<div align="center">Public Document Pack</div>

NORTH HERTFORDSHIRE DISTRICT COUNCIL

28 August 2020

Our Ref   O&S – 08.09.20
Contact.   Committee Services
Direct Dial.   (01462) 474655
Email.   committee.services@north-herts.gov.uk

To: Members of the Committee: Councillors: David Levett (Chair), Kate Aspinwall (Vice-Chair), Val Bryant, Sam Collins, Terry Hone, Tony Hunter, Jim McNally, Lisa Nash, Sue Ngwala, Adem Ruggiero-Cakir, Claire Strong and Tom Tyson

Substitutes: Councillors Clare Billing, Ruth Brown, Bill Davidson, Morgan Derbyshire, Gerald Morris, Sam North and Helen Oliver

<div align="center">

NOTICE IS HEREBY GIVEN OF A

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

to be held as a

VIRTUAL MEETING

On

TUESDAY, 8TH SEPTEMBER, 2020 AT 7.30 PM

</div>

Yours sincerely,

Jeanette Thompson
Service Director – Legal and Community

MEMBERS PLEASE ENSURE THAT YOU DOWNLOAD ALL AGENDAS AND REPORTS VIA THE MOD.GOV APPLICATION ON YOUR TABLET BEFORE ATTENDING THE MEETING

Agenda
<u>Part I</u>

Item   **Page**

1.   APOLOGIES FOR ABSENCE

2.   NOTIFICATION OF OTHER BUSINESS

Members should notify the Chair of other business which they wish to be discussed at the end of either Part I or Part II business set out in the agenda. They must state the circumstances which they consider justify the business being considered as a matter of urgency.

The Chair will decide whether any item(s) raised will be considered.

3.   CHAIR'S ANNOUNCEMENTS

Members are reminded that any declarations of interest in respect of any business set out in the agenda, should be declared as either a Disclosable Pecuniary Interest or Declarable Interest and are required to notify the Chair of the nature of any interest declared at the commencement of the relevant item on the agenda. Members declaring a Disclosable Pecuniary Interest must withdraw from the meeting for the duration of the item. Members declaring a Declarable Interest, wishing to exercise a 'Councillor Speaking Right', must declare this at the same time as the interest, move to the public area before speaking to the item and then must leave the room before the debate and vote.

4.   PUBLIC PARTICIPATION

To receive petitions, comments and questions from the public.

5.   URGENT AND GENERAL EXCEPTION ITEMS

The Chair to report on any urgent or general exception items which required their agreement. At the time of printing the agenda, the Chair had not agreed any urgent or general exception items.

6.   CALLED-IN ITEMS

To consider any matters referred to the Committee for a decision in relation to a call-in of decision. At the time of printing the agenda, no items of business had been called-in.

7.   RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE   (Pages 5
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER   - 8)

To consider the outcome of Overview and Scrutiny Committee resolutions.

This page is intentionally left blank

RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

COMMITTEE RESOLUTIONS

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
	Recycling and Waste		
Sept 18 Min 37 (4)	That the following issues be referred to the Task and Finish review mentioned in (1) above: (i) Why a decision was made to mobilise the contract in an unreasonable timescale; (ii) Why, when there was such a short mobilisation period, was a decision made to make major changes to the service in what were already challenging circumstances, rather than delay the implementation of changes to the service for one year; (iii) Why sufficient staff resources were not made available prior to implementation of the contract; (iv) What happened when high volumes of calls were received in terms of systems and staff; (v) Consider the differences between area where the service worked well and those where the service was poor.	To be included within the Task & Finish Scope	In progress
Mar 19 Min 11 (2)	That the Scrutiny Officer be requested to ask Group Leaders for nominations to a Task and Finish Group review of the Waste Contract.	The Committee, Member and Scrutiny Officer has contacted Group Leaders asking for Panel Members and Chairs for the 2 proposed T&F Groups. Conservative nominations are awaited.	In progress
Mar 19 Min 13 (2)	That the Scrutiny Officer be requested to schedule a review of the Waste Contract Implementation and draw up a draft scope upon completion of the SIAS audit.	The SIAS Report was circulated to Members on 6 September 2019. Drafting of scopes for the Task and Finish Group on the Waste Contract has been delayed due to the pressures on both Waste and Committee Officers due to the Covid-19 pandemic. Once Council business is able to	In progress

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
		return to a more normal structure and pressures are reduced, a draft scope will be prepared	
July 19 Min 17 (2)	That the Committee, Member and Scrutiny Manager be asked to liaise with the Chairman to schedule in the Task and Finish Group on Waste to start as soon as the current Task and Finish Group is concluded;	At the meeting held on 16 June 2020 the Committee discussed the difficulties of effective engagement with other organisations and members of the public regarding this task and finish group under the current circumstances. The effects and impacts of Covid-19 on all services of the Council has resulted in a delay in the ability for officers to prepare and organise Task and Finish Groups. Officers will draft a scope as soon as the business of the Council returns to some normality. The commencement of this task and finish group is likely to be delayed some time.	In progress
Sept 19 Min 38 (3)	That the Task and Finish Group for the Waste Contract be divided into two separate groups: (i) Tender and Contract; (ii) Community Engagement	At the meeting on 16 June the Committee agreed that the scope of the proposed Task and Finish Group on communication in relation to the Waste Contract be widened to encompass Communication and Engagement generally.	In progress
Sept 19 Min 39 (4)	That the Scope for the Task and Finish Group on the Waste Contract be approved by the Chairman of that Task and Finish Group, and the Chairman of the Overview and Scrutiny.	Please see the comments above regarding the preparation of draft scopes.	
June 20 Min 9 (1)	That the Task and Finish Group on the Waste Contract continue to be undertaken, but consideration be given to timing in light of Covid 19 and the need to engage with the community.	Please see the notes above	In Progress
	Task and Finish Group on Community Engagement		
June 20 Min 9 (3)	That the scope of the proposed Task and Finish Group on communication in relation to the Waste Contract be widened to encompass Communication and Engagement generally.	Please see notes above	In progress

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
	Task and Finish Group Protocol		
June 20 Min 9 (2)	That the Committee, Member and Scrutiny Manager be requested to prepare a proposed Protocol on Task and Finish Reviews, taking into account research and the Peer Challenge report and that it be presented to the Committee as soon as is practicable.	It is aimed that the proposed Protocol on Task and Finish Groups is presented to the Committee on 8 December 2020	In progress
	STAFF		
Jun 19 Min 10 (5)	That the Chairman be requested to discuss sickness data with the Head of Paid Service with the aim of identifying what breakdown of figures would be available to the Committee and to identify any problem areas and the reasons for those issues	Update pending.	In progress
	PERFORMANCE MONITORING		
Sept 19 Min 44 (2)	That whilst it had been reported to the Committee that the Local Plan had been marked as complete, following consideration by the Inspector, there was still further work to be prepared. The Controls, Risk and Performance Manager was requested to continue to report to the Overview and Scrutiny Committee on the Local Plan.	Further examination of the Local Plan was due to take place in March 2020 but due to the Covid-19 pandemic this was cancelled. New proposed dates have been set for September 2020 by the Examiner	In progress
	OTHER RESOLUTIONS		
Jul 20 Min 10 (3)	That the Corporate Peer Challenge Action Plan Extract be appended to future work programme reports	The Corporate Peer Challenge Action Plan has been attached to the Work Programme. It will be a standard appendix to all future work programme reports	**Complete – To be Removed**

This page is intentionally left blank

OVERVIEW AND SCRUTINY COMMITTEE
8 SEPTEMBER 2020

*PART 1 – PUBLIC DOCUMENT

TITLE OF REPORT: OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME FOR 2020/21

REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

EXECUTIVE MEMBER: NOT APPLICABLE

COUNCIL PRIORITY: BE A MORE WELCOMING AND INCLUSIVE COUNCIL / RESPOND TO CHALLENGES TO THE ENVIRONMENT / ENABLE AN ENTERPRISING AND CO-OPERATIVE ECONOMY

1. EXECUTIVE SUMMARY

1.1 This report highlights items scheduled in the Overview and Scrutiny Committee's work programme and items that may be considered in 2020/21. It includes details of those items that have yet to be assigned to a specific meeting.

1.2 The work programme includes both items previously agreed by the Committee and those that the Committee is required by the Constitution to consider.

2. RECOMMENDATIONS

2.1 That the Committee prioritises proposed topics for inclusion in the work programme attached as Appendix A and, where appropriate, determines the high level form and timing of scrutiny input.

2.2 That the Committee, having considered the Forward Plan attached as Appendix B, suggests a list of items to be considered at its meeting on 8 December 2020 and beyond.

2.3 That the Corporate Peer Challenge Action Plan Extract as attached at Appendix C be considered.

3. REASONS FOR RECOMMENDATIONS

3.1 To allow the Committee to set a work programme which provides focussed Member oversight, encourages open debate and seeks to achieve service improvement through effective policy development and meaningful policy and service change.

4.   ALTERNATIVE OPTIONS CONSIDERED

4.1   The Committee has varied its approach to overview and scrutiny activity over recent years. Currently it seeks to enter the process of policy development at an early stage and consequently may consider items associated with service action plans.

4.2   The need to observe Constitutional requirements and monitor the Forward Plan for appropriate items to scrutinise remains a key aspect of work programming.

5.   CONSULTATION   WITH   RELEVANT   MEMBERS   AND   EXTERNAL ORGANISATIONS

5.1   Each Committee meeting includes the opportunity for Members to comment on and input to the Committee's work programme.

6.   FORWARD PLAN

6.1   This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.

6.2   The Committee is asked to review the Forward Plan at each regular meeting to identify potential issues for inclusion in the work programme. Identification of a focus for the Committee's future activity should be identified at this stage wherever possible.

7.   BACKGROUND

7.1   In line with the recommendation of the Corporate Peer Challenge 2020 Executive Members are invited to present reports that fall under their remit and to make presentations on specific issues that the Committee wish to consider.

7.2   The Committee now considers a wide range of issues, where appropriate, commencing its reviews early in the policy development process. By doing this it seeks to ensure assumptions are challenged at an early stage, mistakes are avoided and eventual outcomes provide optimal benefit to the community.

7.3   The Committee seeks to ensure that consideration of agenda items minimises additional burdens on staff resources. Wherever possible, requests are made for the presentation of documents already in existence rather than the production of new documents specifically for the Committee.

8.   RELEVANT CONSIDERATIONS

Work Programme

8.1   The Committee's work programme for the year requires reviewing at each meeting and direction is sought from the Committee on the items they wish adding. Appendix A contains the work programme for 2020/2021.

8.2   When considering additional topics, their risk assessment and prioritisation will ensure that the most appropriate items are taken forward to the work programme.

<u>Forward Plan</u>

8.3   The Forward Plan for 14 August 2020 is attached at Appendix B for consideration.

<u>Task and Finish Group Reviews</u>

8.4   The Committee has two pending Task and Finish Groups being:

- Task and Finish Group on the Waste Tender and Contract
- Task and Finish Group on Community Engagement

8.5   As discussed at the meeting held on 16 June 2020, Officers have been and continue to devote their efforts into ensuring the business of the Council continues during the Covid-29 pandemic This has meant that the Committee, Member and Scrutiny Manager and Service Manager - Waste and Recycling have been unable to allocate any time to preparing draft scopes for consideration by the Task and Finish Chairs.

8.6   The Committee also discussed that this type of review will require evidence being gathered from many people and organisations from various areas including canvassing members of the public and agreed that the Task and Finish Group on the Waste Contract continue to be undertaken, but consideration be given to timing in light of Covid 19 and the need to engage with the community.

8.7   In view of the above, the commencement of Task and Finish Groups is likely to be delayed until the business of the Council returns to some form of normality.

<u>Corporate Peer Challenge</u>

8.8   The Committee agreed at the meeting held on 14 July 2020 that the actions regarding the Overview and Scrutiny Committee included in the Corporate Peer Challenge Action Plan be appended to all future reports in order to:

- Act as an aide memoire when considering the work programme;
- Consider any actions that need further work;
- Asses the effectiveness of changes made.

8.9   The Committee is asked to consider the Action Plan and any updates provided at Appendix C.

8.10   Updates have been provided and the actions have been categorised as:

- Complete – no further action required
- Ongoing – Action started, but more work required or the Committee to be reminded of the action required
- Pending – No action taken as yet – further work required

8.11   Completed actions have been moved to the bottom of the list.

9. **LEGAL IMPLICATIONS**

9.1 Under Section 6.2.5 of the Constitution, the Committee is responsible for setting its own work programme. However, it must ensure it retains sufficient capacity within the programme to meet its statutory obligations.

9.2 Section 6.2.7 (u) of the Constitution allows the Committee "to appoint time limited task and finish Topic Groups to undertake detailed scrutiny work and report back to the Overview and Scrutiny Committee to make recommendations to the Cabinet."

10. **FINANCIAL IMPLICATIONS**

10.1 Dependent on how they are applied in practice, the scope of the options presented in Sections 7 and 8 have the potential to be wide reaching. As detailed Section 14, Human Resource Implications, the wider the reach, the more significant the impact on officer time in terms of report writing, data analysis and committee meeting attendance. Given recent funding pressures and the consequent reduction in officer numbers, significant requests to support scrutiny work will limit officer time available to spend on activities such as identifying and delivering cost reductions, income generation and project management.

10.2 Although not significant, a committee attendance allowance of £25.17 per officer per evening meeting is payable to officers in attendance. This is in addition to providing time off in lieu, or overtime as an alternative.

11. **RISK IMPLICATIONS**

11.1 Effective overview and scrutiny of policy, administrative, service delivery and expenditure decisions helps reduce the risk of an inappropriate decision being made. The scope and time frame for scrutiny interventions should be considered in the light of the potential impact of inappropriate scrutiny leading to decisions not being made, inappropriately made or not made at the right time.

12. **EQUALITIES IMPLICATIONS**

12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

12.2 There are no direct equality implications arising from the report. Effective scrutiny is an essential part of ensuring that local government remains transparent, accountable and open which ensures that the delivery of public services benefits all aspects of the community, where practical.

13. **SOCIAL VALUE IMPLICATIONS**

13.1. The Social Value Act and "go local" requirements do not apply to this report.

14.   HUMAN RESOURCE IMPLICATIONS

14.1   The widening of the reach of scrutiny reviews has the potential to significantly impact on officer time in terms of the reprioritisation of already agreed projects, their scope or timetabling and resources. There is also the potential for additional resource requirements in relation to report writing, information collection and analysis and committee attendance. Delivery of service plans to achieve the Council's agreed Corporate Plan objectives might, therefore, be potentially negatively impacted.

15.   APPENDICES

15.1   Appendix A – Work Programme for future Committee meetings

15.2   Appendix B – Forward Plan for 14 August 2020

15.3   Appendix C – Corporate Peer Challenge Action Plan in regard to the Overview and Scrutiny Committee

16.   CONTACT OFFICERS

16.1   Hilary Dineen
        Committee, Member and Scrutiny Manager
        01462 474353
        ScrutinyOfficer@north-herts.gov.uk

16.2   Reuben Ayavoo
        Policy and Community Engagement Manager
        01462 474212
        reuben.ayavoo@north-herts.gov.uk

16.3   Legal Services
        LegalServices@north-herts.gov.uk

16.4   Human Resources
        HRhelp@north-herts.gov.uk

16.5   Ian Couper
        Service Director- Resources
        01462 474243
        Ian.couper@north-herts.gov.uk

16.6   Tim Everitt
        Performance Improvement Officer
        01462 474646
        Tim.everitt@north-herts.gov.uk

17.   BACKGROUND PAPERS

17.1.   Previous reports to the Overview and Scrutiny Committee and forward plans.

This page is intentionally left blank

PROGRAMME FOR FUTURE COMMITTEE MEETINGS 2020-21

8 September 2020	Resolutions Report Work Programme - including review of T&F Protocol 1st Quarter Performance against PIs 1st Quarter Key Projects Careline Future Provision Draft Design SPD
8 December 2020	Resolutions Report Work Programme Annual review of Safeguarding Priorities for the District – Key Projects Half Year Monitoring 2nd Quarter Performance against PIs 3Cs Half Year Report
19 January 2021	Crime and Disorder Matters Resolutions Report Work Programme Priorities for the District – Key Projects Half Year Monitoring
9 March 2021	Resolutions Report Work Programme Annual Report New PIs for 2020/21 Priorities For The District – Key Projects 2020/21 3rd Quarter PIs 3rd Quarter Key projects
	To be Scheduled. Invitations to: Settle LEP

This page is intentionally left blank

NORTH HERTFORDSHIRE DISTRICT COUNCIL
Forward Plan of Key Decisions - 14 August 2020

The Forward Plan contains brief details of Key Decisions that the Council is likely to take over the next four month period and beyond. You will also find details of contacts who can provide further information and hear your views. **Please note that the dates of some of the decisions may change from month to month, please check with Committee, Member and Scrutiny Services on (01462) 474655 before deciding to attend a meeting.**

Decision required	Overview and Scrutiny	Decision Maker	Date of Decision	Documents to be submitted to Decision Maker	Contact Officer from whom documents can be requested	Confirmation that other documents may be submitted to the Decision Maker	Procedure for requesting details of other documents
RISK MANAGEMENT FIRST QUARTER UPDATE 2020/21 **(05.05.20)**		Cabinet	15 Sep 2020		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
FIRST QUARTER INVESTMENT STRATEGY (CAPITAL AND TREASURY) REVIEW 2020/21 **(05.05.20)**		Cabinet	15 Sep 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
FIRST QUARTER REVENUE MONITORING 2020/21 **(05.05.20)**		Cabinet	15 Sep 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
CARELINE FUTURE PROVISION **(26.06.20)**		Cabinet	15 Sep 2020		Howard Crompton, Service Director - Customers howard.crompton@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6

