	0	0	0
Change to MTP	0	24	-9	0	0	0

ANNEX D RELEASE OF FUNDS

03/302A New Public Conveniences

Chris Allen – Project and Assets Manager

Financial Impact	Net Revenue Impact										Net Capital				
	2003/ 2004 £000	2004/ 2005 £000	2005/ 2006 £000	2006/ 2007 £000	2007/ 2008 £000	2008/ 2009 £000	2009/ 2010 £000	2009/ 2010 £000	2003/ 2004 £000	2004/ 2005 £000	2005/ 2006 £000	2006/ 2007 £000	2007/ 2008 £000	2008/ 2009 £000	2009/ 2010 £000
Approved Budget			10	29	38	38	51			400	350	256	76	500	
Amended Budget				11	29	37	39				447				
Increased cleaning costs				20	20	20	20								
Already released															
Amount for which release now requested				31	42	42	42				447				

Justification for Release

Scheme is to improve the appearance and safety of the Public Conveniences. The work includes providing compliant disabled facilities, baby changing facilities, increasing safety and reducing vandalism.

Approval is required so that the design can be started on the contracts sought.

In order to maintain the public conveniences at a high standard of cleanliness and repair, extra revenues is required to meet the costs. This is required from 2006 so that the contract for the works can be negotiated now and let for 2006.

**RELEASE OF FUNDS FOR HOMELESSNESS PREVENTION OFFICER
(Report by the Head of Housing Services)**

1. PURPOSE OF REPORT

1.1 To request the release of funds to appoint to the Homelessness Prevention Officer post.

2. INTRODUCTION

2.1 The funding, on a permanent basis, for a Homelessness Prevention Officer post was approved by Council in 2003/4 as part of the Council's MTP process.

2.2 Cabinet approved the release of funds (March 2004) to appoint on a two year contract, to the end of March 2006.

2.3 The post holder has now left the Council's employment. The post has been a success with the role needed into the future.

3. BACKGROUND INFORMATION

3.1 The table below shows the continuing high rates of homelessness within the district and the number of households where the Council has a duty to help with permanent rehousing. The prevention of homelessness has always been the main focus of local authority housing advice teams although the effectiveness of this is limited where insufficient early warning of potential homelessness is given and/or other realistic housing options are not available. The table also shows the number of prevention cases that have assisted since 2004/05 and that this area of work is increasing. The majority of these are through assisting households into private sector tenancies via the help of the Rent Deposit scheme although it may also include resolving issues that allow a person to remain in their current home and so avoid homelessness.

Numbers of Households Applying/Accepted as Homelessness and the number of households where homelessness was prevented including those helped into private tenancies through the Rent Deposit scheme

	01/02	02/03	03/04	04/05	05/06 (first half year)
Total Applied	304	367	293	361	195
Of which Accepted	192	251	233	254	139
Cases where homelessness prevented *	-	-	-	65	51
Of which helped through Rent Deposit scheme	20	25	32	50	35

* Not recorded prior to 04/05

- 3.2 The post holder:
- ◆ Introduced the Home Choice Scheme, a service that helps homeless households find and access private sector tenancies. At the same time helped landlords resolve issues that may otherwise lead to them not offering a tenancy to a homeless household. This has led to an increase in the number of Rent Deposit loans.
 - ◆ Extended this service to offer advice and help to landlords who may be considering evicting their tenant in an attempt to resolve any issues. Landlords ending tenancies in the private sector is the second largest cause of homelessness in the district.
 - ◆ Increased links with the Anti Social Behaviour problem solving groups in an attempt to resolve issues that may lead to homelessness.
 - ◆ Increased the proactive approach to Court advocacy as a means of preventing homelessness as a result of rent arrears and introduced early warning systems with housing association partners that flag potential homelessness cases so that action can be taken.

4. IMPLICATIONS

- 4.1 Prevention has taken a much higher profile over the last 2 years and prevention measures are flagged as good practice and a way of slowing, and in some areas even reducing, the rate of homelessness.
- 4.2 New Best Value Performance Indicators (BVPIs) have been introduced this financial year to monitor Councils' success at preventing homelessness and in particular repeat homelessness.
- 4.3 The prevention of homelessness leads to a reduction in the number of households having to be placed in temporary accommodation. The government has set all Councils the target of reducing the use of temporary accommodation by 50% by 2010. The prevention measures we have implemented and need to develop further will help us achieve this target.
- 4.4 Failure to successfully implement and resource prevention measures are likely to result in:
- i) the loss of potential for limiting the growth, or reducing the rate, of homelessness within the district;
 - ii) increasing demands on temporary accommodation from homeless households together with increasing costs;
 - iii) greater demand on the limited social rented stock within the district as a result of lost opportunities to help household resolve their housing needs through other options; and
 - iv) poor outcomes in the new BVPIs covering this service area.

5. CONCLUSIONS

- 5.1 The Homelessness Prevention Officer introduced initiatives and made positive links with other agencies as well as taken on individual casework, providing a range of prevention measures. Although this has not yet seen a reduction in the number of households becoming homelessness it has stemmed the flow and prevented homelessness

increasing at a sharper rate. This in turn leads to fewer households being placed in temporary accommodation and fewer households requiring social rented housing than would otherwise have been the case.

- 5.2 This post contributes directly to the Council's priority of providing homes that meets local needs via the intensive casework that it undertakes. The success of this is monitored through the Council's performance against new BVPIs introduced this year and the government target of reducing the use of temporary accommodation.
- 5.3 Council has previously approved the funding of this post on a permanent basis but Cabinet initially released the funding for 2 years only.

6. RECOMMENDATION

- 6.1 The Cabinet is recommended to approve the release of future years' funds so that the Homelessness Prevention Officer post can be appointed on a permanent basis.

BACKGROUND INFORMATION

ODPM P1E Homelessness Returns
Achieving Positive Outcomes on Homelessness, ODPM, April 2003

Contact Officer: Steve Plant, Head of Housing Services

☎ 01480 388240

Jon Collen, Housing Needs & Resources Manager

☎ 01480 388220

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**COMT
CABINET**

**29TH NOVEMBER 2005
15TH DECEMBER 2005**

**DESIGN BRIEF
ALFRED HALL MEMORIAL FIELD / EYNESBURY ROVERS FC
(Report by PLANNING POLICY MANAGER)**

1. INTRODUCTION

- 1.1 This Design Brief examines the redevelopment opportunities on the Alfred Hall Memorial Field, currently the home of Eynesbury Rovers Football Club.
- 1.2 Cabinet is asked to consider the draft Design Brief and comments received, and adopt the document as Interim Planning Guidance, once representations have been reported and considered.

2. BACKGROUND

- 2.1 The Alfred Hall Memorial Field is included in the Urban Design Framework (UDF) for the area around St Neots Community College. This UDF was adopted as Interim Planning Guidance by the District Council in May 2005.
- 2.2 The UDF suggests that the Memorial Field should be considered for residential development, with the football club relocating to fields to the west.

3.0 THE DESIGN BRIEF

- 3.1 The purpose of this document is to present the design parameters, opportunities and constraints to the site; and provides clear guidance to any potential housing developer of what would be required on the site if this land is redeveloped.

4. CONSULTATION RESPONSE

- 4.1 A public exhibition was held in the college in January 2005 to display the draft proposals for the whole of the Ernulf Urban Design Framework, for which this area is part. A public meeting followed. Letters were posted to all neighbours on 9th September 2005 informing them of the start of the consultation period for this Design Brief. A public notice was placed in the St Neots local press on 15th September as well. The expiry date for comments was 6th October 2005.
- 4.2 All comments made and the Council's responses to them are presented in Annex 1.

5. CONCLUSION

- 5.1 Production of a Design Brief is best practice and will help to secure the most appropriate form of development over this area if this land is redeveloped. If Cabinet approves the document in draft form, there will be a period of consultation with the local and statutory bodies. Any comments or changes will be brought back to the Cabinet before it is adopted.

6. RECOMMENDATION

- 6.1 That the Cabinet authorises the revisions to the document as presented in Annex 1.
- 6.2 That the Cabinet delegates adoption of the revised document, incorporating minor consequential amendments, as Interim Planning Guidance, to the Executive Member for Planning Strategy, in consultation with the Head of Planning Services.

BACKGROUND INFORMATION

Huntingdonshire Local Plan Alterations June 2002
Huntingdonshire Design Guide SPG Sept 2004
Huntingdonshire Landscape & Townscape Assessment SPG Sept 2004
St Neots Community College Urban Design Framework May 2005

Contact Officer: Mike Huntington
 **01480 388404**

Annex 1
 Alfred Hall Memorial Field / Eynesbury Rovers FC Design Brief
 Summary of Written Comments

The table below details the comments received in general letters and from comments or attachments from the public questionnaires.

Action Code:

- 1 Action Taken
- 2 Not within remit of IPG
- 3 No action required

Comment by:	Respondent no.	Nature of Comment	Response	Action
HDC Housing Services	1	Para 6.2 Amend slightly to read '29% of the total housing must be provided as affordable housing. Our Housing Needs Survey continues to show that by far the greatest need is for social rented housing and it is therefore likely that the majority of the units will be provided to this tenure. However, some shared ownership units may also be incorporated. A plan showing.....' For the location plan (which you mention twice) you show 2 individual units, I would prefer small groupings. The statement about quality could be	Agree	1
			Agree	1
			Agree	1

Comment by:	Respondent no.	Nature of Comment	Response	Action
		misinterpreted (specification and space standards could well be better than the private). I think this needs tweaking to say something like - similar in design and materials		
CCC Highways	2	No comments		3
HDC Transport Team	3	Need to create an emergency access onto Hardwick Road, consisting of a cycle way and a footpath, 4.1 metres wide.	Agree	1
Environment Agency	4	Agree with principles contained in the development brief, but cannot provide any further information until a Flood Risk Assessment is produced. Unable to agree to the principle of development at this location until it has been established that there is adequate floodplain compensation available on the site for the development to go ahead.	Flood risk assessment will be part of any outline planning application the landowner makes.	3
2 Hall Road	5	4 main concerns. 1) Should be more than one access to the site for motorised traffic. 2) Parking for flats in Hall Road is inadequate, and the garages associated with the flats are used by	Advice from HDC Highways suggests that Hall Road is adequate to serve new housing development subject to minor engineering works, but that an emergency access into the site from the north should be designed in.	3

Comment by:	Respondent no.	Nature of Comment	Response	Action
4 Hall Road	6	<p>people from other nearby streets.</p> <p>3) At a meeting held in the Council Chamber in May, assured that there would be traffic calming in the area.</p> <p>4) How will service vehicles access the site whilst it takes place, or is Hall Road going to be used for all the works traffic?</p> <p>Asserts that the need for the development has had precedence over the feelings of the local community, and that none of their concerns over the traffic problems have been addressed.</p>	<p>Investigate opportunity to access site though school grounds when outline planning application is considered.</p>	
	6	<p>4 points</p> <p>1) Proposal to enter the new development through Hall Road counters the previous proposal for a supermarket a few years ago.</p> <p>2) Should be a second entrance at the 'top' of the development into Hardwick Road. This second exit would give people a choice of exit and separate the traffic levels into more manageable levels at congestion points.</p> <p>3) Parking in Hall Road is barely</p>	<p>See previous response.</p>	3

Comment by:	Respondent no.	Nature of Comment	Response	Action
52 The Broadwalk	7	<p>adequate. If Hall Road needs to be widened then parking bays will be eliminated thus reducing the width of the road that has been widened.</p> <p>4) Where will the route of the contractors' vehicles to the site be?</p> <p>Development seems to have been forced through without taking into consideration the feelings of the people living in the immediate vicinity.</p>		
		<p>1) Surface Water Drainage – improvements will need to be made to Ridgeway Brook. It needs reinstating where it has been filled where it enters Ernulf School Playing Fields.</p> <p>2) Sewerage – It is well known that the area has sewerage pumping problems. During heavy rain infiltration in the sewer system does cause problems.</p> <p>3) Vehicular movement – Site movement of vehicles is planned via Hall Road only. Is this wide enough and if not, increased width will be necessary which may include compulsory land</p>	<p>This will be addressed by the Environment Agency when they comment on any Outline Planning Application.</p> <p>This will be addressed by Anglian Water when they comment on any Outline Planning Application.</p> <p>This document only addresses design principles for this site. When an Outline Planning Application is presented to the District Council to consider, this will include a transport assessment for the site, and look at any implications for highway improvements this may have.</p>	3

Comment by:	Respondent no.	Nature of Comment	Response	Action
		<p>purchase from some private owners. An improved junction arrangement would also need to be designed between Hall Road and Hardwick Road, and between Hardwick Road and Barford Road.</p>	<p>The Design Brief has been altered to show the extent of adopted highway.</p>	
			<p>Also general layout improvements to document, maps and minor typos.</p>	

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AGENDA ITEM NO.

COMT
CABINET

22ND NOVEMBER 2005
15TH DECEMBER 2005

RAMSEY CONSERVATION AREA: BOUNDARY REVIEW, CHARACTER ASSESSMENT AND MANAGEMENT PLAN CONSULTATION DOCUMENTS (Report by Planning Policy Manager)

1. INTRODUCTION

- 1.1 The purpose of this report is to advise the Cabinet of the responses to the draft Ramsey Boundary Review, Character Assessment and Management Plan Consultation Documents and to consider the Council's response.

2. BACKGROUND

- 2.1 **Ramsey Conservation Area Boundary Review:** Section 69 of the above Act imposes a duty on local planning authorities to designate as conservation areas any "areas of special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance". Planning Policy Guidance 15 (4.2) makes it clear that it is the quality and interest of areas, rather than that of individual buildings, which should be the prime consideration in identifying conservation areas.
- 2.2 Part of Ramsey was designated a conservation area on the 24th November 1975. Under Section 69 local planning authorities also have a duty to review their areas from time to time. This review is part of the ongoing programme previously approved by Cabinet and has been conducted according to the Council's Review Policy adopted in January 2003.
- 2.3 **Ramsey Conservation Area Character Assessment:** This assessment covers the area included within the proposed conservation area boundaries. Section 71 of the 1990 Act places a duty on local planning authorities to formulate and publish proposals for the preservation and enhancement of its conservation areas. This document fulfils this requirement and links policy for Ramsey to other existing Local Planning Guidance for Huntingdonshire, notably the Huntingdonshire Design Guide SPG (2004) and the Huntingdonshire Landscape and Townscape Assessment SPG (2004).
- 2.4 **Ramsey Conservation Area Management Plan:** The Management Plan flows from the requirements of Section 71 and presents a series of proposal which, once implemented, will bring enhancement of the Conservation Area. The Plan makes suggestions for a number of projects which will be taken forward in conjunction with appropriate groups of officers and local people.
- 2.5 Cabinet approved these documents for a period of consultation on 30th June 2005. This period expired on 19th August 2005. During this time, in

addition to the consultation with statutory organisations, public exhibitions have been held in Ramsey and Bury and public notices were posted.

- 2.6 The designation of the revised boundary for Ramsey's Conservation Area and the adoption of the Character Assessment and Management Plan as material considerations in planning decisions would be important steps in protecting the historic environment. The guidance contained in the Character Assessment and will ensure that any forthcoming development will be of a high architectural and urban design quality.