Decision required	Overview and Scrutiny	Decision Maker	Date of Decision	Documents to be submitted to Decision Maker	Contact Officer from whom documents can be requested	Confirmation that other documents may be submitted to the Decision Maker	Procedure for requesting details of other documents
DRAFT DESIGN SPD (15.08.19)		Cabinet	15 Sep 2020		Helen Leitch, Principal Landscape and Urban Designer hilary.dineen@north-herts.gov	Yes	Via the Contact Officer named in Column 6
COUNCIL TAX REDUCTION SCHEME (26.06.20)		Cabinet	15 Sep 2020		Howard Crompton, Service Director - Customers howard.crompton@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
IMMEDIATE ARTICLE 4 DIRECTION (14.08.20)		Cabinet	15 Sep 2020		Nigel Smith, Strategic Planning Manager nigel.smith@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
HERTS GROWTH BOARD - PROPOSED JOINT COMMITTEE (14.08.20)		Cabinet	15 Sep 2020		Jeanette Thompson, Service Director - Legal and Community jeanette.thompson@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
BALDOCK, BYGRAVE AND CLOTHALL NEIGHBOURHOOD PLAN (14.08.20)		Cabinet	15 Sep 2020		Clare Skeels, Senior Planning Officer clare.skeels@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
RISK MANAGEMENT UPDATE (14.08.20)		Cabinet	15 Dec 2020		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6

Decision required	Overview and Scrutiny	Decision Maker	Date of Decision	Documents to be submitted to Decision Maker	Contact Officer from whom documents can be requested	Confirmation that other documents may be submitted to the Decision Maker	Procedure for requesting details of other documents
INVESTMENT STRATEGY (CAPITAL AND TREASURY) MID-YEAR REVIEW 2020/21 **(14.08.20)**		Cabinet	15 Dec 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
SECOND QUARTER REVENUE MONITORING 2020/21 **(14.08.20)**		Cabinet	15 Dec 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6

This page is intentionally left blank

EXTRACT OF ITEMS ON THECORPORATE PEER CHALLENGE ACTION PLAN THAT RELATE TO THE OVERIEW AND SCRUTINY COMMITTEE

		Recommendation	Action	Led by	Timescale	Update
ONGOING ACTIONS						
28	Organisational Leadership and Governance	Peers understand that the full performance report is sent to councillors one month before O&S to provide the opportunity for requesting the appropriate lead executive member and officer to attend O&S to be accountable for questioning. This opportunity has never been requested and should be used in order to strengthen the debate and challenge at O&S.	Agreed. Chair of Overview and Scrutiny to remind committee members of this opportunity	Members of Overview and Scrutiny Committee Controls, Risk and Performance Manager	Ongoing	Members receive the Performance Indicator report one month before the meeting. Members to contact the Controls, Risk and Performance Manager at least 2 week prior to the meeting date if they wish a particular indicator to be considered in more detail
54	Overview and Scrutiny Committee	Future meetings would benefit from taking a longer-term view of the key issues for the district (not just focussing on the next immediate meeting), fewer, more targeted agenda items, and be focused on key areas informed by performance reports and a forward work plan. Fewer agenda items will support more allocated time for meaningful scrutiny and related debate.	Agreed. To be taken forward as part of the training for the committee members	Chair and vice chair of O+S Scrutiny support	Ongoing	The Committee to bear this in mind when considering the work programme

56	Overview and Scrutiny Committee	It is recommended that all O&S members undertake formal training to ensure a robust base of skills and expertise can be deployed in the O&S environment.	Formal scrutiny training has previously been provided to the Committee, but given changes to committee membership agree it makes sense to put in place further training and ensure that any new members receive training in the future	Chair and Vice Chair of O+S Scrutiny support Member training champions	Pending	
57	Overview and Scrutiny Committee	Use the task and finish programme to support early engagement and involvement with policy making.	Agreed. To be taken forward by the Leader (on behalf of Cabinet) and Chair and vice chair of Overview and Scrutiny, to discuss work programme	Leader Chair and Vice Chair of O+S Scrutiny support	Ongoing	The Chair and Vice-Chair have met with the Leader. The Chair to provide an update
58	Overview and Scrutiny Committee	It is recommended that finish times should be agreed in the constitution and meetings end promptly at those times. There was a concern around individual personal effectiveness, accessibility, external public perception and health & safety / personal welfare of both members and officers from such excessively long and late meetings.	Moving meeting times is not supported politically at the current time due to concerns it may dissuade people with caring responsibilities from standing to be Councillors. Alternative of allowing officers to attend meetings virtually from home to be explored A 'guillotine' provision on committee meetings is not supported politically at the current time due to concerns it might stifle debate. It is proposed that this is considered once the other recommendations have been	Service Director Legal and Community Member training champions	Pending	

			implemented regarding work programme, training and chairing of meetings to establish whether it remains an issue or has been resolved by other action. Training is provided to Chairs and Vice Chairs, but this could be reviewed to ensure that Chairs and Vice Chairs are able to confidently manage meetings to ensure they proceed in a timely manner			
59	Overview and Scrutiny Committee	Peers recommend clarification of the governance arrangements between O&S and cabinet panels.	Proposal to Full Council to clarify relationship	Group Leaders Monitoring Officer	Annual Council (May/June 2020)	
60	Overview and Scrutiny Committee	Ensure the O&S forward work plan includes scrutiny of external partners and contractors as a contribution to the leadership of 'place'.	Agreed as recommendation	Chair and Vice Chair of O+S Scrutiny support	Immediate & Ongoing	The Committee have identified two partner organisations. Further work is needed to consider the format and timing.
COMPLETED ACTIONS						
27	Organisational Leadership and Governance	The peer team were surprised that only low / negative PI's were debated at O&S and those reports were shared publicly. Publishing positive performance alongside	Agreed. Reports will reflect this going forwards	Chair and Vice Chair Overview and Scrutiny Committee Controls, Risk and Performance Manager		The Controls, Risk and Performance Manager is now presenting the complete report to the Committee.

		amber and red performance would provide the public with a rounded summary of performance, allowing NHDC to outwardly celebrate what is being delivered to agreed performance levels.				**This can now be marked as complete**
53	Overview and Scrutiny Committee	Executive members should lead at O&S and be visibly accountable for decisions and performance.	Agreed as recommendation	Executive Members	Immediate	Executive Members are now presenting reports under their remit **This can now be marked as complete**
55	Overview and Scrutiny Committee	The current membership of O&S was considered to be too large and would benefit from reducing from 15 members to 11 or 9.	Proposal to Full Council to reduce Committee size to 12	Group Leaders Monitoring Officer	Annual Council (May/June 2020)	The Committee membership was reduced from 16 to 12 at Annual Council on 4 June 2020 **This can now be marked as complete**

OVERVIEW AND SCRUTINY COMMITTEE
8 SEPTEMBER 2020

*PART 1 – PUBLIC DOCUMENT

TITLE OF REPORT: DRAFT DESIGN SPD

REPORT OF THE SERVICE DIRECTOR - REGULATORY

EXECUTIVE MEMBER: EXECUTIVE MEMBER FOR PLANNING & TRANSPORT

COUNCIL PRIORITY: BUILD THRIVING AND RESILIENT COMMUNITIES / RESPOND TO CHALLENGES TO THE ENVIRONMENT / SUPPORT THE DELIVERY OF GOOD QUALITY AND AFFORDABLE HOMES

1. **EXECUTIVE SUMMARY**

1.1   The Council is preparing a new Local Plan which will shape development in the District to 2031. To provide additional detail on planning polices and sites, the Council can produce Supplementary Planning Documents (SPD) to provide clarity to applicants and case officers when determining planning applications.

1.2   Cabinet has previously made decisions relating to the nature of the SPDs that shall be produced to support the new Local Plan.

1.3   Following the draft Developer Contributions SPD, that was reported to Cabinet in January 2020, the Design SPD also supports the emerging Local Plan. Cabinet are asked to note the contents of the draft Design SPD and approve a six-week public consultation which will inform any final version of the document.

2. **RECOMMENDATIONS**

2.1   That the draft Design SPD, attached as Appendix A to this report, be endorsed and approved for a six-week public consultation.

2.2   That Officers be instructed to report back to Cabinet following the consultation with the final Design SPD alongside the Local Plan adoption.

3.   **REASONS FOR RECOMMENDATIONS**

3.1   To allow the Design SPD to be progressed so that it may be (i) adopted at the same time as, or shortly after, any future decision to adopt the new Local Plan and (ii) taken into account in relevant planning decisions.

4.   ALTERNATIVE OPTIONS CONSIDERED

4.1   The Council could retain the existing Design SPD or delay consultation on this draft. However, the current Design SPD dates from 2011 and is not reflective of the emerging Local Plan policies or national planning policy and design guidance. Officers therefore consider it important that a revised Design SPD is prepared.

5.   CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

5.1   The Executive Member and Deputy for Planning and Transport have been briefed on the matters set out above.

5.2   Relevant officers across Council departments have been involved in developing the draft SPD.

6.   FORWARD PLAN

6.1   This report contains a recommendation on a key decision that was first notified to the public in the Forward Plan on 15th August 2019.

7.   BACKGROUND

7.1   The National Planning Policy Framework (NPPF) defines Supplementary Planning Documents (SPDs) as documents which add further detail to the policies in the development plan. SPDs are capable of being a material consideration in planning decisions but are not part of the statutory Development Plan.

7.2   SPDs do not have the same status as the Development Plan (in North Hertfordshire's case, the Local Plan) and are not subject to an independent examination. However, SPDs must undergo public consultation and are taken into account as material consideration in planning decisions.

7.3   A review of the Council's current planning guidance was undertaken in 2017 following submission of the proposed new Local Plan for examination. This identified that the Council's Design SPD dating from 2011 should be prioritised for updating. This review of current Council planning guidance, and the identification of documents to be produced in the future, was considered and approved by Cabinet on 25th July 2017. Work on the SPDs since this time was delayed due to the ongoing nature of the Local Plan examination as an adopted SPD must relate to an adopted plan policy.

8.   RELEVANT CONSIDERATIONS

8.1   The National Design Guide, commissioned by MHCLG as part of the national suite of Planning Policy Guidance (PPG), demonstrates what the National Planning Policy Framework (NPPF) means by 'achieving well-designed places'. The National Design Guide sets out the purposes and outcomes of good design but leaves it up to local guidance to define how to achieve it in detail for the local area. Good design is not just what a place looks like but how it functions and how users experience it.

8.2 The Design guide sets out what the local aspirations are for North Hertfordshire, setting the context in terms of the landscape and settlement pattern and what measures can be taken to create high quality development in a sustainable way which addresses climate changes. The Design SPD contains guidance to help those involved in the development process to create better buildings and places in North Hertfordshire. The aim of the document is not to overload with information but rather to highlight what we expect development to achieve in terms of design and quality and to signpost other sources of guidance and information. This is done through setting out our expectations, identifying links to other sources of information and setting out checklists to ensure that different aspects of design have been addressed.

8.3 The Design SPD is intended for use by everyone involved in the development process including developers, local authority officers and members, consultants, designers, parish councils and neighbourhood planning groups, self-build, and individuals. It applies to all scales of development from a house extension to a large mixed-use site. It should be used from the earliest stages in the development process when assessing the suitability of a site, through pre-application discussion with officers to the final design of the scheme.

8.4 The Design SPD is set out in sections which provide information and guidance from the broad district level down to the more detailed site level, including public spaces and future maintenance of schemes. Within each section there are boxes containing links to other sources of information either on the NHDC website or external websites and checklists setting out issues to be considered. Guidance is also included on house extensions and shopfronts.

8.5 The Design SPD links to the Council's Climate Change Strategy and refers to sustainable forms of development. Reference is also made to the current Council Plan and the final version will take into account the Council's actions for 2021 which are currently under discussion.

8.6 The Design SPD also includes sections on Masterplanning of large sites and Design Review Panels which are beneficial for all sites. North Hertfordshire District Council are seeking the advice of an independent, not-for-profit organisation, who promote design excellence across the south east of England. Design Review Panels are about constructive dialogue to achieve the best outcome for everyone and will assist in creating high quality development within North Hertfordshire.

8.7 The final form of the Design SPD is intended to be web based, including photos and diagrams and signposting other sources of information and guidance. This will also allow the Design SPD to be kept up to date with changes from other sources.

8.8 The draft Design SPD is attached as Appendix A. The SPD is drafted based on the current progress of the new Local Plan as it proceeds through Examination. Any significant changes to the Plan may lead to a requirement to update the draft Design SPD prior to its adoption. Compared to the Local Plan, there is far greater scope to amend a draft SPD in response to consultation responses and other matters prior to its adoption.

8.9 Subject to approval by Cabinet, the draft Design SPD will be made available for public consultation for a period of six weeks. This is longer than the statutory minimum of four weeks given the importance of the SPD and to afford all key stakeholders time to submit comments. It is proposed that consultation will take place in the Autumn. Any comments received will inform the final version of the SPD which would then be re-presented to Cabinet for approval and adoption as an appropriate time.

8.10 It is proposed to bring forward the draft Design SPD for consultation in advance of the Inspector's report on the new Local Plan for three main reasons:

- To seek the views of key stakeholders and the community on the guidance as set out in the draft Design SPD;
- So that the preparation of the Design SPD can be completed to allow for its adoption as close to any adoption of the new Local Plan as practical; and
- To enable use of the draft Design SPD as a material consideration in the negotiation and determination of planning applications, or in providing pre-application advice, at the earliest opportunity given the age of the current guidance.

9. LEGAL IMPLICATIONS

9.1 The statutory basis for Supplementary Planning Documents and their preparation is set out by a range of acts and associated regulation including the Planning and Compulsory Purchase Act 2004 (as amended) and the Localism Act 2011. Detailed requirements for the preparations of SPDs, including requirements for consultation, are stipulated in the Town and Country Planning (Local Planning) (England Regulations 2012).

10. FINANCIAL IMPLICATIONS

10.1 The general costs of preparing Supplementary Planning Documents are met through existing revenue budgets.

10.2 There are no specific revenue implications arising from this report as the costs of running the consultation for the draft Design SPD will be covered by existing budgets.

11. RISK IMPLICATIONS

11.1 There are no new risk implications arising from this report. Sustainable Development of the District and the Local Plan are both Cabinet top risks. However, as SPDs clarify policies which are subject to their own separate approval processes, this report is not considered to present a corporate risk in itself.

11.2 Nonetheless, the risks associated with not producing an updated Design SPD include:

- lack of clarity and uncertainty to case officers and applicants when preparing, negotiating and determining planning applications;
- lack of consistency with the emerging Local Plan as well as national planning policy and guidance; and
- a risk of not securing high quality development that contributes to the character of North Hertfordshire.

12. EQUALITIES IMPLICATIONS

12.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

12.2   There are not considered to be any direct equality issues arising from this report.

13.   SOCIAL VALUE IMPLICATIONS

13.1   The Social Value Act and "go local" requirements do not apply to this report.

14.   ENVIRONMENTAL IMPLICATIONS

14.1   A Strategic Environment Assessment Screening Determination Statement is under preparation and the relevant consultees will be notified. Supplementary Planning Documents (SPDs) are required to undergo a Strategic Environmental Assessment screening assessment by the Environmental Assessment of Plans and Programmes Regulations 2004.

15.   HUMAN RESOURCE IMPLICATIONS

15.1   There are no new human resource implications arising from the contents of this report. Consultation for the draft Design SPD will be undertaken within existing staff resources.

16.   APPENDICES

16.1   Appendix A - Draft Design SPD

17.   CONTACT OFFICERS

17.1   Ian Fullstone, Service Director - Regulatory,

01462 474480 ian.fullstone@north-herts.gov.uk

17.2   Helen Leitch, Principal Landscape and Urban Design Officer

01462 474513 helen.leitch@north-herts.gov.uk

Contributors

17.3   Nigel Smith, Strategic Planning Manager,

01462 474847 nigel.smith@north-herts.gov.uk

17.4   Louise Symes, Strategic Infrastructure & Projects Manager,

01462 474359 louise.symes@north-herts.gov.uk

17.5   Ian Couper, Service Director - Resources,

01462 474243 ian.couper@north-herts.gov.uk

17.6   Jodie Penfold, Group Accountant,

01462 474332 jodie.penfold@north-herts.gov.uk

17.7   Tim Everitt, Performance and Risk Officer,

01462 474646 tim.everitt@north-herts.gov.uk

17.8   Nurainatta Katevu, Property and Planning Lawyer,

01462 474364 nurainatta.katevu@north-herts.gov.uk

17.9   Reuben Ayavoo, Policy and Community Engagement Manager,

01462 474212 reuben.ayavoo@north-herts.gov.uk

17.10   Kerry Shorrocks, Corporate Human Resources Manager,

01462 474224 kerry.shorrocks@north-herts.gov.uk

18.   BACKGROUND PAPERS

18.1   Review of North Hertfordshire Planning Guidance report to Cabinet, 25 July 2017

NORTH HERTFORDSHIRE DISTRICT COUNCIL

Draft Design SPD

1. Introduction	The purpose of the Design Guide and how it works including reference to National and Local guidance and to the Council's priorities.
2. North Hertfordshire	The character of the natural and built form of North Hertfordshire
3. Site context	The setting of the site and how it links into surrounding networks and facilities
4. Site infrastructure	Creating a sustainable layout
5. Design Review Panels	Independent assessment of development proposals
6. Buildings and form	Development that creates its own identity and enhances the local environment
7. Public spaces & maintenance	Places and spaces that contribute to a well functioning environment and are well looked after
8. Master planning	Guidance for larger sites
9. House extensions	Guidance for changes to individual properties to enhance the local character
10. Shopfronts	Guidance on design of alterations or new Shopfronts
Glossary	
Additional links	

1. INTRODUCTION

What are we trying to achieve…   to inspire, raise standards and influence the design of development to ensure that it respects and enhances the existing built character and natural environment of the district.   Good design should also consider the impacts of climate change and appropriate mitigation measures.

1.1 What is the Design guide for?

1.1.1This Design guide sets clear guidance on design principles to help those involved in the development process achieve a high-quality standard of design that respects and enhances the existing built character and natural environment of the district. Its purpose is to inspire, raise standards and influence the design of all development in North Hertfordshire.

Legislative context

1.1.2 Supplementary Planning Documents (SPDs) are documents which add further detail to policies in a Local Plan. They can be used to provide further guidance on particular issues, but they cannot introduce new policies. SPDs are a form of Local Development Document produced under the 2004 Planning and Compulsory Purchase Act (as amended). Government regulations set out the requirements for producing SPDs.
(The Town and Country Planning (Local Planning) (England) Regulations 2012)

1.1.3.This design guide is a Supplementary Planning Document (SPD) and will replace the previous Design SPD produced in 2011 and will therefore be a material consideration in determining planning applications submitted to North Hertfordshire District Council.

Further guidance

Each section provides further guidance by signposting other relevant documents and websites that are helpful in achieving good sustainable design. (in green boxes)

Have you considered?

Checklists are included in each section which set out issues to consider when assessing and designing new development. The checklists should be used to ensure that all aspects of the design have been considered. The check lists will be used as part of the assessment process at pre-application, outline and detailed planning application stages. (in blue boxes)

> They are not to be used as a simple tick-box exercise but as issues for consideration, assessment and to be responded to.

1.2 Who is the Design guide for?

1.2.1 This Design guide is for everyone involved in the development process eg. developers, self-build, council members, development management officers, planning policy officers, architects, urban designers, landscape architects, parish councils and neighbourhood planning groups and individuals. It is for anyone designing and building commercial development, housing and infrastructure. This applies to all scales of development from a house extension to large mixed-use site.

1.2.2 Applicants must be able to demonstrate that they have considered the relevant development plan policies, information in this Design guide and have completed the checklists to demonstrate their applications to achieve good design in their development proposals.

1.3 What is good design and why do we need it?

1.3.1 Achieving well-designed places and high-quality buildings is at the heart of the National Planning Policy Framework 2019 and a key aspect of sustainable development. Well-designed developments are functional, visually attractive, respect local character, are safe, inclusive and accessible. Attracting people to live and work in the area, well-designed places also contribute to happier, healthier communities. This Design guide considers the importance of green spaces, accessibility to different transport modes, functional public spaces and layouts that link into and support existing infrastructure and communities.

1.3.2 Good design also considers quality for existing and future users. It is important to consider how future growth can be delivered as sustainably as possible. Good design also includes adaptable infrastructure which has the ability to change as people's lifestyle changes.

1.4 The value of good design

1.4.1 The buildings, streets and spaces around us affect our wellbeing and how we use our environment. Well-designed places can help to improve our health and create a sense of community. High quality development will work well now and in the future. An important aspect of achieving a high-quality development is to assess and understand the context of the building location or site.   This plays an important part in helping any new development to assimilate into its surroundings to ensure that it respects and enhances its surrounding whilst contributing to a sense of place and ensuring that any impact is minimised

1.5 Sustainable design and construction

1.5.1 We need to consider how development will mitigate the impacts of climate change and deliver a sustainable and resource efficient development by looking at: energy consumption both for construction and during the life of the development; waste products; reducing water consumption during construction and the types of product used in the buildings; source of materials and their re-use; biodiversity opportunities; and minimising pollution.

1.6 What are the benefits of sustainable design and construction?

Environmental benefits	Contributes to the protection and enhancement of the natural and built environment by using natural resources prudently, ensuring materials are responsibly sourced and consumption of resources are minimised. Reusing or recycling resources.
Social benefits	Can help to reduce fuel bills through construction of energy efficient buildings and retrofitting existing properties. Improving access to facilities and green space. Ensuring communities are able to adapt to climate change.
Economic benefits	Ensuring new development transitions towards a zero carbon economy that is more resilient to energy market fluctuations and climate change. Helping businesses benefit from new technology and prudent use of resources to help long-term sustainable growth.
Individual benefits	Well-designed places contribute to individuals feeling of well-being and are known to reduce stress and improve emotional and mental health.

1.7 Climate Change Emergency

1.7.1 Climate change emergency is a global issue so we are all facing the same problem of more extreme weather conditions. North Hertfordshire District Council declared a Climate Emergency on 21st May 2019 and pledges to do everything within its power to achieve net zero carbon emissions in North Hertfordshire by 2030. The Council has since approved a new Climate Change Strategy and action plan to help tackle climate change in the district. The Council will consider how policies, and our related decisions and actions, affect our contribution to climate change.

1.7.2 By using the Design SPD and the Climate Change Strategy we expect the design of new developments to discourage car use and encourage sustainable alternatives such as walking, cycling and use of public transport. New buildings should include environmentally friendly construction and usage techniques such as appropriate insulation, solar panels, electric vehicle charging points, reduced water usage, water recycling and rainwater storage. Existing infrastructure and buildings could become more environmentally friendly by seeking to improve non-car access into town centres and other key destinations and reducing the need to travel through technological improvements such as broadband enhancements. Reducing the use of resources and by utilising sustainable design and construction methods we can seek to lower consumption of resources at both the construction and use phase helping to protect the environment.

1.7.3 We need to ensure that new development is resilient to climate change. All aspects of development need to respond to the climate change issue. Climate change is not dealt with in a separate section but is embedded through the whole Design guide

1.8 How will we achieve good design?

1.8.1 Design needs to be considered at the earliest stages of the development process. It is important to understand the context of the site, to know how the infrastructure functions, what facilities are available and how accessible they are. This information will help shape the development and how it can adapt over time as well as how it will relate to existing neighbouring communities.

1.9 Masterplanning process

1.9.1 We will expect applicants and developers of larger sites to engage with the Council prior to submitting any planning application to ensure that discussions take place to achieve the best scheme for the site. The Council have adopted a Design Review process to set out the steps required and ensure that the scheme considers all aspects of the site. See section 8 Masterplanning.

1.10 National and local guidance/policies

1.10.1.The government has produced a National Design Guide which outlines the Government's priorities for well-designed places in the form of 10 characteristics based on national planning policy, practice guidance and objectives for good design as set out in the NPPF (National Planning Policy Framework). The government expects specific, detailed and measurable criteria for good design to be set at the local level. The Government has promised a National Model Design Code.

1.10.2 The Government's National Design Guide states that 'specific, detailed and measurable criteria for good design are most appropriately set out at the local level.' This design guide is North Hertfordshire's response. This draft will be consulted upon, before a final document is produced.

1.10.3 The guide has been produced by North Hertfordshire District Council to provide detailed information to support the policies in the emerging Local Plan. In particular, it expands on strategic Policy SP9: Design and sustainability, and the development management policies D1: Sustainable design and D2: House extensions, replacement dwellings and outbuildings in section 9 Design.

1.10.4 This document relates to the Council's objectives and actions set out in the Council Plan 2020-2025.

Further guidance

Climate Change Act 2008
http://www.legislation.gov.uk/ukpga/2008/27/contents

Ministry of Housing Communities & Local Government
https://www.gov.uk/guidance/climate-change

North Hertfordshire Climate Change Strategy 2020-2025
https://www.north-herts.gov.uk/home/council-data-and-performance/policies/climate-change

Nation Planning Policy Framework
Section 12 The creation of high quality buildings and places is fundamental to what the planning and development process should achieve.
https://www.gov.uk/government/publications/national-planning-policy-framework--2

Planning Practice Guidance
Information on Design can be found on the Government website.
https://www.gov.uk/government/collections/planning-practice-guidance

National Design Guide (September 2019)
Planning practice guidance for beautiful, enduring and successful places.
https://www.gov.uk/government/publications/national-design-guide

North Hertfordshire District Council Local Plan 2011 - 2031
Emerging Local Plan Strategic policies & Development Management policies. (Main Modifications)
https://www.north-herts.gov.uk/sites/northherts-cms/files/Local%20Plan%20-%20Main%20Mods%20track%20change%20version.pdf

Council Plan 2020-2025 for North Hertfordshire
The Council Plan sets out priorities that the council will address over the next five years.
https://www.north-herts.gov.uk/sites/northherts-cms/files/Council%20Plan%20and%20action%20plan%202020-2025.pdf

British Standard BS 8300 2018 Design of an accessible and inclusive built environment - Part 1 External Environment – Code of Practice
https://www.bsigroup.com/en-GB/about-bsi/media-centre/press-releases/2018/january/Standard-for-designing-accessible-buildings-and-facilities-revised-to-be-more-inclusive/

The Design Council at www.designcouncil.org.uk
Inclusive Environments Hub brings together best practice, guidance and legislation on inclusive design in the built environment.

Building Better, Building Beautiful Commission report 'Living with beauty'
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/861832/Living_with_beauty_BBBBC_report.pdf

Committee on Climate Change
www.theccc.org.uk

1.11 Structure of the Design Guide

1.11.1 The guide is separated into different sections. It starts with a broad introduction to the North Hertfordshire landscape and urban character, moving thorough the site's context and connections into its surroundings, then looking in more detail at building form, open space and future maintenance and management of development. Finally, there are sections dealing specifically with masterplanning, house extensions and shopfronts which set out the process and checklists to assist with applications.

2. NORTH HERTFORDSHIRE NATURAL AND BUILT ENVIRONMENT

What we want…… to conserve and enhance the natural beauty of the landscape of North Hertfordshire and the local character of the settlements.

2.1 Key facts about North Hertfordshire

2.1.1 North Hertfordshire is predominantly rural, covering 375 square kilometres of undulating countryside following the chalk escarpment of the Chiltern Hills and the East Anglian Chalk landscape. A large proportion of the rural area is covered by Green Belt, currently 142 square kilometres mainly in the western part of the district and along the A1(M) corridor. An outlier of the Chilterns Area of Outstanding Natural Beauty (AONB), an area designated for its nationally significant landscape, extends into the north-west part of the district. A Management Plan to guide development within the AONB and also effecting its setting is produced by the Chilterns Conservation Board.

2.1.2 There are four main towns within the district, Baldock, Hitchin, Royston and Letchworth, the world's first Garden City, together with around 40 villages and hamlets. Hitchin, Letchworth and Baldock are located close together in the central part of the district which creates interdependency while Royston is situated on the north-eastern edge of the district and has stronger connections with Cambridgeshire.

2.1.3 The district is served by five railway stations which lie along the London to Cambridge Line. The main east coast railway line runs north-south through the district as does the A1(M) which links London with the north. The London to Peterborough railway line also runs through the district. The main east-west road route across the district is the A505 linking Luton, in the west, to Royton, in the east, via Hitchin, Letchworth and Baldock. Luton airport is located on the western boundary of the district.

2.1.4 The district is facing a number of key challenges and opportunities:

- Requirement for new housing expanding the towns and villages;
- Proposed expansion of Luton Airport and the associated transport and environmental implications within North Hertfordshire;
- Growth along the A1(M) corridor;
- East-west growth corridor between Oxford and Cambridge including infrastructure improvements;
- ECML railway ability to accommodate increased numbers of passengers;
- Pressure on the existing Green Belt / new Green Belt;
- Long-term aims of the Chiltern AONB;
- Pressure on existing open space and biodiversity;
- Increased demand for high quality public open spaces.

2.1.5 As well as global challenges and opportunities:

- Creating more sustainable forms of development and infrastructure;
- Responding to the climate change emergency.

2.2 Natural Environment

2.2.1 North Hertfordshire has a diverse range of green infrastructure and environmental assets of local, regional and national importance. These include Sites of Special Scientific Interest (SSSIs), Local Nature Reserves (LNRs), Wildlife Sites, protected trees and woodlands, extensive areas of agricultural land, minerals reserves, rivers, floodplains, and a comprehensive network of open space.

2.2.2 The District also contains a variety of habitats for wildlife and plants, including areas of high biodiversity - notably the chalk grasslands and chalky boulder clay woodlands and meadows in the east of the district, the oak and hornbeam woodlands in the west and the wet meadows and fens along the River Hiz and its tributaries.

2.2.3 North Hertfordshire comprises a broad band of attractive undulating countryside following the chalk escarpment of the Chiltern Hills. This ridge forms the watershed between the river basins of the Thames and The Wash. The highest point is Telegraph Hill at Lilley, at 184m above sea level and the lowest point of 32m above sea level is where the River Rhee leaves the district north of Ashwell. Most of the rural area is farmland, although there are woodlands, especially in the west of the district.

2.2.4 Landscape character assessment is the process of identifying and describing variation in character of the landscape. The assessment identifies and explains the unique combination of elements and features that make landscapes distinctive by mapping and describing character types and areas. National Character Areas (NCAs) have been produced by Natural England and divide England into 159 distinct natural areas. Each is defined by a unique combination of landscape, biodiversity, geodiversity, history, and cultural and economic activity. Their boundaries follow natural lines in the landscape rather than administrative boundaries. North Hertfordshire lies mainly within NCA 87 East Anglian Chalk in the eastern part and NCA 110 Chilterns in the western part with the boundary running between Hitchin and Letchworth. The is a small area in the north in NCA 88 Bedfordshire and Cambridgeshire Claylands and a small area within the south lies within NCA 86 South Suffolk and North Essex Clayland.

2.2.5 North Hertfordshire has produced a local landscape character assessment (North Hertfordshire Landscape Study (Character, Sensitivity & Capacity) 2011) characterising the district at a more detailed level. This shows that North Hertfordshire has a varied landscape ranging from the series of small, dry valleys in the west to the open chalk escarpment in the east.

2.2.6 The Chilterns AONB extends into the north-west part of the district to the north of the A505. Much of the adjoining landscape is of similar quality and development should consider its impact on the setting of the AONB as well as the AONB itself.

2.2.7 .Much of the district outside the settlements is agricultural land with small areas of woodland and hedgerow field boundaries. A range of habitats support local wildlife and there are several national and local designated wildlife sites including 6 SSSIs and a number of County Wildlife Sites (CWS).

Chilterns AONB Management Plan 2019-2024
https://www.chilternsaonb.org/conservation-board/management-plan.html

Natural England – National Character Areas
https://www.gov.uk/government/publications/national-character-area-profiles-data-for-local-decision-making/national-character-area-profiles

North Hertfordshire District Council Landscape Study (Character, Sensitivity & Capacity)
https://www.north-herts.gov.uk/files/cg16-nherts-landscape-study-2011-part-1pdf

https://www.north-herts.gov.uk/files/cg16a-nherts-landscape-study-2011-part-2pdf

County Wildlife Sites – link to be provided

2.3 Built Environment

2.3.1The settlements of Hitchin, Baldock and Royston are all historic market towns each with their own distinctive character. Letchworth Garden City evolved from Ebenezer Howard's original concept of a self-contained settlement combining both town and country living. Hitchin, Letchworth Garden City and Baldock are located close to each other and have strong inter-relationships in terms of housing markets and employment movements. All four towns are service centres with a range of shops, jobs and community facilities that serve their respective rural hinterlands.

2.3.2 All the towns and most of the villages have historic designations. There are 44 conservation areas, approximately 2,750 listed buildings, many Buildings of Local Interest as well numerous Areas of Archaeological importance and Scheduled Ancient Monuments (SAM). The District is crossed by the prehistoric Icknield Way and contains many ancient monuments, including the iron age Ravensburgh Castle at Hexton, the largest fort in south-east England. There are also several registered historic parks and gardens.

2.3.3 The Conservation Area Reviews and Character Statements should be taken into account when considering design and character to ensure development enhances the setting of Conservation Areas and respects designations such as Listed Buildings and non-designed Buildings of Local Interest.

2.3.4 Urban Design Assessments have been undertaken for each of the four main towns and Knebworth which set out the character of the settlements. The villages of Ashwell, Pirton and Whitwell have produced Village Design Guides and some of these have been incorporated into Neighbourhood Plans.

2.3.5 Town Centre Strategies have been produced for Baldock, Hitchin, Letchworth and Royston to provide guidance on development specifically within the economic core of the settlements. These were produced between 2004 and 2008 and are due for updating.

2.3.6 Baldock, Hitchin and Royston have early medieval origins which can still be seen in their street patterns and plot layout. Burgage plots are usually long and narrow and set at right angles to the street sometimes with a lane running along the rear. This grain has shaped the way these towns have developed and the designation of their town centres as Conservation Areas.

2.3.7 The origins of Letchworth Garden City date back to the 1900s and are based on low density, mainly low-rise built form. Garden City Principals shaped the layout with set features such as vistas, groups, small greens and a dominant verdant character creating avenues and tree-lined verges. Letchworth Garden City Heritage Foundation (LGCHF) are responsible for the management of the world's first garden city, generating income to re-invest in the community and landscape of the town.