3. THE CONSULTATION RESPONSE

- 3.1 18 written responses have been received from statutory agencies, local organisations and members of the public, containing 57 separate comments for consideration. A summary of the respondents and their comments is contained within Appendix 1.
- 3.2 Most of those who responded were concerned with the proposed boundary, rather than the nature of the Character Assessment or Management Plan. The majority of the respondents were in favour of the new boundaries, although three asked for modifications to be considered (responses 3; 7; &10). Two of the respondents objected to the extension of the boundaries where this was perceived to adversely affect their clients' property (responses 8 & 9). All responses from local residents were in favour (responses 11 to 17).
- 3.3 Most responses, where justified, have lead to modifications of the boundaries as proposed in the Boundary Review Document and a revised draft of this document has been prepared for consideration by Cabinet (Appendix 2). There have been two significant modifications to the boundaries as originally proposed. The first, after representations by English Heritage, has occurred to tighten the boundaries to the east and west of the Great Whyte. The second is an extension south of Bury church to include an area of archaeological significance related to the early history of that place, which is supported by the Cambridgeshire Archaeological Service.
- 3.4 Limited comments were received in relation to the Management Plan, which was generally considered to indicate a positive approach to the enhancement of the Conservation Area. Some respondents questioned the limited information provided behind each project heading. In fact, the Plan is, at this stage, only a list of proposals that will be developed in conjunction with local groups. Where appropriate, further project work within the Management Plan will be subject to separate consultation and approval by Cabinet.
- 3.5 On 25th July 2005, the Development Control Panel supported, in principle, the proposals set out in the original draft Boundary Review Document, Character Assessment and Management Plan.
- 3.6 If Cabinet agrees to adopt the revisions to the boundary, appropriate notices will be advertised in accordance with the provisions of section 69 of the Planning (Listed Buildings & Conservation Areas) Act 1990.

4. RECOMMENDATIONS

- 4.1 That the Cabinet considers the responses to comments presented in Appendix 1 and agrees to:
1. Designate the proposed Ramsey Conservation Area according to the boundary in the revised Ramsey Boundary Review document, incorporating the specified changes (Appendix 2);
 2. Adopt the revised Ramsey Conservation Area Character Assessment (as previously circulated) with the amendments contained in Appendix 3 of this paper, which will become a material consideration in planning decisions.
 3. Adopt the Ramsey Conservation Area Management Plan as a set of proposals for the enhancement of the Conservation Area and as a basis for further discussion and project work.
 4. Authorize the Head of Planning Services to make any minor consequential amendments to the text and illustrations necessary as a result of these changes, after consultation with the Executive Member for Planning Strategy.

BACKGROUND INFORMATION

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

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Conservation Team Leader
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RAMSEY BOUNDARY REVIEW, CHARACTER ASSESSMENT & MANAGEMENT PLAN: SUMMARY OF RESPONSES APPENDIX ONE

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

	Respondent	Comment	Response	Action
1	Ramsey Town Council 7 Church Green Ramsey Cams PE26 1DW Town Council	(i) Councillors indicated a preference for the Conservation Area to be restricted to areas of architectural merit and interest. (ii) Councillors pointed out that land included in the Conservation Area at the northern end of Ramsey is also included in the Northern Gateway Development.	<i>This issue discussed further with the Town Council on 10th November 2005 to explain the importance of areas of historic significance as well as those of architectural significance;</i> <i>Inclusion of part of the Northern Gateway within the proposed conservation area will ensure that any new development will respect the elements of historic and architectural significance that exist and the setting of the Great Whyte.</i>	1 2
2	Cambridgeshire County Box ET1010 Shire Hall Castle Hill Cams CB3 0AP Council	(i) In general welcome the review of the Conservation Area boundaries, particularly the extensions that include the rural landscape and associated landscape features (such as trees and hedgerows); (ii) District-wide Core Strategy will require a change to the Conservation Area policies (B7) that currently only refer to built structures and features. These will need to be widened to cover protection of the landscape & landscape features.	<i>Noted</i> <i>Passed on to relevant officer for action</i>	3 1
3	Middle Level Commissioners Dartford Road March	(i) The commission is one of four drainage bodies involved within the proposed Conservation Area;	<i>Noted</i>	3

<p>Cambs PE15 8AF</p>	<p>(ii) Comments concerning development within area 2 only (on behalf of either the Commissioners or the Ramsey, Upwood & Great Raveley Internal Drainage Board) remain generally those raised in a letter dated 10th June 2004 concerning the draft Ramsey Gateway document.</p>	<p>Noted</p>	
<p>4 English Heritage Brooklands 24 Brooklands Avenue Cambs CB2 2BU</p>	<p>Pleased to see that the Council has approached the review in a bold and far-reaching manner. Having visited Ramsey and read the documents would like to make some specific comments:</p> <p><u>A: Boundary Review</u></p> <p>(i) The main justification for inclusion of the area around the northern railway station is historic rather than architectural. Needs more information about the “shadow” of the industrial archaeology in the text;</p> <p>(ii) The 20th century housing within the Abbey Environs not of special local character but the buildings contained in spaces in an Arcadian manner justifies inclusion. A more detailed description would help in an appeal situation.</p> <p>(iii) The post-enclosure areas need re-assessing in those sections where the majority of the houses are from the late 20th century and exhibit nothing in terms of local distinctiveness of style, materials or layout.</p> <p><u>B: Character Assessment</u></p> <p>Arguably more detail is required with regard to buildings, spaces and other townscape features (including information on specifically local materials and details such as shop fronts, window surrounds etc.) that give conservation areas a definable character.</p>	<p>A meeting was held with English Heritage on 27th September to agree an approach to changes to the documents.</p> <p>Amendments have been made to the text of the character assessment to provide more information;</p> <p>More information added in the additional pages added dealing with spatial analysis and building detail;</p> <p>This is a contentious issue as it is difficult to reach agreement between experts as to where the dividing line should be drawn. After further consideration officers have re-aligned the boundary along Newtown Road and Station Road to accommodate this point.</p> <p>This point has been taken on board by the addition of two further pages in the sections on the localities in the Character Assessment document. Officers are indebted to English Heritage for their guidance on this issue.</p>	<p>1</p>

		<p><u>C: The management Plan</u></p> <p>With regard to the public realm the few surviving local features warrant identification. Aspects such as the dominance of parking and the clutter arising from excessive amounts of street furniture could be the subjects of enhancement projects (with community involvement) in the lifespan of the management plan.</p>	<p>This issue is being taken forward in the plans to implement the management plan upon approval by the Council. The involvement of the community is seen as essential to the success of this aspect of the project.</p>	
5	<p>Smiths Gore The Kings Lodging Minster Precincts Peterborough PE1 1XT</p>	<p>Representing Clients who own land and property in Ramsey, which is potentially affected by the proposals. Objection to the proposed extension to the Ramsey Conservation Area on the following basis:</p> <p>(i) A belief that the proper way to consider changes to conservation areas is via the Local Development Framework; Cannot see any particular need to enlarge the existing Ramsey Conservation Area and believes that to increase the designated area carries with it the danger that the concept of a conservation area is undermined and devalued;</p> <p>(ii) Disagrees with the inclusion of Bury Church and the intervening open land. Would prefer a separate conservation area for Bury.</p> <p>(iii) Client specifically objects to the inclusion of the area described as No. 4 'Extension along the Bury Road'. Questions whether it is "special" enough.</p>	<p>1</p> <p>The respondent has not declared where his client's property is located, which makes a full response to the issues raised more difficult. However, a written response will be sent to the respondent by the Conservation team Leader.</p> <p>There is a clear statutory process laid down for boundary review by the Planning (Listed building and Conservation Areas) Act 1990, which has been followed by officers of the Council. This does not correspond with the opinion of the respondent. In line with best practice set out by Planning Policy Guidance 15 consultation with the public has been undertaken, even though this is not a statutory requirement.</p> <p>This is an opinion that is not shared by officers of the Council or the majority of respondents.</p> <p>The case for the inclusion of Bury Road is very strong. The majority of the other respondents recognise this and support it.</p>	