Baldock

2.3.8 Baldock is located on the crossroads of the A505 and the Great North Road as a coaching stop on the route between London and the north. Baldock has retained its traditional market town character with its historic core containing buildings from the medieval and Georgian periods. It is one of five towns listed by the council for British Archaeology as being of national importance for its early occupation as an Iron Age and Romano British fort. Following the opening of the A505 Baldock bypass in 2006 enhancement works within the town centre have reinforced its rural town character by creating space for the market and other town events.

Hitchin

2.3.9 Hitchin's medieval origins are visible in the street pattern, plots and historic buildings in the town centre. The town retains a strong local identity centred on St Mary's Church, River Hiz and Market Place which hosts a number of events. The railway station, which lies about 1km to the north east of the town centre has been a second focus of development spreading outwards. This has resulted in in the town expanding more on its eastern side. Character of development reflects its origins with Victorian terraces close into the town centre and later estates developed in the 1970s and 80s located on the outskirts. As well as the Conservation Area covering the town centre Hitchin boasts a further 3 conservation areas – Butts Close, Hitchin Hill Path, and Hitchin Railway and Ransoms Recreation Ground within the town.

Letchworth Garden City

2.3.10 Letchworth Garden City is the world's first garden city and was established in 1901 with an arts and crafts style. Letchworth's layout is based on the broad avenue vista running along Broadway, through Broadway Gardens to the railway station. Residential roads spread out from this central feature. The town centre boasts spacious streets with wide footways. Letchworth GC is fortunate in having its railway station on the edge of the town centre making it easily accessible by train. As well as the Conservation Area covering Letchworth GC town centre there is a Conservation Area in Croft Lane, an early garden city residential area in the arts and crafts style. There are also Conservation Areas covering the adjoining historic villages of Norton and Willian.

Royston

2.3.11 Royston lies in the north-east corner of the district situated at the junction of two ancient routes – the pre-roman Icknield Way and the roman Ermine Street. Royston's historic roots are evident in the lattice of narrow streets within the compact town centre. Royston sits within a north facing bowl-shaped landform and has expended northwards fanning out across the flatter land of the Cambridgeshire Plains. The railway station, located about 500m to the north of the town centre, has been a second focus of development. The rising ground to the south provides some views out northwards to the Cambridgeshire plains. Its location closer to Cambridgeshire has resulted in buildings using the characteristic gault brick and slate roofs. The town expanded in the 1960s, 1970s & 1980s creating many residential areas. Royston has a separate employment area in the north-west part of the town, Orchard Road, which links through to the A505 bypass where shopping and other services are provided. Royston lacks permeability as many of the residential development areas are cul-de-sacs.

Villages

2.3.12 There are about 40 villages and hamlets located throughout the district. Many are covered by Conservation Area designations and all have their own unique character. Details on this can be found in the Character Statements prepared for each Conservation Area and in documents prepared by local parishes and within Neighbourhood Plans. The large villages of Ashwell, Codicote and Knebworth support local centres.

Great Ashby

2.3.13 Great Ashby is a newer urban extension on the northern edge of Stevenage which lies in North Hertfordshire and has local centre.

Further guidance

Baldock Urban Design Assessment 2007;
Hitchin Urban Design Assessment 2007;
Letchworth Garden City Urban Design Assessment 2007;
Royston Urban Design Assessment 2007;
Knebworth Urban Design Assessment 2007.
(Link to be provided)

Baldock Town Centre Strategy 2006
https://www.north-herts.gov.uk/planning/planning-policy/local-plan-current-policy/town-centre-strategies/baldock-town-centre

Hitchin Town Centre Strategy 2004
https://www.north-herts.gov.uk/planning/planning-policy/local-plan-current-policy/town-centre-strategies/hitchin-town-centre

Letchworth Town Centre Strategy 2007
https://www.north-herts.gov.uk/planning/planning-policy/local-plan-current-policy/town-centre-strategies/letchworth-garden-city

Royston Town Centre Strategy 2008
https://www.north-herts.gov.uk/planning/planning-policy/local-plan-current-policy/town-centre-strategies/royston-town-centre

Letchworth Garden City Design Principles (LGCHF)

https://www.letchworth.com/your-home/altering-your-home

Neighbourhood Plans
https://www.north-herts.gov.uk/home/planning/planning-policy/neighbourhood-planning

Conservation Area Appraisals & Conservation Area Character Statements
https://www.north-herts.gov.uk/home/planning/conservation-and-heritage/conservation-areas

2.3.14 The local built and landscape character changes across the district. Design, scale and materials in one part of the district may not be appropriate in another. The characteristics and context of sites should be considered individually to ensure the development's design and identity is appropriate.

Have you considered?

The landscape character of the district.

Built character, materials and structures in the local area.

Historic and cultural context of the site.

The relationship between the natural environment and built environment.

Designations for landscape, heritage and environmental assets.

Locally identified priorities and concerns set out in any Neighbourhood Plans or village parish plans.

3. SITE CONTEXT

What we're looking for … well-designed places that contribute to local distinctiveness. Development that addresses local issues and local character and enhances the local setting. To set a high standard of design that will create great places to live, work and relax ….

3.1 Local Character

3.1.1 The distinctive characteristics of an area contribute to the local identity and create a sense of place. Well-designed buildings and places should respect and enhance the local character. Features of the local setting, such as layout, planting, architecture and materials can influence the initial design and help new development to contribute to the local distinctiveness. Those who are looking to build should consider at the earliest stages how their design protects and retains the existing local identity to ensure that all new development addresses local issues and enhances the local setting. Assessing the existing conditions provides an understanding of the opportunities and constraints presented on site and off site. This section provides guidance on assessing the existing conditions of an area to inform the initial design and help achieve a high quality development.

3.1.2 To retain local identity new developments should consider incorporating characteristic features found within the surrounding area. If there are no positive distinctive features or unique sense of identity or nearby developments are not considered to be of good design, new development proposals should take the opportunity to improve the character and quality of an area and the way it functions. This could also create a sense of identity and benefit the surrounding areas.

3.2 Sustainable location

3.2.1 The location of the site will influence the type and amount of development that is appropriate. Does it lie within a town centre or near a railway station? Is the site in a sustainable location? Can facilities be accessed using public transport or by cycling or walking?   Sites within the town centre or close to train stations may be able to accommodate increased density and higher building heights.

3.3 Connectivity

3.3.1 Development proposals should consider how the scheme will integrate with the existing circulation patterns particularly pedestrian, cycle and public transport. New developments should provide routes which are safe, direct, convenient and accessible for all abilities to use. It is important to consider site connections to ensure there are good links to local facilities such as shops, schools and health facilities.

3.4 Urban Grain

3.4.1 Existing street patterns and the orientation of existing buildings will inform the layout and access of a site. Planning applications should demonstrate that they have considered the existing built and natural environment to ensure all new development enhances the local setting. New development should not dominate street scenes or have a negative impact on the surrounding area which will include views to and from the site. Schemes that improve locality and are more accepted in existing communities consider the existing built and natural environment around them.

3.5 Landform and Landscape and Land use

3.5.1The local landform and existing vegetation should influence the form of development. Sloping sites may be more visible especially from long distance views and the retention of any existing vegetation should be considered to help screen and assimilate development into its surroundings. Landform and vegetation will inform building heights and density.

3.5.2 For larger sites, or sites with high visibility or feature landscapes, a Landscape and Visual Impact Assessment (LVIA) should be carried out to inform the scale, form and amount of development to ensure that it's impact on the landscape and visual amenity of the area is minimised and that appropriate mitigation measures are undertaken.

3.5.3 The surrounding land uses should inform the type and form of development. Residential development will sit more comfortably within an existing residential area but may be appropriate on the edge of commercial areas. Minimise the impact of new development by considering the relationship with adjoining uses.

3.5.4 Edge of settlement development should include appropriate planting to the boundary with the countryside to adequately soften the impact of the development. Appropriate buffers should be implemented, setting development an appropriate distance from site boundaries, to provide necessary, strong landscape boundaries with the open countryside and Green Belt beyond. This will help screen development where necessary and provide a softer, transient boundary between the development and countryside to avoid harsh/ stark urban-to-rural boundaries.
Consideration should also be given to reduced density and building heights.

3.6 Conservation Areas

3.6.1 There are 44 Conservation Areas within North Hertfordshire covering villages and the four towns. It is important to check whether the site lies within a Conservation Area or whether it adjoins one, as this will have an impact on the new development. Conversation Area Appraisals or Character Statements are available for each Conservation Area on the NHDC website and should be consulted as part of the design process.

3.7 Listed Buildings and other designations

3.7.1 Check whether there are any listed buildings (LB) on or near to the site which will need to be taken in to account when considering the form of development. National and Local designations such as Sites of Special Scientific Interest (SSSI), Scheduled (Ancient) Monuments (SAM) or County wildlife sites (CWS) and listed Parks and Gardens will also affect the form of development and should be protected and preserved. Although a Listed building may not be immediately adjoining a site there may be views of it from the site which could be protected in the layout and development on the site may affect the setting of a listed building.

3.8 Non-designated local assets
3.8.1 Buildings of local importance and other features of local interest or function should be taken into account when designing any scheme.

3.9 Neighbourhood Plans
3.9.1 Neighbourhood Plans have been prepared by a number of communities to guide development within designated areas in their local area. Check whether your site falls within a designated Neighbourhood Plan area as this will need to be taken into account when designing development. Sites which fall within a Neighbourhood Plan area should checkthe adopted Neighbourhood Plan before applying for planning permission to ensure the proposed scheme meets their requirements.

Further guidance

National Design Guide
https://www.gov.uk/government/publications/national-planning-policy-framework--2

Conservation Areas and heritage assets
https://www.north-herts.gov.uk/home/planning/conservation-and-heritage

Neighbourhood Plans
https://www.north-herts.gov.uk/home/planning/planning-policy/neighbourhood-planning

Historic England
https://historicengland.org.uk/

BS.5837:2012 Trees in Relation to design, demolition and construction. Recommendations. Vegetation surveys, maintenance works and protection methods during construction works.

Listed Buildings
https://historicengland.org.uk/

Buildings of Local Interest
https://www.north-herts.gov.uk/home/planning/conservation-and-heritage/locally-important-heritage-assets

Other designations such as:

County Wildlife Sites, Local Nature Reserves, Sites of Special Scientific Interest.

Have you considered?

The character of the site and its surrounding area.

The local vernacular and architectural features that contribute to local character. Are there important architectural features in the surrounding area such as individual buildings, local materials, windows, chimneys, roofs etc.

Typical patterns of built form and materials that contribute positively to the local character.

The existing density of development and building heights in the local area?

Are there Heritage assets such as archaeological features or Conservation Areas?

Are there listed buildings in the vicinity or Buildings of Local Importance?

Any features within the site or on adjoining land that have national or local designations.

Any features within the site or on adjoining land that are locally important.

Any existing trees and shrubs either on the site or adjoining the site which would be affected by the proposals?

Topography and changes in ground levels. How has the topography of the site influenced the design and layout of the scheme?

Existing drainage and potential for Sustainable Drainage Systems (SUDs).

The soil condition and type of the site?

Investigating former site uses for potential land contamination, particularly on brownfield or town centre sites

Existing vegetation and how will this influence the design layout and planting for the scheme? Should a condition survey be undertaken in accordance with BS5837:2012, Trees in relation to design, demolition and construction - Recommendations?

What are the sites existing boundary features? Are there hedging, trees, or other plants? Are there walls or fences? Do they provide screening?

Should a Landscape and Visual Impact assessment (LVIA) be carried out to assess the impact of the development and any potential mitigation measures needed? What are the short, mid-range and long-distance views of the site and from the proposed development?

Is there sufficient information on the biodiversity interests for the site?

Any local landscape features such as open spaces, footpaths, green spaces.

Local wildlife or habitat issues on or adjoining the site that might affect development proposals? What changes can be made to improve the sites biodiversity, including existing and potential wildlife habitats.

Ecological designations within the locality that might be affected by the development such as CWS?

4. SITE MOVEMENT & PERMEABILTY

What we're looking for …a well-connected site for all users with safe access and linking into adjoining footpath and road networks and services. A well-defined network of routes within the site that provides permeability and legibility and prioritises walking and cycling and encourages the use of public transport and reduces the need to use the car. Good connections to facilities and services.

4.1 Sustainable development

4.1.1 The layout of any development should ensure that it connects into the existing network of paths and roads and that there are safe and accessible routes within the site for pedestrians and cyclists which link into the network of routes outside the site. It should be easy to navigate and find your way around the site and to access local facilities and services.

4.1.2 Well-designed places should be well connected to existing networks and services to facilitate movement. It is important to consider site connections in the early planning stage as this can influence the overall design of a place. This section seeks to provide guidance to help create places that are legible, permeable, safe and well connected to existing networks and services by all modes of transport.

4.1.3 Routes for pedestrians and cyclists should be prioritised so that they find it easy to navigate their way through development and the routes are direct and safe.

4.2 Access and Networks

4.2.1 When assessing the existing road network, it is important to consider the hierarchy of routes in the surrounding area and the potential connections to and through the site. This will help inform the initial design concept as you will need to consider how the new roads and paths will connect into the existing roads, cycle routes and footpaths around the site. Well-designed sites will have a main access point that can be easily accessed by all modes of transport.

4.2.2 New developments should consider how delivery vehicles, waste collection vehicles and emergency vehicles will access the site. However, the site layout and character should not be dominated by vehicular movement. New developments should favour walking and cycling routes to reduce car usage and promote active lifestyles. All routes should be designed as part of the layout to ensure that they are accessible, well integrated with appropriate surveillance and are well used. Providing a clear structure of safe and direct routes with recognisable features such as buildings, open spaces and signs will help individuals find their way round the site.

4.2.3 Design of a development layout should take advantage of potential links and routes to integrate a site into the existing built development. For example, ensuring there are pedestrian and cycle links even if vehicular links aren't appropriate. This will help with both physical movement, promoting an active lifestyle, and also social integration between existing and proposed communities. Avoid long stretches of boundaries with no links which create barriers between existing and new neighbourhoods. This may require discussion and agreements or negotiations on rights of access with adjoining landowners which should be done at an early stage in the process, e.g at pre-application stage.

4.2.4 Gated communities restrict access of movement and are not encouraged as part of any development proposals.

4.3 Access to services

4.3.1 To ensure sustainable development, new sites must have access to local facilities and transport services. Therefore, consider how close the proposed development is to a local bus services, local shops, schools or railway station and assess how pedestrians and cyclists will reach these services. Pedestrian footpaths and cycle routes which link to the site will encourage residents to choose these travel options to reach local facilities. New developments should provide routes which are safe, direct, convenient and accessible for all abilities to use. By considering the permeability of a site, such as routes of movement, access to facilities and network hierarchy will help residents improve movement by different transport modes.

4.3.2 Larger sites can provide walking and cycling routes for recreational purposes as well as for functional purposes. The site layout and links into adjoining networks can encourage people to engage in activities and adopt a healthy lifestyle.

4.4 Vehicle and Cycle parking

4.4.1 Where provision for parking spaces needs to be made, the design and potential visual impact of cars should be considered at an early stage of the layout. On plot parking and/or garages should be provided where possible. If parking courts are being proposed their visual impact needs to be considered as well as access and security. On street parking may also be appropriate but should not dominate the character of the street. The Council's Parking Strategy needs to be taken into consideration in terms of mitigating any impacts on streets. Although sustainable forms of transport such as buses, cycles and walking should be promoted and provided for, appropriate provision for car parking should be made available. If insufficient spaces are available, ad-hoc parking can damage pavements, verges and planting as well as impact on the functioning of the roads.

4.4.2 Provision should be made for cycle parking and considered at an early stage of the design layout. Access, security and provision of suitable cycle storage facilities should be taken into consideration. Any development should take account of the NHDC Vehicle Parking at New Developments SPD and the Council's emerging Electric Vehicle Strategy.

Further guidance

Local Transport Plan (LTP4 2018 – 2031)
https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/planning-in-hertfordshire/transport-planning/local-transport-plan.aspx

PROW Definitive map
http://webmaps.hertfordshire.gov.uk/row/row.htm?layers=[1:0,1,2,3,4]

North Hertfordshire Green Infrastructure Plan 2009
https://www.north-herts.gov.uk/files/nhe15-green-infrastructure-report-august-2009part1pdf
https://www.north-herts.gov.uk/files/nhe15-green-infrastructure-report-august-2009part2pdf

NHDC Parking Strategy 2018 – 2031 (January 2019)
https://www.north-herts.gov.uk/home/parking/parking-strategy

NHDC Vehicle Parking at New Developments SPD (2011)
https://www.north-herts.gov.uk/planning/planning-policy/local-plan-current-policy/supplementary-planning-documents/vehicle-parking

Neighbourhood Plans
https://www.north-herts.gov.uk/home/planning/planning-policy/neighbourhood-planning

Hertfordshire County Council Healthy Places
https://www.hertfordshire.gov.uk/services/Health-in-Herts/Healthy-places/Healthy-places.aspx

Transport for New Homes
https://www.transportfornewhomes.org.uk/

Better Planning, Better Transport, Better Places (CIHT)
https://www.ciht.org.uk/media/10218/ciht-better-planning-a4_updated_linked_.pdf

Have you considered?

Reducing the impact of vehicles by prioritising walking and cycling and public transport through the creation of routes that are safe, direct, convenient and accessible and attractive.

Opportunities for public transport within the site? Promote bus services, talk to bus companies, bus shelters, seats, etc.

Ensuring that servicing & delivery vehicles and emergency vehicles can access the whole site but that provisions to enable them to do so don't dominate the layout.

Have all pedestrian access points into the site been considered?

Are bus stops easily accessible for pedestrians.

Are there safe and accessible pedestrian routes for all users to local facilities such as schools, shops, health centres, etc.

Are there safe and accessible cycle routes into the site? Are these connected to local facilities such as train station and employment areas. Can cycle routes within the site be linked into them?

Are there safe vehicular access points into the site?

Is the surrounding road network able to accommodate the increased vehicular traffic, including refuse and delivery vehicles? Are there opportunities to improve existing network?

Is the site connected to any PRoWs which could link into the wider countryside?

How is the site connected into the local Green Infrastructure network such as green space, hedgerows, street tree planting and biodiversity sites? How can this be enhanced?

How permeable is the surrounding area? Is there a good network of routes which make it easy to move through the area to promote walking and cycling or is it mainly cul-de-sacs which restrict movement?

Creating a hierarchy of roads and paths to help with movement around the site. Locating key buildings to create vista and aid legibility.

5. DESIGN REVIEW PANELS

What we're trying to achieve… independent advice and guidance to help resolve issues, identify solutions and achieve the best scheme for the site.

5.1 Design Review Panels

5.1.1 We value the input from Design Review panels which provide an independent view of proposals and facilitate the production of high-quality schemes.

5.1.2 The NPPF requires Local Planning Authorities to make use of tools and processes to assess and improve the design of development. Design Reviews allow assessment of development proposals and provide feedback to developers and the local authority. Benefits include assisting in resolving design issues, achieving a higher quality of design and creating a smoother planning process. They derive the most benefit if used at the earliest stage possible in the development of the scheme which allows the opportunity to review the scheme at different stages throughout its evolution.

5.1.3 North Hertfordshire District Council have procured the services of Design: South East to provide independent advice on applications for development within the district. Developers and applicants will be expected to sign up and commit to 100% of the costs of the design review and the resulting independent report will be co-owned and will be a public document.

5.1.4 Information on Design South East can be found on their website www.designsoutheast.org. or they can be contacted at info@designsoutheast.org.

5.2 Thresholds

5.2.1 There are different levels of design review depending on the size of the scheme. Costs and further details associated with the each level of design review are available on North Hertfordshire District Council website at www.north-herts.

5.2.2 Thresholds for applications are:

Scheme size	Design review expectations and output
300 units and above	At least a 3-stage process of initial full-day workshop/review, followed by a half day review and culminating in a desktop review. This will be an iterative process.
Between 50 and 299 units	2-stage process of standard half-day review followed by a follow-up or a Chair's review.

5.2.3 For schemes seeking Reserved Matters approval on various phases greater than 50 units an allowance may be made not to go to design review panel.

5.2.4 Schemes of fewer than 50 units may be required to undergo a Design Review Panel at the discretion of the Council.

Further guidance

Design Review Panels
To be put on NHDC website at
https://www.north-herts.gov.uk/home/planning/planning-advice-and-guidance

OR?
https://www.north-herts.gov.uk/home/planning/planning-policy/local-plan-current-policy/supplementary-planning-documents

Design:South East
www.designsoutheast.org

6. BUILDINGS AND FORM

What we're looking for …buildings of a scale and design that do not dominate their surroundings, whose juxtaposition and grouping creates a sense of place and spaces that are safe and functional. Development should respect the local context whilst ensuring high quality, innovative design and sustainable methods of construction and materials.

6.1 Introduction

6.1.1 This section should be read in conjunction with sections 3 and 4, in that the context and connections of the site will inevitably inform the buildings and form that will shape a high-quality development.

6.1.2 "Built form is the three-dimensional pattern or arrangement of development blocks, streets, buildings and open spaces" (National Design Guide, 2019). These elements cannot be separated, in that they all inform one another. The following should guide intended users of this SPD as to how we expect buildings and form to be considered when designing a development proposal.

6.2 Layout

6.2.1 Views and vistas should be identified and inform the layout, making the most of landform, surrounding features and site connections. Existing features should be retained and respected, including landscape features such as mature trees. Retention of landscaping and topographical features should inform the proposed layout. Layouts should introduce, where appropriate, features to increase legibility, either on corner plots or on plots of greater visual dominance within a street scene.

6.2.2 When laying out a new development, taking into consideration the sites location (i.e. centre, urban, sub-urban, and edge) as well as its context, consideration should be had to the following:

6.2.3 Spacing: If the site is in in a centre, or urban location, then spacing between buildings along the street will be minimal in line with the site's context. Edge of centre and suburban sites will likely require greater separation between buildings and wider plots in order to fit the sites context. In terms of front to front spacing, again, this should be context driven. Innovative use of space in front of buildings will be promoted. This space could be used not only for vehicle and pedestrian movement and access, but also street parking punctuated by sections of mature shrubs, hedging, trees or green space to create pockets of green space. This could double up as a swale as part of a SUDs scheme.

6.2.4 Back to back depths and separation: Back to back distances are regularly measured in terms of sunlight daylight as well as privacy. These considerations have resulted in cases where narrow, short gardens provide insufficient amenity space for the occupiers of the proposed buildings. Consideration should be made to scale of amenity space against the size and number of occupants in the proposed building, access to daylight and sunlight (in the amenity space and elevations of opposing buildings) as well as privacy, when laying out a new development. If large back-to-back distances are required, again, the Council will take a flexible approach to innovative use of the space, including parking so long as reasonable surveillance can be assured by design.

6.2.5 Orientation: When laying out blocks of development, consideration should be had to the topography of the site as well as access to light, in both amenity spaces and buildings. Natural daylight and sunlight is a resource which can be utilised to create efficient buildings and ensure high quality amenity space. Orientation of buildings and building blocks can optimise natural insulation and ensure high quality amenity space with access to daylight and sunlight for all.

6.2.6 Building lines: Attention should be had to any consistency in building lines in the area surrounding the site. A centre or urban site will likely have a hard, steep building line close to the street. An edge of centre or suburban site will likely be set back from the street. Dependent on the context of the site, either consistent or varied building lines may be appropriate, for example, in Letchworth Garden City, blocks will likely be stepped back and forth from the street to create a sense of space and punctuate the street scene. Blocks should not be overly long or deep which create an impermeable expanse of built form.

6.2.7 Parking: Car parking should not be visually dominant. Car parking can be provided within the building envelope, on the building plot or within appropriately screened parking forecourts if the existing landscape and space within the development site allows. Where previously car parking in rear parking courts have been discouraged, the Council will consider blocks laid out with rear parking courts where the benefits to the street scene and greater privacy in rear gardens outweigh the more limited natural surveillance. Car parking between buildings in the street scene will be considered, however, care should be taken not to create artificial and

disproportionate spacing. Frontage parking will be considered so long as strong landscape screening can protect the street scene. Parking is a problem for waste collection, particularly on street parking. Design and location of parking should ensure that bins are not required to be pulled passed parked cars, from the collection point to the collection vehicle.

6.2.8 Streets: Streets will meet the technical requirements of the Local Highways Authority or the Manual for Streets as appropriate. A good landscape scheme to promote trees, hedging, shrub planting, grass verges and green space within the street will be required. The landscaping of streets should follow the hierarchy of the streets and be considerate to the intended user of that street. Innovative use of street-space will be considered favourably. Refuse collection and servicing should be considered in the design of any external space in relation to access and layout. Sufficient turning space must be made available for the size of refuse vehicle contracted for servicing at the time of application.

Further guidance

> **Manual for streets and Manual for streets 2**
> https://www.gov.uk/government/publications/manual-for-streets
>
> **Hertfordshire's Local Transport Plan 2018-2031 (LTP4)**
> https://www.hertfordshire.gov.uk/media-library/documents/about-the-council/consultations/ltp4-local-transport-plan-4-complete.pdf
>
> **Vehicle Parking at New Developments SPD**
> https://www.north-herts.gov.uk/planning/planning-policy/local-plan-current-policy/supplementary-planning-documents/vehicle-parking
>
> **NHDC Parking Strategy**
> https://www.north-herts.gov.uk/sites/northherts-cms/files/NHDC%20Parking%20Strategy%20%20Final%2029%2001%202019%20Final_0.pdf
>
> **NHDC Parking Operational Guidelines**
> https://www.north-herts.gov.uk/sites/northherts-cms/files/North%20Hertfordshire%20District%20Council%20Operational%20Guidelines.pdf
>
> **HCC Residential Dropped Kerbs Terms and Conditions**
> https://www.hertfordshire.gov.uk/media-library/documents/highways/dropped-kerb-terms-and-conditions-apr-2019.pdf

> **Waste and recycling provision**
> https://www.north-herts.gov.uk/home/planning/waste-and-recycling-provision

Avoiding rubbish design - Providing for bin storage on new housing developments –February 2015 www.nhbcfoundation.org https://www.nhbcfoundation.org/publication/avoiding-rubbish-design-providing-for-bin-storage-on-new-housing-developments/

Have you considered?

Does the layout provide legibility to make it easy to move and around and find the way to places?

Does the layout create a sense of identity and sense of place?

Are the buildings lines, spacing and blocks context appropriate?

Does the layout provide and secure long terms quality living conditions for future occupiers?

Is the layout optimising solar gain for all properties?

Is the allocated parking well-screened and secured by natural surveillance?

Do your proposals keep clear of the roots and canopies of trees?

Have you considered access for waste collection vehicles avoiding the need for unnecessary or difficult manoeuvres?

6.3 House Type and Tenure

6.3.1 The design of dwellings will be influenced by the location of the site and the local character.

6.3.2 Terraced properties are an efficient use of land, energy and materials. They can be traditional in terms of ground-floor living accommodation or townhouses which have integral garages or a parking space within the building envelope. Parking provision and location should be carefully considered when designing terraced properties. Terraces can be used to create landmark buildings and for creating groups which enclose spaces.

6.3.3 Detached dwellings can be individually designed or of a similar, consistent design, type and material to create a sense of character.

6.3.4 Semi-detached dwellings can assist with making a more efficient use of land and can be designed as identical, as a handed pair or as a means of turning a corner having the two properties facing different directions

6.3.5 <u>Bungalows</u> are good for people with limited mobility but take up a larger footprint than a similarly sized property over two or more floors. This can be addressed by designing them as semi-detached or short terraces.

6.3.6 <u>Flatted</u> residential development is a high-density form of development which may be appropriate in centre or edge of centre sites. Where flats are required in the housing mix on a large residential development, they should be positioned appropriately. Buildings containing multiple dwellings should respect the scale, height and form of the site's context. Larger buildings can assist in legibility and are good ways to address a corner or junction. Consideration should be had to providing flats above shops or offices, providing a mixed-use development which can promote sustainability and social cohesion.

6.3.7 <u>Affordable</u> housing should be of a type that is required to meet local needs of the district of North Hertfordshire. Affordable housing should be indistinguishable from market housing. Affordable housing should be dispersed, in small groups, through the development to ensure residents are part of the community, where registered providers allow. The amount of affordable housing is set out in Policy SP8: Housing in the Local Plan.

Further guidance

North Hertfordshire Local Plan 2011-2031 Proposed Submission Local Plan Incorporating the Proposed Main Modifications
https://www.north-herts.gov.uk/planning/planning-policy/local-plan/local-plan-examination/main-modifications-and-additional-work

North Hertfordshire Developer Contributions SPD
https://www.north-herts.gov.uk/home/planning/apply-planning-permission/planning-obligations/draft-developer-contributions

Housing Needs Survey
https://www.north-herts.gov.uk/home/housing/housing-strategies-and-plans/housing-need-north-hertfordshire

Have you considered?

What is the surrounding land use?

If it's residential is there a prevalent type such as detached, semi-detached, terraced or blocks of flats?

What is the prevalent scale within the site's context? Are they generally larger buildings in terms of height and footprint or are they smaller buildings?

What is the required market and affordable housing split and the required mix of housing?

> Are there specific considerations which would justify any variation in housing mix?

6.4 Internal Space

6.4.1 The Technical Housing Standards – nationally described space standard should be achieved to ensure that accommodation is fit for purpose and adaptable for the changing needs of residents. This may require space for internal lifts, the ability to extend, and adequate storage space.

6.4.2 The orientation of buildings or blocks can assist in making the most of natural ventilation, light and energy efficiency. The design and layout should make an efficient use of natural ventilation, natural light, orientation and energy efficiency.

6.4.3 Dual aspect dwellings and layouts will be considered favourably. Where single aspect dwellings are proposed, the internal layout should ensure that no single aspect dwellings are served purely by north facing windows, as these units would be unacceptable in terms of the living conditions of future occupiers. Arguments for single aspect north facing dwelling units, such as similar units being approved elsewhere or sold, will carry very limited weight. Whilst roof lights can assist in providing light into rooms, they add little in terms of outlook. Roof light only dwellings will not be considered acceptable for this reason.

Further guidance

> **Technical Housing Standards – nationally described space standard**
> https://www.gov.uk/government/publications/technical-housing-standards-nationally-described-space-standard

Have you considered?

> Have you met the standards in the internal space standards technical guidance? If not, why not?
>
> Is the internal space adaptable / flexible for future needs of residents?
>
> Has the design and orientation been influenced by the opportunity to maximise natural daylight and sunlight into the building and to reduce the need for energy to artificially light the home?
>
> Are fittings being incorporated that improve on the requirements of Part G of the building regulations?
>
> Is a rainwater or grey water recycling system being incorporated into the scheme?

> Is adequate space provided for internal and external storage of waste, including recycling?

6.5 External Space

6.5.1 A town centre or urban site may have strong building lines with either no, or small gaps, between buildings which create a continuous frontage along the street. A suburban or edge context will provide a different ratio of buildings to the space around them creating a different character.

6.5.2 We encourage the provision of front gardens which are deep enough to create a buffer between the street and the house. An appropriate spacing should be informed by a balance struck between the sites context as well as the requirement to maximise the efficient use of land. Any parking spaces proposed within the buffer should meet the above-mentioned requirements in regard to layout. Private and public external space should be identifiable, but not excessively demarked. Demarcation methods should be informed by the site's context. Parking spaces and associated hard surfacing should be reduced to the minimum required and be screened or shielded from public vantage as far as possible by either soft landscaping or discrete siting.

6.5.3 Rear gardens are informed by the layout of the proposed development and width of the building to which they relate. Careful consideration should be had to depths of rear gardens in regard to the amount of usable amenity space being commensurate to the building, overlooking and dominance of proposed buildings factoring in site topography, and access today and sunlight in regard to orientation of plots. Rear gardens are necessarily private. Specific focus should be given to the quality of boundary treatments when discernible from the street. Brick wall or hybrid brick plinth and column with fence panels will be preferred where the boundary presents to the street.

6.5.4 Balconies and roof gardens/terraces can be appropriate in high density contexts in order to make efficient use of land while preserving some amenity space for future occupiers. Care must be taken to provide such space in a way by which the living conditions of the occupiers of other premises are not compromised.

6.5.5.Garages may be desirable, and appropriate, depending on the site's context. Garage sizes should align to the minimum space standards set out in the Supplementary Planning Guidance on Vehicle Parking (or any subsequent document). Integral garages will be promoted, either in a townhouse form, or within a single storey side projection. Mews to coach-house relationships will also be considered where context appropriate. Detached garages or en-bloc garages are not encouraged unless discretely located with natural surveillance. Garages will be discouraged where the layout suggests access to garages from a rear parking court, as the garages would impinge any natural surveillance.

6.5.6 Storage is an important and often overlooked aspect of external space. The Council will expect all storage to be concealed and indiscernible from public vantage points while retaining easy access to promote its use. Storage is required for garden furniture and tools, cycles and bins. Preference will be given to single storage solutions for all requirements to reduce cluttering. Solutions may, for individual dwellings, be extending garage space to provide a separate section and entrance for all storage needs. If no garage is within the plot, then a single outbuilding capable of secure cycle, garden furniture and covered bin storage will be required.

6.5.7 A condition may be imposed for further details and implementation of storage means if such items are not shown on proposed plans. Such a condition will meet the tests of conditions as:

- The provision of secure cycle storage is necessary to promote alternative modes of transport to private vehicles;
- Covered bin storage would promote the use of storage areas, decreasing the risk of street clutter by bins left on the street and promoting high quality street scene for the future of the development site;
- Residential paraphernalia storage is necessitated as a condition will likely be imposed on new residential development to restrict the erection of outbuildings so as to preserve a reasonable amount of amenity space for future occupiers.

6.5.8 Private amenity space must be designed so as to be accessible without traversing through the building. Such access should promote the use of discreet bin storage and allocated collection points. Planting should discourage the use of private space between streets and buildings as informal bin storage, further promoting the use of dedicated bin storage.

6.5.9 Hard surfacing is required for vehicular, pedestrian and cycle access and egress as well as parking requirements. Surfacing for parking areas, private drives, footpaths and patios should be permeable to prevent surface run-off. Streets within a development will have a hierarchy which should be made legible through changes in the surfacing and character of streets. Streets will meet the technical requirements of the Local Highways Authority or the Manual for Streets as appropriate. Outside of the technical requirements for size of streets, pavements and cycle routes, hard surfacing extent should be minimised, with care taken as to the position, extent and soft landscape screening for vehicular parking areas. Parallel parking within streets provision would minimise hard surfacing by marginally increasing the width of streets for said parking. Parking courts should be located in areas of high natural surveillance while being well screened from streets by way of layout, access and landscaping. Bay parking just off, and at right angles to, the street in front of terraces is not high-quality design and will be discouraged in all contexts.