	<p>(iv) Suggests that the Management Plan needs greater detail to make it effective.</p>	<p>The document concerning the management plan is, at this stage, an outline document identifying locations and approaches to be developed into a full operational plan once the parameters have been agreed. Therefore, officers can agree with this statement.</p>	
<p>6 John Martin & Associates Farm Hall Offices, West Street, Godmanchester</p>	<p>On behalf of The Fellows Family Trust objecting to the inclusion of area 2 (North of the Great Whyte) & area 3 (North Eastern Approaches) in the proposed Boundary review. Reasons for the objection are as follows:</p> <p><u>Area 2:</u></p> <p>(i) A belief that a raft of measures is already in place with sufficient safeguards to enable the development of Area 2 to be carried out to a high standard and safeguard the few acknowledged important historical features such as the High Lode water way, whilst preserving and enhancing the entrance to the town and the 'backdrop' to the existing conservation area boundary in this part of the town;</p> <p>(ii) The client's opinion that Area 2 has no areas of special architectural interest and limited tangible historic interest and that inclusion would devalue the concept of the conservation area as stated in PPG 15.</p> <p><u>Area 3:</u></p> <p>(i) The client believes that sufficient safeguards are already in place to protect Area 3 from harmful development which might have a detrimental impact on this approach into the town, adjacent the existing conservation area boundary;</p>	<p>1</p> <p>In general terms it is felt that the respondent has failed to take the needs of the whole conservation area into consideration. The two localities commented upon are elements within the whole. They are not designed to be judged in their own right as separate "conservation areas". The decision to break the Conservation Area down into localities was to make analysis easier, and officers regret that this has led to some confusion. Response explaining this to be sent by Conservation Team Leader.</p> <p>A raft of measures designed, primarily, for other purposes is not considered to be justification for exclusion of this locality from the Conservation Area. This area is considered to be important for the integrity of the conservation area as a whole.</p> <p>Officers are not in agreement with this opinion. The value of this locality has been discussed with English Heritage who have recognised the importance of the historical elements within it.</p> <p>As above</p>	

	<p>(ii) The client's opinion is that, despite containing several listed buildings, the large expanse of farmland in the open countryside does not warrant conservation area status.</p>	<p><i>This is not a viable argument in terms of the whole settlement upon which judgement about conservation area status depends. The respondent's analysis does not take sufficient account of the relationships between the different elements as required by PPG 15.</i></p>	
<p>7</p> <p>Jane Yardley Ramsey Rural Museum</p>	<p>(i) Welcomes the extension of the conservation area boundary.</p> <p>(ii) Particularly concerned that the historic and architectural infrastructure at the Northern Gateway is retained.</p> <p>(iii) Also drew attention to the need to provide adequate parking in the right place to encourage economic growth within the town.</p> <p>(iv) Supports enhancement schemes at Boothe's Hill and Bury Brook behind the George; restoration of the railings around the war memorial and the Clock in the Great Whyte;</p> <p>(v) Proposed the inclusion of a significant archaeological site south of Bury Church containing a possible Roman or Saxon fortified site and deserted medieval village.</p>	<p>Noted</p> <p>Noted</p> <p><i>This point referred to the officer responsible for the Management Plan;</i></p> <p>As above</p> <p><i>Cambridgeshire Archaeological Service has confirmed the significance of the site and its relevance to the early history of Bury. Having considered the evidence it is proposed to include an additional two fields, which contain the best archaeological material.</i></p>	<p>1</p>
<p>8</p> <p>Ramsey Resident</p>	<p>(i) Think it is a good idea to change the boundary of the conservation area and that the new boundary is correct;</p> <p>(ii) Find the Character Assessment useful for understanding the historic character of Ramsey;</p> <p>(iii) Support the idea of a management plan for the new conservation area, that it will benefit the town and agree with the range of projects proposed;</p> <p>(iv) This will be a continually evolving process so it will be necessary to carry out regular reviews.</p>	<p>Views noted</p> <p>Views noted</p> <p>Views noted</p> <p>Views noted</p>	<p>3</p>

9	Ramsey Resident	<p>(i) Good idea to change the boundary of the conservation area. Good idea to see long views included – shame this didn't exist before development behind Church Green;</p> <p>(ii) The new boundary is mostly correct, but why Newtown Road and not Field Road? Both Victorian/Edwardian – more old buildings in Field Road!</p> <p>(iii) Find the Character Assessment useful for understanding the historic character of Ramsey</p> <p>(iv) Support the idea of a management plan but uncertain whether the plan will bring benefits to the town. Economic development is essential! We're getting more houses & fewer shops & businesses. Long commuters add to global warming.</p> <p>(v) Need more detail on the range of projects proposed.</p>	<p>Noted</p> <hr/> <p><i>The decision about the placing of the boundary in this part of the town has been mentioned under the responses to comments made by English Heritage above. There is merit in the argument concerning Field Road, but inclusion would be difficult without creating an outlier (in effect a small conservation area on its own, which it would not merit).</i></p> <p>Noted</p> <p>Noted</p> <p>Agreed</p>	3
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10	Ramsey Resident	<p>(i) Good idea to change the boundary of the conservation area. Increase area to the north and include any proposed future development/current development;</p> <p>(ii) The new boundary is not correct. Please include railway site: future rail link;</p> <p>(iii) Centre Market on Great Whyte should have individual bay underground services/grid for water/electricity supply. Pave out area of road as pedestrian with permitted vehicle access for market & residential/trade.</p>	<p>Noted</p> <p><i>This is not an issue for this document</i></p> <p>2</p> <p>Suggestion passed on to appropriate officer for action</p> <p>2</p>	
11	Ramsey Resident	<p>(i) Good idea to change the boundary of the conservation area – currently too small and needs to take in broader area. The new boundary is correct;</p> <p>(ii) The character Assessment is self-explanatory and useful for understanding the historic character of Ramsey. Useful to have explanation of development from pre-medieval times to 21st century;</p> <p>(iii) Support the idea of a management plan. Need to keep aware of development and increased building – industrial, residential & commercial. Think the plan will bring benefits to the town & may stop unsympathetic development;</p> <p>(iv) Agree with the range of projects generally. Very keen to keep façade of Grand Cinema;</p> <p>(v) The plan should address development of facilities, not just the character but also the content. More provision needed for the young; affordable housing etc. Ramsey in danger of becoming a retirement town.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted – a separate Development Brief for the Grand cinema site has been produced by the Council</p> <p>The Ramsey Action Plan intends to address these issues, in consultation with the community.</p>	3

12	Ramsey Resident	<p>(i) Think it is a good idea to change the boundary of the conservation area – original very small;</p> <p>(ii) The new boundary is correct. Nice to see some of Bury included;</p> <p>(iii) The Character Assessment useful for understanding the historic character of Ramsey;</p> <p>(iv) Support the idea of the management plan and think that it will bring benefits to the town. Agree with the range of projects proposed.</p>	<p><i>Noted</i></p> <p><i>Noted</i></p> <p><i>Noted</i></p> <p><i>Noted</i></p>	3
13	Ramsey Resident	<p>(i) Think it a good idea to change the boundary of the conservation area and that the new boundary is correct. I hope that the area around Ramsey N Station will become an open area sympathetically managed for wildlife;</p> <p>(ii) The Character Assessment useful for understanding the historic character of Ramsey;</p> <p>(iii) Support the idea of a management plan for the new conservation area, that it will benefits to the town and agree with the range of projects proposed;</p> <p>(iv) Avoid large developments that will wreck town centre shopping.</p>	<p><i>Noted</i></p> <p><i>Noted</i></p> <p><i>Noted</i></p> <p><i>Noted</i></p>	3
14	Ramsey Resident	<p>(i) Think it is a good idea to change the boundary of the conservation area and that the new boundary is correct;</p> <p>(ii) Find the Character Assessment useful for understanding the historic character of Ramsey;</p> <p>(iii) Support the idea of a management plan for the new conservation area, that it will bring benefits to the town and agree with the range of projects proposed;</p>	<p><i>Noted</i></p> <p><i>Noted</i></p> <p><i>Noted</i></p>	3

15	Urban Design Officer, HDC	<ul style="list-style-type: none"> i) Minor text and graphic improvements needed to Design Code ii) Amend Management Plan map to accord with revised Conservation Area boundary. 	<i>Amendments made</i>	1
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<u>APPENDIX 3</u>	SCHEDULE OF REVISIONS TO THE RAMSEY CONSERVATION AREA CHARACTER ASSESSMENT FOLLOWING PUBLIC CONSULTATION
Page 1: Cover	<i>Revision to date: December 2005</i>
Page 2: Contents	<i>No revisions</i>
Page 3:	<i>Blank</i>
Page 4: Introduction and Statement of Significance	<p><i>Add paragraph:</i></p> <p>1.13 The Recording of Spatial Information</p> <p>All the information collected on the settlements within the Ramsey district for use in this character assessment and displayed in map form have been recorded within Arch View. This is a Geographical Information System (GIS) that allows spatial information to be permanently stored and then displayed at suitable levels of detail and scales as required. The maps used in this document to illustrate local character have been chosen to fit the requirements of this document but may be enlarged subsequently if more detail needs to be displayed.</p>
Page 5:	<p><i>Add maps:</i></p> <ol style="list-style-type: none"> 1. 1880 25" OS map; 2. 1920 25" OS map.

Page 6: Historical Development	No Revisions
Page 7:	<p>Add caption to existing map: Ramsey Estate Map, c. 1873</p> <p>Add maps showing: 1. Topography pre- fen drainage projected on modern map; 2. Part of Moore's map c1684.</p>
Page 8: The Analysis of the Conservation Area	<p>a. Add new paragraph:</p> <p>3.9 Spatial Analysis</p> <p>Within each locality the most significant relationships between built and open spaces are analysed in terms of their key spatial features. This includes building lines, green features and mass etc.</p> <p>b. Renumber subsequent paragraphs</p> <p>c. Insert new paragraph:</p> <p>3.11 Building Detail</p> <p>For each locality examples of significant architectural features are reproduced to illustrate the existing historical built form.</p> <p>d. Renumber subsequent paragraphs</p>
Page 9: Table 1	<p>Within column 3a/3b Post Enclosure Settlement, row for "Neighbourhoods" insert: (west side) after Newtown Road</p>

Page 10:	Map 2. Revisions to map boundaries as per revised boundary review document. Figure 1. New symbol for 'spatial orientation'
Page 11: 1a. Abbey environs Character Analysis	No changes
Page 12: 1b. Abbey Environs Building Type Analysis	Replace picture of St. Thomas' Church with new photograph
BETWEEN PAGES 12/13 ADD NEW PAGES AS IN ANNEX TO THIS DOCUMENT	1b. Abbey Environs Spatial Analysis (copy attached) 1d. Abbey Environs Building Details (copy attached)
Page 13: Abbey Environs Design Code	1c becomes 1e
Page 14: Abbey Environs Design Code Summary	1d becomes 1f
Page 15: 2a. Medieval Settlement Character Analysis	Amend map boundaries as per revised boundary review document

<p>Page 16: 2b Medieval Settlement Building Type Analysis</p>	<p><i>Amend map boundaries as per revised boundary review document</i></p>
<p>BETWEEN PAGES 15/16 ADD NEW PAGES AS IN ANNEX TO THIS DOCUMENT</p>	<p>2b. Medieval Settlement Spatial Analysis (copy attached) 2d. Medieval Settlement Building Details (copy attached)</p>
<p>Page 17: Medieval Settlement Design Code</p>	<p>2c becomes 2e</p>
<p>Page 18: Medieval Settlement Design Code Summary</p>	<p>2d becomes 2f</p>
<p>Page 19: 3a. Post Enclosure Character Analysis</p>	<p>a. Amend map as per revised boundary review document; b. Replace picture 'A' with view west out of Newtown Road; c. Delete picture 'J' and amend text; <i>In first paragraph of text delete 'gives it a contemporary significance' and insert: gives it a spatial significance, with important views into the backlands.</i> a. Amend map as per revised boundary review document;</p>
<p>Page 20: 3b. Post Enclosure Building Type Analysis</p>	<p><i>Replace pictures of buildings on east side of Newtown Road with one of School in Station road.</i></p>

<p>BETWEEN PAGES 20/21 ADD NEW PAGES AS IN ANNEX TO THIS DOCUMENT</p>	<p>3b. Post Enclosure Spatial Analysis (copy attached) 3d. Post Enclosure Building Details (copy attached)</p>
<p>Page 21: Post Enclosure Design Code</p>	<p>3c becomes 3e</p>
<p>Page 22: Post Enclosure Design Code Summary</p>	<p>3d becomes 3f</p>
<p>Page 23: 4a. Green Fringe Character Analysis</p>	<p><i>Amend map as per revised boundary review document</i></p>
<p>Page 24: 4b. Green Fringe Building Type Analysis</p>	<p><i>Amend map as per revised boundary review document</i></p>
<p>BETWEEN PAGES 24/25 ADD NEW PAGES AS IN ANNEX TO THIS DOCUMENT</p>	<p>4b. Green Fringe Spatial Analysis (copy attached) 4d. Green Fringe Building Details (copy attached)</p>
<p>Page 25: Green Fringe Design Code Summary</p>	<p>4c becomes 4e</p>

<p>Page 26: 5a. 19th Century Industrial Areas Character and Building Type Analysis</p>	<p>a. Paragraph five of text, after first sentence ending ‘...are essentially cleared brown field sites’ add text:</p> <p>However, the “grain” of the sites reflecting the orientation of the High Lode, the railways and other traditional land uses remains. This area should be preserved within the conservation area and any new development should respect both the grain and remaining building types. These complexes are of particular historic significance to Ramsey because they record the growth and 19th century origins of the modern agro-industry in the area.</p> <p>b. Create new paragraph with sub heading following above text:</p> <p>Building Types Existing text ‘At the northern gateway....’ To follow new heading.</p>
<p>BETWEEN PAGES 26/27 ADD NEW PAGES AS IN ANNEX TO THIS DOCUMENT</p>	<p>5b. 19th Century Industrial Spatial Analysis (copy attached)</p> <p>5d. 19th Century Industrial Building Details (copy attached)</p>
<p>Page 27: 19th Century Industrial Areas Design Code</p>	<p>5b becomes 5d</p>

Page 25: 19th Century Industrial Areas Design Code Summary	5c becomes 5e
Page 29:	<i>Blank</i>
Page 30: 4.0 Opportunities for Future Enhancement	<p><i>Paragraph 4.2 add the following text:</i></p> <p>However, it is worth re-stating the need for improvements to paving, street furniture and signage along most of the principle highways. Greater attention to local materials and form as well as the de-cluttering of signage is needed. Many shop-fronts have lost much of their local character over the years and this trend could be reversed with imagination and effort. Similarly, the issue of parking needs to be addressed, balancing the needs of traders and their customers with environmental improvements.</p>

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AGENDA ITEM NO.