6.5.10 Existing soft landscaping, including trees, shrubs and hedgerows should inform the proposed built form. Existing trees and shrubs provide structure and screening as well as character and maturity to the area also ecological and health

benefit. Planting schemes should provide biodiversity benefits, consider reduced maintenance regimes and be able to tolerate extreme weather conditions.

6.5.11 The provision of open space within a scheme should be of a size and location that benefits all users. The main green space should be centrally located and linked to smaller green spaces creating a hierarchy of open space and green corridors that can provide a landscape structure to the scheme as well as shade and screening. Open spaces within a site should, where possible, link with open countryside beyond the site. Schemes will be expected to achieve a 10% net gain in biodiversity as part of landscape proposals for the site.

Further guidance

Manual for streets and Manual for streets 2
https://www.gov.uk/government/publications/manual-for-streets

Hertfordshire's Local Transport Plan 2018-2031 (LTP4)
https://www.hertfordshire.gov.uk/media-library/documents/about-the-council/consultations/ltp4-local-transport-plan-4-complete.pdf

Vehicle Parking at New Developments SPD
https://www.north-herts.gov.uk/planning/planning-policy/local-plan-current-policy/supplementary-planning-documents/vehicle-parking

Site layout planning for daylight and sunlight
https://www.bregroup.com/services/testing/indoor-environment-testing/natural-light/

Neighbourhood Plans
https://www.north-herts.gov.uk/home/planning/planning-policy/neighbourhood-planning

Have you considered?

Has the design included surface water drainage which avoids, reduces and delays the discharge of rainfall run-off to watercourses and public sewers using SuDS techniques?

Have water efficiency and other mitigation measures been taken to reduce both the risk of surface water or groundwater flooding to the development and to ensure the development will not impact on flood risk elsewhere?

Have vegetation condition surveys been carried out in accordance with BS5837: 2012 Trees in relation to design, demolition and Construction; recommendations?

Does the development accord with the National Planning Policy Framework and accompanying guidance in respect of development and flood risk?

> Has sufficient space been allocated to provide external storage space for non-recyclable waste and recyclable household waste?
>
> Have you enhanced or created new habitats or features for biodiversity within your scheme? E.g. incorporated bird, insect or bat boxes, created a pond, sown wildflower seeds, enabled movement for species such as fish passage or proposed landscaping with native tree(s), shrubs or herbaceous borders?
>
> Has the potential to provide green roofs or street trees for example to connect with wildlife corridors and provide habitat been considered?

6.6 Sustainable Methods of Construction and Use of Energy and Materials – Combating the Climate Emergency

6.6.1 Consideration should be given to the installation of a full range of existing sustainable energy generation or sustainable energy use methods on any new buildings. Sustainable energy and construction is an ever evolving set of technologies. The climate emergency is ongoing, and requires constant and continuing attention as we design the next generation of buildings.

6.6.2 The Council will take a positive approach to all reasonable sustainable energy generation methods fitted to new dwellings in order to meet the climate change emergency. Care must be taken in the design of new buildings and proposed use of sustainable energy production to ensure that such provision does not conflict with other policies such as the protection of heritage assets.

6.6.3 Where a site's context and location allows, suitably designed modular construction building methods will be considered favourably. Off-site modular construction methods are considered sustainable and is a high performance method ensuring fast and effective delivery.

6.6.4 Existing examples of sustainable energy production or energy saving construction techniques include, but are not limited to, photovoltaic cells, insulation, natural air ventilation, heat pumps, bio-generation, wind turbines, mechanical heat recovery ventilation, and creative and efficient sourcing of local and environmentally friendly materials (including recycling and re-use). It is cost effective to implement many these sustainable energy facilities during construction as opposed to retrofitting.

6.6.5 Permeable surfaces should be constructed to reduce run-off. Where conditions allow Sustainable Drainage System (SuDS) schemes should be included in the drainage scheme. These should be fully integrated within the scheme and play a role in the green space of the development. SuDS long term management and maintenance is a material consideration, and will be conditioned or included in a legal agreement as appropriate. Consideration should be had to management and

maintenance of SuDS schemes in line with the public spaces section of this guide and any other applicable guidance.

6.6.6 Electric vehicle charging (EVC) points should be installed for new residential properties either for each house or centrally for block of flats or parking areas. Commercial development such as public car parks or buildings should also be considered for EVCs.

6.6.7 Sustainable and renewable energy sourcing is an quickly evolving and developing subject. The Council will take a favourable view on any innovations which supersede those listed or described above, where they achieve an appropriate context-led design.

Further guidance

BRE (Building Research Establishment)
https://www.bregroup.com/

Have you considered?

Have materials been specified with lower environmental impacts over their lifecycle and which are responsibly sourced?

Does the scheme generate and store energy from renewable sources?

Does the design incorporate features which enable the use of electric vehicles with appropriate charging points?

Have sufficient secure cycle storage facilities been provided to promote the wider use of bicycles as transport, thus reducing the need for short car journeys with associated emissions?

Are homes being constructed according to Passivhaus standards?

Are homes being constructed according to the BRE customer assessment known as the Home Quality Mark?

Will the proposal accord with any other construction standard?

Has consideration been given to the average water consumption per person per day as set out in policy D1 of the 2011-2031 Proposed Submission Local Plan?

Has a rainwater or grey water recycling system been incorporated into the scheme?

6.7 Scale

6.7.1 Scale relates to individual buildings as much as the density and number of units within a site. Scale means the height, width and length of each building within the development in relation to its surroundings. These elements are inter-related, and great importance and focus should be placed on the relationship of the scale of individual buildings to their surroundings. The width and length of buildings should relate to the site's existing context and surroundings. A narrow, deep building proposed adjoining a context of wide shallow buildings will result in additional height and incongruous lengths, failing to respect the character of the site's surroundings and usually resulting in prominent roofscapes. Care should be taken in considering the height, width and length of existing buildings which form the site's context when configuring the scale of new buildings.

6.7.2 In North Hertfordshire most dwellings tend to be no more than 2.5 floors/stories although apartment blocks or residential over shops and other commercial properties tend to be 3, 4, 5 or 6 floors particularly in town centres. Heights of buildings should be taken into consideration during the design process as taller buildings can dominate skylines and street scenes.

6.7.3 Taller buildings can create landmarks which help with legibility of a development by identifying junctions or focal points and can also help with creating a sense of place.

6.7.4 It may be desirable to increase the density on site from the surrounding areas as a balance needs to be achieved between providing housing and efficient use of land. Efficient use of land should not be achieved at the expense of a high-quality design.

Have you considered?

> Have you accurately established the height and scale of built form surrounding the site?
>
> Have you positioned taller buildings on corner plots or at the end of street vistas to increase legibility?
>
> Does the proposed development strike an appropriate balance between design in its context and making efficient use of developable land?

6.8 Roofscape

6.8.1 The roof form and materials are an important element of design, which in large schemes can have a big impact on spacing and massing of built form in a scheme. As with all sections, consideration should be had to any typical roof form or material in the surrounding area.

6.8.2 If a site does not have a strong connection with any existing roof form or materials, then a flexible approach can be applied to roof design. This will especially be the case where creative roof design improves the appearance of an area or the way it functions. Examples may be flat roofs with roof gardens, roof forms which orient and promote installation of low visual impact solar panels, or create a distinctive appearance which reacts well to proposed site conditions including layout and/or building lines.

6.8.3 When considering the context of a site in regards to roof form, proposals should be informed by roof types (i.e. pitched, hipped, half-hipped, gabled, flat, gable winged blocks, flat, mono-pitch) as well as the angles of any roof forms in the sites surroundings (steep, shallow, etc.). Roof pitches should not be artificially inflated to accommodate additional living spaces. Roofscapes should not exceed the proportion to facing elevation of buildings forming the sites context. It will often not be appropriate to have a single dominating roof form within a large development site. Design should seek some variation and interest in roof form and details. Consideration should be had to roof form and orientation when laying out built form where roof design can create some additional spacing between built form.

6.8.4 An important consideration in roof design is features and details. Chimneys create visual interest in roof designs. When considering chimneys in a proposal, the sites context should inform positioning, height, and detailing on the chimney stack itself. It will be dependent on the developer as to whether chimneys are a purely visual feature or functional. Fascia's, eaves and guttering are also considered important. In regard to contextual roofing materials, consideration shouldn't only be had to colour or material, but also the shape of tiles in the surrounding area.

Have you considered?

What is the dominant roof form (hipped, gabled, etc) and pitch (shallow, steep, mixed, etc.) in the area surrounding the site?

Can an innovative dominant roof type, or mixed set of designs, be implemented to give the development a unique character?

Is there a dominant roof feature or architectural detailing in the sites surroundings which can reinforce local character in the developments roof scape?

Is there a dominant roof material considering tile size, form and colour?

6.9 Windows and Doors
6.9.1 The ratio of glazing to external wall has an impact on the character of a building. Fenestration openings, in terms of siting, number and size, should respect the function and character of the proposed building. Usually, but not exclusively, fenestration detailing should be positioned in a rhythmic fashion. Windows should be largest at ground floor level, and decrease in size as the floor levels increase. There

may be examples where this advice is contrary to good quality design, for example, where a heritage asset is changing use to residential and the design intention is to refrain from residential appearance.

6.9.2 Consideration should be given to the orientation of buildings when materials, positioning the size and location of windows. On south facing elevations they will allow light to penetrate but also be a source of heat. We would encourage applicants/designers to consider natural light and heating when designing internal layout and subsequent window and door size and positioning.

6.9.3 Dormer windows on new developments may be acceptable on front elevations dependent upon the site's context. Dormer windows in new build sites should be well designed and fit in with the site's surroundings and the context of the development site itself. Dormer windows should be proportionate to the roofscape, thereby respecting the appearance of the building. Roof lights may also be acceptable on new build development sites on roof slopes which do not address the street. Care should be taken when designing a development with living space in the roof that the roof pitch of the new buildings accurately relate to the site's surroundings, and that that roof pitch can accommodate living quarters.

6.9.4 Sun pipes are a good way to increase the amount of natural light entering a building if there are limitations on windows in facades.

6.9.5 Front doors are an important feature of dwellings. Doors should be clearly visible from the street and accessible from parking spaces or garages. This is also relevant for blocks of flats as they need to have a main door opening out onto the street for ease of use and safety and surveillance.

Have you considered?

> Does the ratio of glazing reflect the purpose and use of the building?
>
> Are the fenestration details set out in a rhythmic fashion appropriate to the site's context?
>
> Are dormer windows appropriate, and where they are, are the dormer windows appropriately located and designed?
>
> Are front doors positioned to interpret the orientation of the building and address the street?

6.10 Elevations

6.10.1 Details are important in achieving high quality facades and elevations which give a quality finish to the design of a development. Small details such as rainwater goods and gas piping and metres can make a big difference in the final appearance of a street scene. Consideration to innovative methods of reducing the visual impact

of these details from the façade will be greeted with positivity from the Local Planning Authority. In terraced or flatted buildings, gas pipes can be enclosed by a section of removable cladding in a small section of recessed brickwork between premises. Downpipes can also be sited in recessed brickwork and be composed of a similar colour to the external material of the elevation in order to reduce visual impact. Gas metres could be positioned within a small cupboard within storm porches as opposed to in plastic boxes presented on facades.

6.10.2 External materials should be informed by the site's context. Where there is one dominant form of facing material in the site's surroundings, this should form the basis for the site, and variation in the street scene or between blocks should be focussed on an alternative method. Where there is more than one facing material in the site's context, this could be utilised to create interest in the development.

Have you considered?

Has your development taken into account local distinctiveness, locally typical materials and/or other design principles set out in either an emerging or adopted village/community design statement or Neighbourhood Development Plan

Is there a dominant material such as brick or render or cladding?

6.11 Self-build

6.11.1 The same design guidance should be followed as for other development but also see the detailed guidance as to how self-build should be delivered in section 5.3 of the Developer Contributions Supplementary Planning Document.

Further guidance

Information can be found on Self-Build and Custom Build register on the Council's website at:
https://www.north-herts.gov.uk/home/planning/planning-policy/self-build-and-custom-build-register

North Hertfordshire Developer Contributions SPD
https://www.north-herts.gov.uk/home/planning/apply-planning-permission/planning-obligations/draft-developer-contributions

Hertfordshire County Councils: Building Futures
https://www.hertfordshire.gov.uk/microsites/building-futures/about-us.aspx

6.12 Vehicle Parking

6.12.1 Where provision for parking spaces needs to be made, the design and potential visual impact of cars should be considered at an early stage of the layout. On plot parking and/or garages should be provided where possible. If parking courts are being proposed their visual impact needs to be considered as well as access and

security. On street parking may also be appropriate but should not dominate the character of the street. Nor should parking obstruct the functioning of the street as a route for vehicles particularly emergency or refuse vehicles. The design and location of parking spaces should avoid congestion and overcrowding of road space with parked vehicles. Pedestrian safety is important and pedestrian routes should be designed to encourage walking by creating direct, safe and attractive routes. Although sustainable forms of transport such as buses, cycles and walking should be promoted and provided for appropriate provision for car parking should be made available. If insufficient spaces are available, ad-hoc parking can damage pavements, verges and planting as well as impact on the functioning of the roads.

6.13 Street furniture and Signage

6.13.1 Signs are important to provide information and directions but should be grouped together to reduce street clutter.

6.13.2 Street furniture, such as benches, waste and recycling bins should be provided where appropriate to benefit users of the space. The position of street furniture can also be used to define space, reduce traffic speeds and create a sense of place. The design of street furniture should be appropriate to the character of its location.

Further guidance

Vehicle Parking at New Developments SPD
https://www.north-herts.gov.uk/planning/planning-policy/local-plan-current-policy/supplementary-planning-documents/vehicle-parking

NHDC Parking Strategy
https://www.north-herts.gov.uk/sites/northherts-cms/files/NHDC%20Parking%20Strategy%20%20Final%2029%2001%202019%20Final_0.pdf

Have you considered?

Making sufficient provision for parking on site as well as taking into consideration impact on on-street conditions, such as highway safety, available on street capacity as well as likely pedestrian and environmental impacts.

7. PUBLIC SPACES AND MAINTENANCE

What we're looking for …safe, functional, well-designed and well-maintained areas that have good connections and provide routes and spaces for leisure and recreation. Integrated streets, squares, green open spaces, etc that are appropriately located, high quality and attractive public places. Spaces that can adapt over time to remain fit for purpose.

7.1 Public spaces and places

7.1.1 Public spaces and places are open areas available to everyone. They can take the form of streets, squares and green spaces. Public areas are considered a valuable community asset as they provide a space which brings people together and where people can socialise. Public spaces are also a fundamental part of good urban design and when used as an integral part of well laid out development, can create an oasis of green as a balance to buildings and infrastructure. Open spaces should be considered as destinations which locals and visitors would wish to use.

7.1.2 The National Design Guide recommends that well-designed public spaces and places should be fit for purpose, durable and that they should bring pleasure to everyone. Access to well-designed public spaces can help with improving general physical health and wellbeing. This section provides some recommendations to help achieve new or regenerate existing areas to be well-designed public spaces.

7.2 Creating recognisable public spaces

7.2.1 Open areas should be recognisable as a public place which all people can use. In large open spaces, planting trees, shrubs or other plants, can provide a structured layout for the area. Green spaces can help mitigate climate change and improve biodiversity by creating new ecosystems. Including features such as sculptures, monuments and water features can produce a focal point to public spaces, creating a greater sense of place and enhance the local character of the area. In addition, providing street furniture such as benches and signs will have an impact on the attractiveness and usability of the public space.

7.2.2 Public spaces and places should benefit the local community. This can be achieved if the area provides a location for a range of activities such as a space for events, public art, meeting areas, relaxation spaces, play areas, cafes or temporary units. Providing multifunctional areas can benefit the local community by creating a sense of community, attracting visitors to the area and helping the local economy. Consideration should be given to providing sources of power, such as power bollards, for equipment and events.

7.3 Inclusion and Accessibility

7.3.1 Public spaces and places are valuable for contributing towards community cohesion. By providing social areas which are accessible for all ages and abilities, they can create a sense of belonging to the area. Well-designed public areas should be

planned to meet the needs of the most vulnerable user in order to protect diversity and inclusion. Therefore, it is important to consider physical or perceived barriers or features which could directly or indirectly discriminate against a particular person or group.

7.3.2 If public streets, parks and incidental spaces are attractive, safe, and well-designed people are more likely to use them for walking and cycling.

7.3.3 When determining the location of public spaces, it is important to consider the routes people will use to access them. Well-designed spaces should provide a network of routes which facilitate movement between and through them. These routes should also encourage sustainable transport modes by including maintained walking and cycling paths. Links between public spaces could include pedestrian and cycle priority measures to improve safety and access such as raised tables, controlled and zebra crossings. Consider the use of shared surfaces to try and reduce car dominance and provide a space accessible for all.

7.4 Enjoyment and well-being
7.4.1 Open spaces and in particular green open spaces help to make a development more visually attractive and promote feelings of well-being and improve health. They can also reduce the impact of buildings and other structures by breaking-up elevations and views and providing relief and spacing.

7.4.2 Providing spaces, whether they are large or small, where the community can meet and engage with each other can reduce isolation and loneliness. Green spaces can provide tranquil places that promote rest and relaxation. Consider the style, amount and location of seats, benches and tables and any trees or shrubs to provide comfort and shade. Including vegetation will improve air quality and have a positive impact on mental health as it provides an opportunity for people to enjoy and experience nature and wildlife.

7.4.3 Providing areas that encourage active lifestyles will help improve people's physical and mental health. Consider facilities for sports such as outdoor gym equipment, play areas for children, cycle tracks and walk routes.

7.4.4 Whilst designing a space that has multiple uses and is inclusive, it is important to consider its overall appearance. People are more likely to use areas that are visually attractive. Therefore, it is important to consider how public spaces can appeal to people's senses such as look, feel, sound and smell. For example, green spaces provide a soft landscape with different colours, textures, shapes and patterns that create a pleasant, attractive environment.

7.5 Safety
7.5.1 Careful planning of open spaces and places can create areas where people feel safe and secure without additional measures. The concept 'Designing out Crime' aims to reduce crime against individuals and property by removing opportunities through good design. Well-designed public spaces and places should consider the layout, parking, streetscape, lighting and landscaping to prevent crime occurring. For example, positioning the public space where there will be natural surveillance from housing can deter crime reduce the need for physical barriers such as walls and gates. Active shop fronts can also help to improve safety. Public spaces that have a multi-use function also reduce crime rates as places where there are high levels of human

43

activity create a sense of safety and security. Routes in parks, streets and squares should be appropriately lit to help people move from one place to another and to help improve natural surveillance in the dark. Consider the positioning of street furniture so that they do not obstruct views, movements or encourage anti-social behaviour. In addition to this, well-designed places should also have multiple well-defined entrances and exits to allow greater network of movement.

7.5.2 It is important to design spaces and places that are enduring and sustainable so that they can be enjoyed in years to come. Considering features which could be adapted to suit future social needs will help keep public areas fit for purpose over time. Well-designed places should be fit for use all year round. Considering how the area is going to be managed and maintained will help secure the long-term quality of the open environment and contribute to crime prevention in the future.

7.6 Management

7.6.1. Management of open spaces should be considered at the start of the development process to ensure it is fully explored through the design and construction phases. When designing a scheme and choosing materials, plants and street furniture consider how they will be maintained, their durability and ease of replacement in the future

7.6.2 Whilst the scheme is still the responsibility of the developer a Management Plan should be prepared setting out the maintenance operations and a timetable for undertaking them. This document should be made available to the client and maintenance operator. This should cover all materials and systems used in the scheme such as street furniture, Sustainable Drainage Systems (SuDS) or wildlife habitats.

7.6.3 The Council is unlikely to adopt open spaces which are considered a long-term obligation to the organisation and therefore will normally expect the applicant to make arrangements for a management company to take on responsibility for the ongoing maintenance of areas of open space within the development. In parished areas, applicants should approach the relevant Parish, Town or Community Council(s) at an early stage in the process to determine whether they wish to adopt any of the open spaces that are planned. If this approach is unsuccessful, a management company will be required as above.

7.6.4 Where any open spaces are to be transferred to the District, Parish, Town and / or Community Council(s), the developer will maintain ownership and management responsibilities throughout the construction phase. A payment to cover at least ten years maintenance costs will be required. For larger or strategic sites, the ten-year timeframe may be extended.

7.6.5 Once the construction and initial maintenance period is completed by the development any parts of the scheme not the responsibility of the Local Authority will need to be transferred to a third party. This could be a Management Company who will be given the responsibly to maintain and have control of the management of the site in perpetuity. The process will need to be the subject of a legal agreement and funding mechanism to ensure there are sufficient funds to pay for both regular maintenance and also any remedial works arising.

7.6.6. For areas that will be maintained by management companies or Local Authorities it is good practice to provide a Maintenance and Management Guide. This ensures that relevant information is easily accessible in one document for

reference in future years. The guide can cover such things as materials and furniture used and where they were obtained. The guide will also assist with contacts for services such as landowners, electricity providers, water companies, town centre managers and other contacts, etc. It can also ensure the correct maintenance of different types of surfacing if methods and schedule for maintenance is set out.

Further guidance

Management and Maintenance: Baldock Town Centre – User Guide
https://www.north-herts.gov.uk/home/planning/planning-policy/planning-strategies

Management and Maintenance: Fish Hill Square - User Guide
https://www.north-herts.gov.uk/home/planning/planning-policy/planning-strategies

Further guidance

National Design Guide
https://www.gov.uk/government/publications/national-planning-policy-framework--2

North Hertfordshire District Green Infrastructure Plan 2009
https://www.north-herts.gov.uk/planning/planning-policy/local-plan/local-plan-examination/examination-library

Highway Tree Strategy and Guidance Document, HCC 2013
https://www.hertfordshire.gov.uk/media-library/documents/highways/plans-and-strategies/highway-tree-strategy-and-guidance-document.pdf

Lead Local Flood Authority –
https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/water/managing-flood-risks.aspx
(Herts Highways/ Sustainable Drainage Schemes - SuDS)

Hertfordshire's Health and Wellbeing (Planning Guidance May 2017)
https://www.hertfordshire.gov.uk/media-library/documents/public-health/hertfordshires-health-and-wellbeing-planning-guidance-may-2017.pdf

Planning Obligations SPD
Link to be provided

Have you considered?

Is the space located in a central position that allows it to be easily accessible?
Is the space well connected into the network of surrounding footpaths and streets?
Is the space overlooked to provide natural surveillance for safety?

Integrating existing features, such as trees, hedges or water into the scheme? Can new features be created?

Providing planting and grassed areas to create seasonal interest and sense of nature for health and wellbeing.

Where space permits, planting trees in places and along routes to provide structure and greenery.

Incorporating hard surfacing for routes and event space?

Are the types of facilities and furniture appropriate for their use and location. Have seating, bins, cycle racks, lighting and other features, such as fountains and public art been considered?

Is play equipment required and if so, what is appropriate? Who will manage it?

Is it clear which areas residents are responsible for maintaining?

Who will be responsible for maintaining and managing the public space?

Is there a maintenance and management plan in place?

Details of the legal and funding mechanism(s) by which the long-term implementation of the maintenance and management plan will be secured by the developer with the management body(ies) responsible for its delivery. This should include how Sustainable Drainage Schemes (SuDS) are to be managed and maintained throughout the lifespan of the development.

8. MASTER PLANNING

What we're looking for … high quality, well-maintained development that function well and are safe to live and work in.
To achieve this we will require engagement with design review panels and early dialogue with planning officers and other key stakeholders.

8.1 Process

8.1.1 All strategic sites will be masterplanned collaboratively with the council and key stakeholders. Strategic sites are identified in the emerging Local Plan at policies SP14, SP15, SP16, SP17, SP18 and SP19. Key stakeholders will be relevant to a particular site and determined on a case by case basis between the Council and the applicant. They could include the Environment Agency, Historic England, Natural England, Parish Councils and community groups, for example.

8.1.2 Whilst there is a policy requirement for all strategic sites to be masterplanned, the Council expects that other large sites, such as those of 300 units or above or 10,000sq metres, should also be subject to the masterplan process.

8.1.3 It is the Council's expectation that the Masterplan will normally be provided before or at outline application stage. A negotiated masterplan should then supplement and inform any future application. It is expected that any outline permission will secure the masterplan through conditions and/or a legal agreement, fixing the overall concept and tying any future reserved matters or phased applications into the agreed masterplan. This will enable the design of the wider site to be achieved even if the site is development in stages.

8.1.4 Developers and applicants will be expected to commit to the following process to ensure that the masterplan is appropriate for its location and is future proof.

What	How	Purpose	Who	When
Stage 1: Early engagement with North Hertfordshire District Council Planning department.	Pre-application advice	Establish vision and aspirations Identifying site issues and key information needed to address and seek high quality development.	DM officers Internal NHDC consultees	Pre-application stage
Stage 2: Initial/ draft masterplan	Pre-application advice	Produce an initial, high level, parameter	DM officers	Pre-application stage

		masterplan showing basics ie. points of access, main spine road, areas for development, approximate locations for schools, structural planting, green spaces etc.	Internal NHDC consultees	
Stage 3: Meaningful discussions, including 1st Design review, and negotiations with NHDC and other statutory stakeholders.	Pre-application advice NHDC will engage with pre-application advice sought from other parties where required	Further identification of issues and information from wider stakeholders Assess and integrate stakeholder considerations	HCC, Environment Agency, Historic England, Natural England	Pre-application stage
Full community and other stakeholder engagement.	Meetings Workshops Events Notices Leaflets	Present visions, aspirations and draft masterplan for feedback.	Parish and Town Councils, Ward and County members, Community groups, Residents.	Pre-application stage
Refining work	Either undertaken independently by applicant or through continued pre-application advice to be negotiated on a case-by-case basis.	To take account and integrate feedback from full community and stakeholder engagement into the proposed masterplan.	NHDC DM officer Other key stakeholders or statutory consultees as necessary	Pre-application stage
Submission to Design Review Panel,	Requests sent to Design South East by applicant	To have the masterplan reviewed by a panel of experts.	Design South East NHDC	Post pre-application and prior to planning application

(2nd review), subsequent review and re-submission if required. Additional stage: further refining work to address review panel			Other stakeholders as deemed necessary by Design South East.	
Submission of masterplan as for approval or endorsement	Outline planning application or presentation through Council procedures	To formally assess, present and approve/endorse the masterplan	NHDC Applicants or developers	Outline planning stages or prior to the submission of any planning application.

8.2 Masterplanning

8.2.1 The emerging Local Plan states that the masterplan should include:

- The broad layout of the allocated site;
- A phasing plan;
- The location of key infrastructure including:
  - Main access road;
  - Key routes within the site for both vehicles and sustainable modes of transport;
  - Schools and other supporting facilities; and
  - Strategic landscaping and open space: and
- Identification of design parameters and/or character areas.

8.2.2 Strategic sites in the emerging Local Plan require a comprehensive and deliverable Masterplan for the whole allocation to be developed in collaboration with the Council and key stakeholders and secured prior to the approval of any detailed matters. There are site specific criteria for strategic sites set out in the relevant policy in the Local Plan, which should be taken into consideration in any masterplan document.

8.2.3 It is not just strategic sites which could benefit from master planning and the Council have set out a master planning approach to assist with large development schemes.
The approach will also assist developers and applicants for smaller sites who wish to create high quality development.

8.2.4 The master planning process adopted by North Hertfordshire is set out above and requires parameter plans to be prepared for specific issues such as scale, density, landscape, facilities, open space, access to be negotiated prior to submission of Outline Planning Permission.

8.2.5 The separate parameter plans should be amalgamated into one comprehensive/holistic key plan for submission for approval and/or adoption.

8.2.6 The contents of the masterplan should follow that expressed above in relation to contents. The masterplan should secure its own contents through codes, 'policies' or specific guides on how the evidence and information expressed in the document will inform the development of the site.

8.3 Outline Planning Applications

8.3.1 Applications for outline planning permission should be informed by a masterplan, whether the masterplan is submitted with the application or has been endorsed by the Council. Any unreserved details, such as access, should align and conform with the masterplan.

8.3.2 Details should be submitted to evidence that any reserved matter could conform with the vision and aspirations of the masterplan, however they are expressed, if the site were developed to the maximum capacity expressed in the outline planning application.

8.3.3 The masterplan will be secured by condition to ensure that it is a material consideration for future reserved matters if it has not already been endorsed by the Council prior to the outline planning application.

8.4 Reserved Matters

8.4.1 Any reserved matters applications pursuant to an outline permission will be required to have regard to and comply with the masterplan either by reason of a condition on the outline planning permission or by reason of its previous endorsement by the Council.

Further guidance

Masterplan approach
Policy SP14: Site BA1 – North of Baldock
Policy SP15: Site LG1 – North of Letchworth garden City
Policy SP16: Site NS1 – North of Stevenage
Policy SP17: Site HT1 – Highover Farm, Hitchin
Policy SP18: Site GA2 – Land off Mendip Way, Great Ashby
Policy SP19: Sites EL1, EL2 & EL3 – East of Luton

Policy SP9: Design and sustainability and Policy D1: Sustainable Design

North Hertfordshire District Council Local Plan 2011 - 2031
Emerging Local Plan Strategic policies & Development Management policies. (Main Modifications)
https://www.north-herts.gov.uk/sites/northherts-cms/files/Local%20Plan%20-%20Main%20Mods%20track%20change%20version.pdf

Draft Statement of Community involvement SCI
https://www.north-herts.gov.uk/home/planning/statement-community-involvement-sci

Hertfordshire's Local Transport Plan 2018-2031 (LTP4)
https://www.north-herts.gov.uk/sites/northherts-cms/files/TI15%20Hertfordshire%27s%20Local%20Transport%20Plan%202018-2031.pdf

Have you considered?

Information set out in the other sections of this Design SPD

The issues set out in the box set out in 8.2 above.

9. HOUSE EXTENSIONS

What we're looking for … changes to properties that do not detract from the character of the local area but will enhance the street scene. Of a scale and design that compliments the main building and remains subservient to it. Changes that minimise the impact on neighbouring properties, are of high quality, and function well both internally and externally to benefit their surroundings.

9.1 Where to start

9.1.1 When thinking about the size and form of an extension there a number of things to take into consideration.

9.1.2 Is the property a Listed Building or does it lie within a Conservation Area? If so you should contact North Hertfordshire Planning Department (Development Management) either by phone on 01462-47400 or email them via planning.control@north-herts.gov.uk for pre-application discussions about what these designations mean for any development.

9.1.3 Is it located in Letchworth Garden City? If so you should contact the Heritage Foundation on 01462-530335 or via https://www.letchworth.com/your-home/altering-your-home to check that any proposals are in accordance with their guidance.

9.1.4 For information on household planning applications and what is permitted under Permitted Development Rights (PD rights) clink on the link below to the Planning Portal. You can use this website to find out more information and also submit a householder planning application electronically.

9.1.5 When designing a scheme consideration must be had to the style and materials of the existing house, as well as the neighbouring properties which make up the character of the local area.

9.1.6 Further guidance is set out in the emerging Local Plan in Policy D2: House extensions, replacement dwellings and outbuildings.

9.2 Rear extensions

9.2.1 While rear extensions may not be discernible from the street, design remains important so that private aspects and outlooks are not materially disrupted or deteriorated. Care should be taken to ensure the roof ridge height of the additions is no higher than the existing roof ridge line.

9.2.2 Extensions still need to adhere to policies regarding sympathetic scale and proportions. There may be opportunities with subordinate rear extensions for innovation in regard to materials, window detailing and form.

9.2.3 Care must be taken to protect the living conditions of adjoining premises in regard to loss of privacy, loss of light or undue dominance. The Council will typically

apply the 'rule of thumb' advised in the BRE guidelines in regard to both dominance and light impact. This is a 45 degree rule is implemented on both horizontal and vertical spectrums. On the horizontal spectrum, the starting point would be the centre point of the nearest window on the rear wall of the adjoining property. On a vertical plane, the starting point will be from the central point of the nearest impacted window, at a point 1.8m above the ground level of the room which it serves.

9.2.4 It is advised that windows are positioned sensitively so as to not present either actual or perceived casual overlooking of neighbouring properties or their immediate amenity space.

9.3 Roof space

9.3.1 Most roof extensions will fall under permitted development. In cases where permitted development rights have been removed by way of Article 4 direction, condition or obligation, or where the proposal would not meet the limitations of the relevant permitted development right, then roof additions will be required to be well designed. The following guides how the Council will assess the design of roof alterations.

9.3.2The Council will promote roof additions which leave the front roof structure intact.

9.3.3 Dormer windows should not break the ridgeline of the roof to which they are applied. Dormer windows should remain subservient to the roof slope to which they are proposed. To achieve this, it is recommended that dormer windows are set in from flank elevations by at least 1m, and set down from the ridge and in from the eaves of the roof by at least 0.6m in most cases.

9.3.4 Consideration should be taken to hosting pitched hipped or pitched gabled roofs on dormer windows appropriate to the roof form of the host dwelling, resulting in multiple smaller dormer windows, rather than large flat roof box dormer windows.

9.3.5 All fenestrations proposed within the roof slope should be positioned in line with the window pattern on the floors below to maintain rhythm. Roof fenestrations, whether roof lights or glazing within dormers, should be smaller in size than those at present at ground and first floor level on the host dwelling

9.4 Side extensions

9.4.1 Single and two storey side extensions maybe permitted as long as they are subservient to the existing house. Two storey extensions should be at least 1m away from the boundary. Single storey extensions may extend up to the property boundary, however, the Council promotes maintaining external access to rear gardens for ease of bin storage and other maintenance requirements.

9.4.2 First floor windows along the side elevations should be carefully considered as to whether they are required, and how they are positioned in relation to neighbouring properties. Obscured glazing at first floor level on flank elevations is not a cure-all, and indiscriminately positioned side facing first floor windows may still cause material harm through the perception of being overlooked.

9.4.3 In cases where first floor windows are well positioned as to not prejudice the perception of loss of privacy to the occupiers of adjoining premises, a condition will be imposed to ensure said window is obscure glazed throughout, and not capable of

being opened below a height 1.7m above the finished floor level of the room which it serves in order to preserve the privacy of occupiers of adjoining premises.