COMT
CABINET

22ND NOVEMBER 2005
15TH DECEMBER 2005

THE GRAND CINEMA, RAMSEY DEVELOPMENT BRIEF (Report by PLANNING POLICY MANAGER)

1. INTRODUCTION

- 1.1 The purpose of this report is to advise Cabinet of the result of public consultation on the draft Development Brief and to consider the Council's response. The Cabinet is asked to approve the amended Development Brief for its use in the potential re-development of this part of the town.

2. BACKGROUND

- 2.1 A draft version of this document was released for public consultation by Cabinet on 15th September 2005 and the consultation period extended until 18th November 2005. It has been advertised locally and 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 Development Brief 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. In addition, it will assist the Council in delivering a suitable community facility as part of the development package.

3. THE CONSULTATION RESPONSE

- 3.1 37 written responses have been received from statutory agencies, local organisations and members of the public, containing 110 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. The most significant concerns and the Council's responses are outlined below:
- 3.3 *Demolition of existing buildings:* if implemented in full, the Brief may result in the demolition of the existing cinema building and No. 29 Great Whyte. It is accepted that the existing cinema building is

something of a local landmark and has been associated with the town for many years. Although its re-use for a limited range of functions is conceivable, it is unlikely that these re-uses will bring about a comprehensive improvement of the environment within and adjoining the site. There is also the question as to whether a future re-use in the existing building would be viable, given the demise of the most recent cinema use, or whether that re-use provides a facility available for a wide range of the community. It is the Council's opinion that the existing building, whilst of local interest, is not worthy of retention at the expense of a new, high quality facility which provides not only a suitable community function but also has the potential to deliver architecture of equivalent or, as intended, superior quality. In relation to No. 29, the same principles apply: it is an attractive building but is in a poor state of repair. Its retention (even in part) has the potential to curtail the comprehensive and viable re-development of the combined sites, at the expense of improvement to the wider area and the delivery of a community facility. Given the outcomes of the Ramsey Action Plan which identified a need for a range of community facilities in the town, the Council considers that the delivery of an appropriate community facility on this site is desirable and outweighs the potential loss of these buildings.

- 3.4 *Loss of parking:* parking would only be lost if some or all of this particular area were to be included in the re-development. From the Council's perspective, allowing development on the existing parking area may be essential for the delivery of much-needed community facilities and improved public toilets. The public consultation has raised parking in general as a significant concern in the town, echoed by Development Control Panel. This is a broader issue that cannot be fully addressed within the remit of this document, but the Council is planning to re-visit the parking strategy for the town centre.
- 3.5 *Provision of housing:* objections have been received in relation to the provision of residential units in the town centre. If this concern relates to the loss of retail property arising from the development of this site, then the objection does not apply as no existing retail properties exist on the site. The provision of new retail property would depend on viability. Rejection of dwellings in the town centre would lead to a reduction in the viability of the town centre itself, and would be contrary to national policy in relation to town centres. This would be contrary to the Action Plan 'Vibrant Town Centre' initiative. The provision of a community facility in addition to housing would help to extend the viability of the town further.
- 3.6 *Community facility:* whilst there was general support for the provision of these facilities, some respondents requested uses such as a cinema, theatre, entertainments centre and youth centre. It is unlikely that this site could deliver such facilities, not least due to its restricted size. Also, this site is just one of a number being considered for the delivery of a range of appropriate community uses. Consultation is currently underway with local groups to establish what facilities would be best suited to the town, including considerations for their on-going management and maintenance.

4. CONCLUSION

- 4.1 The revised document will incorporate a number of changes as a result of the public consultation process. The promotion of appropriate site analysis and a comprehensive design strategy is unchanged.

5. RECOMMENDATION

- 5.1 That the Cabinet authorizes the revisions to the document as presented in Annex 1.
- 5.2 That the Cabinet delegates adoption of the revised document, incorporating minor consequential amendments, as Interim Planning Guidance to the Executive Member for Planning Strategy, in consultation with the Head of Planning Services.

BACKGROUND INFORMATION

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ANNEX 1

GRAND CINEMA, RAMSEY DEVELOPMENT BRIEF

RESPONSES

1 – action taken

2 – not within the remit of this document

3 – no action taken

Respondent	Resp no.	Comm No.	Comment	Response	Action
Resident	1	1	Support provision of community facilities, especially a community hall and rooms for committee meetings	Noted	3
		2	Do not support provision of retail given current slump in demand	Noted	3
		3	Do not support removal of parking	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
		4	Do not consider more flats in Ramsey are needed	The provision of additional dwellings in the town centre is intended to boost the viability of the town and its services, and will help to deliver the community facilities on this site.	3
Resident	2	5	Recommend use of old features such as stained glass windows in the design of the new building	Noted	3
Resident	3	6	Notes that Newtown Green could be developed and would prefer partial retention due to use by children as play area	Newtown Green would not be affected by the development	3
		7	Will there be portaloos provided between demolition of existing and provision of replacements?	This is a detailed consideration nit appropriate for consideration at this stage.	3
Resident	4	8	Regrets demolition of existing building	Noted	3
		9	Recommends retention of Grand façade as a front to the new development	This is a technical possibility but it may or may not be a practical solution. Noted	3
		10	Retain front portion at least of No. 29	This would be difficult to achieve due to its position on the frontage and the potential	3

					relationship of building to the rear	
	11			If New Road car park to be developed, alternative spaces should be provided elsewhere (eg Health Centre area)	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
Resident	5	12		Do not support residential property facing onto Great Whyte or more residential development in general	The provision of additional dwellings in the town centre is intended to boost the viability of the town and its services. The Council is promoting community uses on the frontage	3
		13		The whole site should be developed for the benefit of Ramsey not to the benefit of a development company	The development has to be viable to be implemented, otherwise the community facility will not be provided	3
		14		Does not accept development on car park	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
		15		Where will the library customers park?	By having the library located close to the centre of the town and public transport routes, it is intended that visitors would not necessarily be reliant on private transport. No additional spaces are considered necessary.	3
		16		Cinema should be replaced by a major new facility for the town, including meeting space, youth activities, shows, dances etc	Noted but such facilities need to be viable to be delivered, including on-going maintenance and management. The Grand site is just one of a number of sites being considered for community uses.	3
Resident	6	17		Does not accept loss of parking on New Road	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town	3

				centre	
	18		Recommends small scale theatre to double as conference hall, meeting space	It is intended that the community facility will provide for some of these needs, but not all. Other sites are being considered to provide appropriate additional facilities.	3
Resident	7	19	Requests compensation for any development on the car park land as this was originally CPO'd from his father.	This is not possible as the land is now in the control of the District Council, compensation having already been paid at the time of the CPO.	3
		20	Does not accept loss of parking	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
Development Control Panel	8	21	Requests that Cabinet extends Mews Car Park to compensate for the loss of spaces in New Road.	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
Ramsey Town Council	9	22	Under no circumstances should development of the Grand site remove the car park in new Road	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
		23	Would support some form of retail in the lower part of the frontage	Noted, but only possible if viable.	3
		24	A community facility would require additional parking	Not necessarily. Being located in the town centre, the facility would be close to public transport.	3
Resident	10	25	Would prefer to keep the cinema	Noted	3
		26	Relocation of library to the site would be a good idea	Noted	3
		27	Recommends leafletting in local shops and advert in newspaper	Adjacent and nearby properties have been leafleted directly. Two adverts have been posted in the local paper.	3

Resident	11	28	Sad to lose cinema	Noted	3
		29	Pleased that community facility would be provided	Noted	3
		30	Objects to loss of car park	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
CCC Archaeology	12	31	Statement in document accords with CCC requirements	Noted	3
		32	Emphasises importance of linear plot arrangements	Noted	3
		33	Would welcome a requirement in the S106 to interpret archaeological findings, either as street notice or exhibition space in the community facility.	Noted and suggestion passed to relevant DC case officer.	1
Resident	13	34	Recommends small business centre as part of development. Demand exists	The location for a business centre is being considered as part of the Ramsey Gateway development.	3
		35	Considers that further residential development in the heart of the town will further erode its retail and commercial function	Residential development in key locations will help to support the viability of the town centre and will help to deliver the community facility.	3
Middle Level Commissioners	14	36	Development is unlikely to increase run-off or otherwise detrimentally affect land drainage/flood defences	Noted	3
Resident	15	37	Objects to loss of parking	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
		38	Agrees that Grand should be removed	Noted	3
		39	No. 25 should remain	Noted	3
		40	No 29 should remain	Noted	3
		41	New toilets must be provided in the new scheme with equivalent public access	Noted	3
		42	Community facilities should be provided, meeting	Noted	3

			room with kitchen facilities.						
		43	No more retail outlets needed					Noted	3
		44	Adequate additional parking should be provided for any scheme					Noted. Parking provision would be provided according to relevant standards.	3
Resident	16	45	Site should be turned into a bowling alley, bar, food					Noted, but any scheme on the site needs to be viable in order to be implemented. Other sites are also being considered for the delivery of additional, appropriate facilities.	3
		46	More housing not required					Housing is required to maintain the viability of the town centre alongside the delivery of a community facility.	3
		47	Space could be used for bingo, tea dances during the day					Noted, but any scheme on the site needs to be viable in order to be implemented. Other sites are being considered for additional facilities.	3
Resident	17	48	Where will new properties park?					Parking would be provided for dwellings at a rate appropriate for a town centre with transport links	3
		49	Where will the street lights be put?					Detailed matter	2
		50	What type of building will be put on the car park?					Detailed issue but the principle of layout are indicated in the brief	3
Resident	18	51	Supports proposals					Noted	3
Resident	19	52	What is the community facility to be?					This has not been determined and will be subject to further community consultation, in addition to other possible sites.	3
		53	Will people in the town have a say about what is provided?					Community groups are already being asked for their views about what the facility should provide	3
		54	Will all age groups be asked?					Community groups are already being asked for their views about what the facility should provide	3
Resident	20	55	Bring back the old cinema					The old cinema closed for a number of reasons, one of which was viability. A community facility has to be viable in order to be provided or retained	3
Resident	21	56	Provision of community facility should be a high priority					Noted	3
		57	Housing should provide low cost element					Noted	3
Resident	22	58	Concerned about pressure on sewers from extra					Noted and passed to relevant officer	1

			housing						
		59	Object to loss of parking						3
Resident	23	60	Text change – cinema closed this year (2005)					Text amended	1
		61	Two houses in the Maltings missing from the OS plan					Graphic amended	1
Mr B. Chester-Kadwell, HDC	24	62	Preserve height of Grand in new building					The analysis suggests a potential height and any final decision will be based upon the impact/opportunities for the streetscene	3
		63	Retain parapet line					Detail issue	2
		64	Emphasise presence of building in the street, as the Grand does now					Agreed. The document expresses that the building should have a civic presence	3
Resident	25	65	Retain the frontage of the grand					Technically possible but may not be practically achievable or desirable	3
		66	Objects to removal of No 29					Noted	3
		67	Provision of library/community facility is a good idea					Noted	3
Resident	26	68	Objects to removal of Grand building					Noted	3
		69	Objects to removal of parking					The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
Resident	27	70	Building does lend itself to alternative uses					This may be so, but any alternative scheme which retains the existing building would need to be viable. Also, retaining the building may not allow for enhancement of the side elevations and rear, nor the provision of a wider community facility	3
		71	Objects to loss of parking					The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further	3

				consideration to the issue of parking in the town centre	
		72	Ramsey needs a facility for youth, not more housing	Consultations are underway to establish community provision and where it might best be sited.	3
		73	Objects to demolition of building	Noted	3
Resident	28	74	Disappointed that no-one was available for questions at the exhibition and that details were not directly sent to those affected.	The exhibition has been on display for a long period to enable as many people as possible to visit. It would not be possible to man the exhibition for this period. The respondent's property was leafleted directly giving alternative ways of accessing the information, including the library and the web-site.	3
		75	Objects to affordable housing occupants	The nature of the occupants of property is not in the council's control	3
		76	Accept potential improvement of outlook	Noted	3
		77	Object to loss of parking	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
		78	New housing will exacerbate existing parking problems	The new housing will be provided with parking at a suitable level appropriate for a town centre location	3
		79	Residents parking areas need to be policed	Parking management within the town is not within the remit of this study.	2
		80	Recommends speed reducing measures in New Road	This concern has been passed to the relevant officer	1
Resident	29	81	Objects to restricted parking	Parking would be provided at an appropriate rate for this town centre site. The issue of parking in the town centre will be considered further by the Council.	3
Resident	30	82	New building should house a small cinema	If this is considered viable then it might be an option	3

		83	Loss of No. 29 unacceptable	Noted	3
		84	Objects to loss of parking in New Road	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
Resident	31	85	Suggests that Luminus have already decided what will go on the site, therefore public consultation is limited	The Development Brief seeks the public's comments on the nature of potential development. No decisions have yet been made but the brief will help to ensure the most appropriate outcome for the development of this site	3
		86	Suggests that a fraudulent deal has already been struck between HDC and Luminus.	Noted and not accepted. The purpose of the consultation on this Brief is to engage the community in the development of this site towards achieving the most acceptable outcome for all stakeholders.	3
Resident	32	87	Objects to more housing in town centre	Noted, but this is essential to delivering the community facility.	3
		88	Objects to demolition of Grand	Noted	3
		89	Objects to new library – perfectly good in current location	It is likely that a library in the town centre linked with other community facilities would offer more possibilities and greater viability. In addition, the new library could provide state-of-the-art facilities for a range of users.	3
		90	Make the Grand an entertainments centre	Noted – any scheme should be viable	3
		91	Ramsey needs a community hall, youth centre – could be accommodated in the Grand	Noted – consultations are underway to establish the exact needs of the community and where facilities might be located	3
Ramsey Town Centre Initiative	33	92	Endorse principles of including a market square area previously expressed in letter of 26.9.05	noted	3
		93	Express concern at loss of parking and toilet facilities	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further	3

					consideration to the issue of parking in the town centre. If the toilet facilities are to be included in the scheme, then new and publicly-accessible facilities would be re-provided on the site.	
Resident	34	94	Objects to increase is traffic		Noted, but the traffic generation associated with the re-development of this relatively small site in the town centre will be limited.	3
		95	Objects to loss of parking		The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre	3
		96	Retain no 29 Great Whyte		Noted	3
		97	Why move library from its position near the Infants and Junior School?		It is likely that a library in the town centre linked with other community facilities would offer more possibilities and greater viability. In addition, the new library could provide state-of-the-art facilities for a range of users.	3
		98	Public toilets are in the optimum position now.		Agreed. If they are to be re-provided as part of the development then they would be maintained in a similar position for the reasons given.	3
		99	No. 25 should be retained intact		Noted	3
Resident	35	100	Concerned about loss of light to property		The brief indicates only indicative building footprints. The heights, design and exact positions of building and their impact on adjoining property would be fully considered at a later stage.	3
		101	Concerned about where cars will park		The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre.	3
		102	Concerned about tenants of new properties		The Local Planning Authority has now control over the nature of potential building purchasers or	3

Resident	36	103	Concerned that proposal will be detrimental to Ramsey	tenants The Development Brief is looking to encourage comprehensive re-development of a run-down area and an unviable set of buildings. Furthermore, it is proposing to provide a community facility which has been identified as a local need within the Ramsey Action Plan.	3
		104	Concerned at potential proximity of rented accommodation	The nature and type of tenants is not specified in the Brief.	3
		105	Objects to loss of parking	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre.	3
		106	Shoppers should be encouraged to the town	A community facility contributes to the range of users in the town centre and assists its viability, particularly outside normal working hours.	3
		107	Objects to a housing estate in the town	The housing element will contribute to the viability of the town centre and would be necessary to deliver the community facility.	3
Bury Parish Council	37	108	Welcome development but regret loss of cinema	Noted	3
		109	Concern over loss of parking	The existing parking area is included to enable a comprehensive development of the area more likely to deliver the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre.	
		110	Recommend space next to Mews car park is turned into car park	The Council will give further consideration to the issue of parking in the town centre	3

ANNEX 2

GRAND CINEMA, RAMSEY DEVELOPMENT BRIEF

Comments: 11, 14, 17, 20, 21, 22, 30, 37, 59, 69, 71, 77, 81, 84, 93, 95

Additional text to be provided in Section 6 'Land Use':

Development on the existing New Road car park would provide comprehensive improvement of this area and may be essential for the delivery of the community facility that the town needs. The Council will give further consideration to the issue of parking in the town centre but the loss of spaces in this location may be justified in these circumstances.

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CABINET

15 DECEMBER 2005

**RESIDENTIAL DEVELOPMENT SITE ,
MOORHOUSE DRIVE HUNTINGDON**
(Joint report by the Head of Housing Services and Head of Legal and Estates)

1. PURPOSE OF REPORT

- 1.1 To consider the disposal of the council owned site at Moorhouse Drive, Huntingdon.

2. BACKGROUND INFORMATION

- 2.1 This site was identified in the Oxmoor Action Plan for residential development. The adjacent redundant church has since been purchased and demolished to enlarge the site area to 1.25ha (3 acres). Outline Planning Permission has now been granted which includes provision for 29% of the dwellings to be affordable housing. The site is due to be advertised for sale by tender early next year once the marketing details have been prepared including a draft section 106 agreement. A number of house builders have already expressed interest in the site having become aware of the planning application.
- 2.2 During the discussions with Huntingdonshire Housing Association Ltd (HHP) for the acquisition of Sapley Square, it was agreed that HHP would be the nominated registered social landlord for Moorhouse Drive (Cabinet report 29.1.04). Prior to securing the Growth Area Delivery Grant (GADG) funding, HHP submitted a bid to the Housing Corporation for Social Housing Grant to fund the affordable housing element of the Moorhouse Drive development. This bid was successful and a grant of £480,000 has been secured. However, the funding is available on condition that some spend occurs before before March 2006.
- 2.3 Initially, it was anticipated that the Moorhouse Drive site might be marketed at an earlier stage but the GADG funding enabled other sites (Butts Grove way, Coxons Close and California Road) to be brought forward increasing the Council's workload. The HHP bid was made in anticipation of being able to secure the affordable housing site in sufficient time to enable it to take up the grant funding. This delay is not the making of HHP. It is fair to say that if the sale of the land, to a developer, had taken place earlier there still would have been some uncertainty in the timing of the affordable housing coming forward. Nevertheless, HHP are in danger of losing the grant funding if site acquisition/start on site for the affordable housing element is not made by them before March 2006.
- 2.4 A proposal has been put to the Housing Corporation to move the grant funding to other affordable housing sites on Oxmoor. While this approach has been accepted in the past, the Housing Corporation have changed the rules this year and will only fund the Moorhouse Drive site if it achieves spend in this financial year. The alternative option is to consider a sale of the whole site to HHP.

3. IMPLICATIONS

- 3.1 Under the Code of Procurement, which also applies to sales of assets, the disposal of land would normally take place following the receipt of sealed tenders after a period of marketing. The Code does not cover a situation whereby the sale of development land takes place to one purchaser. Therefore Cabinet approval is required if this arrangement is to be adopted.
- 3.2 In order to ensure that the best consideration reasonably obtainable is being achieved, an independent valuation would be obtained for the site. This would be based on the information being prepared for marketing including a draft section 106 agreement.
- 3.3 Any sale to HHP would need to incorporate provisions to ensure there is an agreed programme of development and to protect the Council's position should the site not be developed in whole or HHP wish to sell on the site or part of the site.

4. CONCLUSIONS

- 4.1 The sale of the site to HHP would enable the grant to be drawn down this year. Without the grant, the affordable housing element would be delayed and it may be necessary to alter the housing mix to incorporate more shared ownership.

5. RECOMMENDATION

- 5.1 It is recommended that:-
- (a) the sale of land at Moorhouse Drive, Huntingdon, to HHP be approved in principle
 - (b) the Director of Central Services, after consultation with the Executive Councillors for Resources and Welfare, and Finance, be authorised to approve the detailed terms for sale.

BACKGROUND INFORMATION

- Oxmoor Action Plan
- Site Location Plan (attached)
- Report to Cabinet 29.1.04

Contact Officer: Frank Mastrandrea, Policy and Enabling Officer
Keith Phillips, Estate and Property Manager

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**CABINET
EMPLOYMENT PANEL**

**15TH DECEMBER 2005
8TH FEBRUARY 2006**

**THE COUNCIL'S SCHEME OF DELEGATION: INTERIM VARIATION PENDING
THE APPOINTMENT OF DIRECTOR OF COMMERCE AND TECHNOLOGY**

(Report by the Head of Administration)

1. INTRODUCTION

- 1.1 The purpose of this report is to invite the Cabinet to consider interim arrangements relating to the Council's Scheme of Delegation pending the recruitment of a replacement Director of Commerce and Technology.
- 1.2 As Members will be aware the current incumbent of the post of Director will leave the Council's employment on 20th January 2006.

2. BACKGROUND

- 2.1 The Scheme of Delegation comprises part of the Council's Constitution and consists of a schedule of powers delegated to Officers by the Council, by Cabinet and by various Panels and Committees, often after consultation with an Executive Councillor or a Panel/Committee Chairman. This report is concerned solely with the powers delegated by the Cabinet and Employment Panel.
- 2.2 Following the departure of the present incumbent of the post of Director of Commerce and Technology, the Cabinet and Panel are invited to consider appropriate interim arrangements in the event that powers delegated to the Director need to be exercised pending the commencement of duty of his successor.
- 2.3 The Council's financial Proper Officer functions are already delegated to the Head of Financial Services in the Director's absence and the Code of Financial Management contains a similar provision with regard to the administration of the Council's financial affairs under Section 151 of the Local Government Act 1972. The Cabinet and Employment Panel are invited to consider interim arrangements with regard to those other powers delegated to the Director where there is not a similar existing delegation to a Head of Service.

3. PROPOSAL

- 3.1 Bearing in mind that the issue in any event will be time-limited by the appointment process for the Director and having regard to the relationships of Directors and Heads of Service in other instruments of governance, it is felt that the matter could be dealt with most conveniently as an interim measure by substituting the Chief Executive for the Director of Commerce and Technology wherever the latter term appears in the Delegation Scheme.

4. CONCLUSIONS AND RECOMMENDATIONS

- 4.1 Interim arrangements are required to facilitate the discharge of responsibilities delegated to the Director of Commerce and Technology until a new Director is recruited.
- 4.2 The most convenient way of addressing the matter in the interregnum would be via the appointment of the Chief Executive for that purpose.
- 4.3 Accordingly it is -

RECOMMENDED

that, with effect from 20th January 2006 and pending the recruitment of a new Director, the Chief Executive be authorised to undertake the powers delegated to the Director of Commerce and Technology in the Council's Scheme of Delegation, with the exception of those relating to the financial Proper Officer and Section 151 functions..

Contact Officer: Roy Reeves - (01480) 388003

Background Papers: The Council's Constitution