9.5 Front extensions
9.5.1 Great care must be taken with front extensions to ensure the contribution of the property to the character of the sites surroundings is not disrupted. The starting point should be to assess the contribution of the property to the street scene before considering significant front alterations. Considerations include, but are not limited to, consistent form, block patterns, materials and building lines.

9.5.2 Where front alterations and additions may be appropriate, extensions should be subservient to the existing property and no higher than the existing roof ridgeline.

9.6 Separate garages and outbuildings
9.6.1 As above, careful consideration should be taken as to whether an outbuilding to the front or side of the existing property is appropriate in-principle. Where a front or side outbuilding is considered appropriate, the materials, architectural detailing, and roof form should be sympathetic to the host dwelling and scale of the outbuilding must be subservient to the existing property.

9.6.2 This will ensure that the character of the local area is enhanced or maintained

9.6.3 A more relaxed approach will be taken by the Council where rear outbuildings are proposed in inconspicuous locations where they would not be readily viewable from public vantage.

Further guidance

Planning Portal
https://www.planningportal.co.uk/

Hertfordshire County Councils Building Futures
https://www.hertfordshire.gov.uk/microsites/building-futures/about-us.aspx

Letchworth Garden City Heritage Foundation.
https://www.letchworth.com/your-home/altering-your-home

Have you considered?

What is the character of the street in terms of roofscape, materials, window style, architectural detailing and building lines and how does the subject dwelling contribute to those features?

How will the scale, position and details of the extension affect neighbouring properties/neighbours?

Is there space for off-street parking?

Does any designation apply, such as Listed Building, or Conservation Area.

If on-plot parking is to be provided is a permeable surface being used or has another form of drainage being provided to ensure run-off stays within the site area?

Is access being retained to the rear garden for storage of recycling and other bins?

Can landscaping along boundaries to help screen any required vehicular parking and create a verdant character?

Building Control agreement will be required as work progresses.

10. SHOPFRONTS

We want ….to ensure that all new and altered shopfronts are well designed and enhance their surroundings whether they are located in Conservation Areas or not. Advertisements should enhance their setting through good quality design and appropriate materials.

10.1 Shopfront design

10.1.1 Shopfront design is an important feature in the character of our town centres and villages. Most of the district's shops are within the town centres, which are covered by Conservation Area designation, but they are also located in villages, neighbourhood centres and local sites. Although this guidance is required for Conservation Areas it is relevant for all locations to ensure that any new or altered shopfronts are well designed and enhance the character of their surroundings.

10.1.2 Lettering - On traditional or historic shopfronts, fascias should be painted timber with either hand painted lettering or raised individually applied letters. Lettering to fascia signage should be proportionate to the scale of the shopfront. Plastic and projecting box fascias are unacceptable. Vinyl signage to shop windows is discouraged as this can create a blank frontage to the street.

10.1.3 Lighting - Illumination of shopfronts needs to ensure that it does not distract from the character of the area. Traditional or discrete contemporary light fittings that enhance the building and the street scene are welcomed.

10.1.4 Security shutters - Security shutters should be placed internally unless exceptional circumstances, such as for an historically or architecturally significant shopfront, where internal shutters would not be appropriate.

10.2 Traditional/existing shopfronts

10.2.1 We will normally require the retention of existing shopfronts where their architectural or historical interest, or design, relates well to their surroundings. Detailing and proportions can contribute to the character of an area and create a sense of place.

1. cornice
2. fascia
3. corbel
4. architrave
5. fanlight
6. pilaster
7. panelled door
8. stallriser
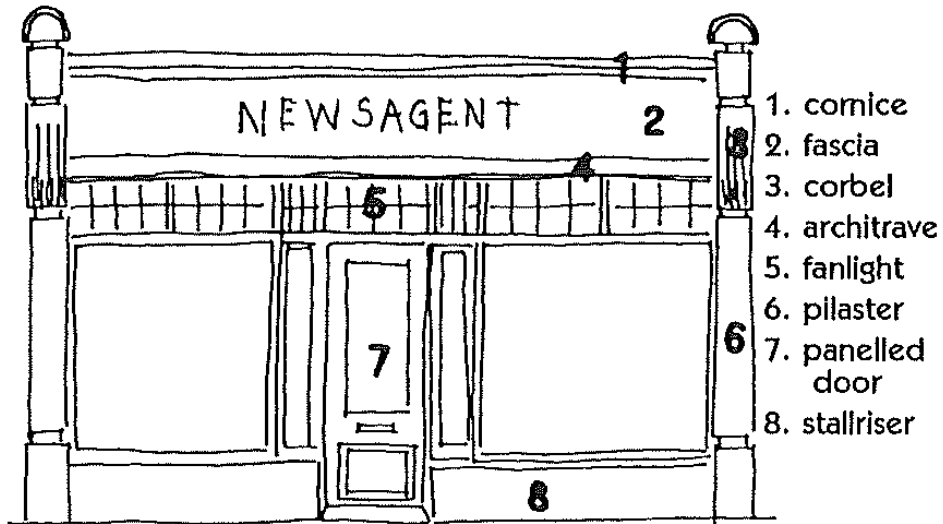
Traditional/existing shopfront

10.3 Replacement shopfronts

10.3.1 The design of new or altered shopfronts should respect the scale, character and construction of the building within the streetscene.

10.3.2 We would expect the design of alterations or replacement shopfronts to be in sympathy with adjacent shopfronts. This includes details such as fascia lines, stallriser heights, glazing, bay widths, materials and colours. They should respect the scale, character and construction of the building and appropriate adjoining buildings in the street scene. Fascias should have a common depth on individual buildings serving two or more shop units and not be so deep as to be out of proportion with the building and adjoining buildings. Fascias should not extend up to or above first floor window sills.

a. framing facia
b. well proportioned lettering on unlit fascia
c. upper windows related to door height
d. strong containing feature
e. well proportioned door
f. strong skirting feature
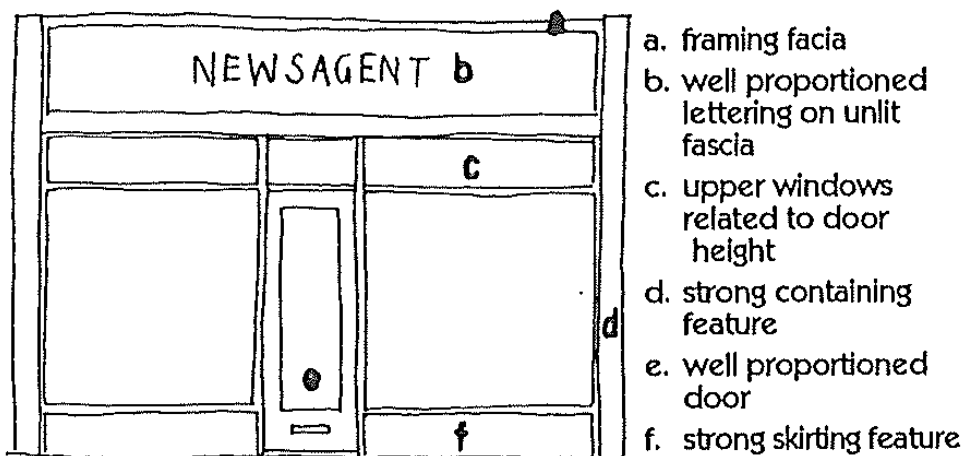
Replacement shopfront

10.4 Advertising within Conservation Areas

10.4.1 Opportunities to improve the character and quality of an area should be taken. Any advertising should be in keeping with the style and character of the local area and not detrimental to visual amenity or highway safety in terms of design, size, colour, position, type or lighting.

10.4.2 The Council will support advertising within conservation areas that is of high-quality design and that enhances the character and significance of conservation areas. If illumination is acceptable in principle, they should be illuminated individual letters rather than illuminated box-signs.

10.4.3 Fascia signs should be of a scale, materials and colour that do not detract from the character of the conservation area.

10.4.4 Hanging signs should be of a size and material that complement the shopfront.

Further guidance

LGCHF New or Replacement Shopfronts in Letchworth Garden City
https://www.letchworth.com/sites/default/files/documents/2017-10/2015-06-03_let_7342_shopfront_dp_brochure_screen_1.pdf

Conservation Area Statements
https://www.north-herts.gov.uk/home/planning/conservation-and-heritage/conservation-areas

Have you considered

Retaining and restoring shopfronts where they comprise original features.

Retaining or restoring existing features where they contribute to the character of the building.

Designing the shopfront to complement the character, age and materials of the building and the neighbouring properties.

Consider the details which contribute to the whole building such as illumination, colour, architectural ironmongery, projecting signs, font size and type.

Using materials and colours that relate to the building and compliment the surrounding properties.

Ensure that any security measures such as burglar alarms or shutters respect the style of building and visual amenity of any designations such as Listed Building or Conservation Area.

That the design and material of any canopy compliments the scale and character of the building.

Lighting that enhances the building and the streetscene.

This page is intentionally left blank

NORTH HERTFORDSHIRE
DISTRICT COUNCIL

2020/21 Quarter 1 PI Data

For 2020/21, NHDC will report 18 corporate performance indicators. This report presents these indicators and displays data for the latest period that officers have updated and activated on Pentana Risk.

Performance indicator data is cumulative and represents performance between 1 April 2020 and the latest reporting period. Where available, the commentary for an indicator will include national benchmarking data. When annual targets were set, any relevant national minimum requirements were considered.

Key for the Report

Status		Direction of Travel	
✅	Data value has met or exceeded the target figure	⬆	Data value has improved compared with the same time last year
🔺	Data value has not achieved the target figure, but it is within the agreed tolerance range	⬇	Data value has deteriorated compared with the same time last year
🛑	Data value has not achieved the target figure and it is outside the agreed tolerance range	―	Data value has not changed compared with the same time last year
📈	Data value is for information only and a traffic light status is not applicable	N/A	A direction of travel is not applicable, as data for the performance indicator commenced in 2020/21

Summaries

Status Summary – Q1 2020/21		Direction of Travel Summary – Q1 2020/21	
✅	4	⬆	4
🔺	0	⬇	11
🛑	6	―	3
📈	8	N/A	0

O&S (08.09.20)

Page 91

Agenda Item 10

Page 92

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Finance and IT								
1	RES 1	Electricity and gas energy consumption (kWh)	Q1 2020/21	327,133	571,000	✅	⬆ Q1 19/20 560,107	Electricity = 215,863 Gas = 111,270 Whilst we are happy with the energy consumption figures for the quarter, it must be noted that this target significantly relates to energy usage in the District Council Offices. The building has only been in partial use over the period. The air conditioning has been switched off in most areas of the building as there is evidence that it can increase the transmission distance of Covid-19.
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	June 2020	43.00%	97%	🔴	⬇ June 19 79.43%	As at 30 June 2020: Total value of invoices raised by NHDC - £2,603,519 Total value of invoices raised by NHDC that were not due for payment yet - £1,047,098 Total value of payments received for invoices raised by NHDC - £669,303 Recovery processes on Sales Ledger were relaxed due to Covid-19 and the need to support our customers wherever possible during this difficult period. The granting of payment holidays and increased payment terms has meant that over £600k of debt is not currently being collected, which might otherwise have been paid. The debt is being monitored closely by the Corporate Debt Management Group and SMT, with a view to recovering the outstanding debt as soon as possible.

O&S (08.09.20)

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
3	BV 9	Percentage of council tax collected in year	June 2020	28.72%	27.5%	✅	⬇ June 19 29.27%	£26,611,269.09/£92,670,972.98
4	BV 10	Percentage of NNDR collected in year	June 2020	26.29%	29.5%	🔴	⬇ June 19 30.76%	£6,205,379.84/£23,600,355.54 Unsurprisingly, the COVID-19 pandemic has had a detrimental effect on Business Rate collection with many businesses opting to defer their instalments to the period July to March. If these are all paid, the collection rate would get back on course, but the indications are that some businesses continue to struggle and there is every possibility of further business failures which will have an ongoing negative effect on collection rates. The Expanded Retail Rate Relief Scheme has seen a significant drop in the collectable debit with a predicted £17.432M coming to the Council direct from the Government, in the form of a Section 31 Grant. This means that ultimately, the Council needs to collect 94.78% of the remaining collectable debit of £23.6M to achieve an overall income equivalent to 97% of the gross debit (the BV10 annual target). This is, of course a moving target as circumstances change and this will continue to be monitored.

Page 93

O&S (08.09.20)

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Leader of the Council								
5	BV 12a	Working days lost due to short-term sickness absence per FTE employee	June 2020	0.54	0.78	✅	⬆️ June 19 0.69	Absence rates are currently being calculated manually whilst the Liberata report is being set up. **National Benchmarking** Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period NHDC Top Quartile** Q2 2019/20 0.8 days 0.2 to 0.6 days NHDC ranked joint 21st out of 45 (2nd Quartile)
6	BV 12b	Working days lost due to long-term sickness absence per FTE employee	June 2020	0.34	Not Applicable	📈	⬇️ June 19 0.13	Absence rates are currently being calculated manually whilst the Liberata report is being set up. **National Benchmarking** Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period NHDC Top Quartile** Q2 2019/20 0.1 days 0 to 0.8 days NHDC ranked 2nd out of 45 (Top Quartile)
Executive Member for Housing and Environmental Health								
7	REG 1	Rate of homelessness prevention	Q1 2020/21	81.25%	Not Applicable	📈	⬆️ Q1 19/20 45.95%	During Q1 2020/21, there were 48 cases where a Prevention Duty ended. Of these, 39 ended with a positive outcome, i.e. where homelessness was prevented. Two cases went on to be owed a Relief Duty. The percentage figure is particularly high this quarter, as it appears that a smaller percentage of these cases came to us due

Page 94

O&S (08.09.20)

Page 95

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
								to private rented sector and social tenancies ending, possibly due to the Government announcement on a ban on evictions. As these can be challenging, it is likely that this contributed to the reduction of unsuccessful cases. Conversely, there was a slightly higher percentage approaching due to domestic abuse and relationship breakdown. **Hertfordshire Benchmarking** Source: HCLIC Percentage of Prevention Duty positive outcomes Rolling average for latest four quarters **Period**　　**NHDC**　　**Hertfordshire** Q3 2019/20　58%　　　41% Note that the above figures are pre-Covid-19 and therefore, this needs to be considered when assessing Q1 2020/21 performance levels.
8	REG 2	Rate of homelessness relief	Q1 2020/21	26.13%	Not Applicable		Q1 19/20 22.39%	During Q1 2020/21, there were 111 cases where a Relief Duty ended. Of these, 29 ended with a positive outcome, i.e. where the Relief Duty ended because households were successfully rehoused. A further 22 cases were subsequently owed a main housing duty, under which the Council must provide suitable long-term accommodation. It should also be noted that the Relief Duty ended (in the majority of cases) as the statutory period of 56 days had elapsed. However, many of these households were still accommodated by the Council in hotels. All these households, and others who have

O&S (08.09.20)

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
								left hotels to make their own temporary arrangements, are still being supported by the Council to move into their own accommodation, primarily in the private rented sector. **Breakdown of the 82 relief cases that ended in a non-accommodation outcome by reason:** 56 days elapsed – 57 households Contact lost – 8 Application withdrawn – 15 Intentionally homeless from accommodation provided - 1 No longer eligible – 1 **Final outcomes for the 57 cases where the Relief Duty ended because 56 days elapsed:** Main housing duty owed – 22 households Found to be not in priority need – 29 Found to be intentionally homeless – 2 Not homeless – 1 Duty owed but referred to another LA - 1 Refused to cooperate (s193c(4) duty owed) - 1 Application withdrawn – 1 **Hertfordshire Benchmarking** Source: HCLIC Percentage of Relief Duty positive outcomes Rolling average for latest four quarters **Period NHDC Hertfordshire** Q3 2019/20 25% 27% Note that the above figures are pre-Covid-19 and therefore, this needs to be considered when assessing Q1 2020/21 performance levels.

Page 96

O&S (08.09.20)

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
9	LI 035a	Number of households living in temporary accommodation	Q1 2020/21	93	Not Applicable		Q1 19/20 88	93 households were in temporary accommodation as at 30 June 2020, of which 18 were in bed and breakfast/hotel accommodation. This figure is higher than usual due to the extra people accommodated due to Covid-19. **Hertfordshire Benchmarking** Source: Locata/HCLIC Number of households in temporary accommodation at the end of the period **Period NHDC Hertfordshire Average** Q3 2019/20 78 102 Note that the above figures are pre-Covid-19 and therefore, this needs to be considered when assessing Q1 2020/21 performance levels.
10	REG 3	Percentage of Environmental Health programmed inspections completed	Q1 2020/21	0%	20%		Q1 19/20 23.5%	Due to Covid-19 and 'lockdown', premises that would have been inspected as business-as-usual were not open. In addition, all Environmental Health resources were engaged with the pandemic and programmed inspection activity was stopped. The team completed/dealt with a high number of Covid-19 related activities and complaints during the period, and a plan will be developed to assess how business-as-usual inspection activity will be dealt with going forward. As from mid-August 2020, many of the programmed inspections are due to recommence, albeit still under Covid-linked restrictions.

Page 97

O&S (08.09.20)

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Planning and Transport								
11	DC 001a	Number of planning applications taken to appeal due to 'non-determination' within the statutory time period, which were allowed	Q1 2020/21	0	Not Applicable		Q1 19/20 0	No applications were taken to appeal due to 'non-determination'.
12	DC 002	Number of planning applications where the fee has been refunded due to the application not being determined within 26 weeks	Q1 2020/21	0	0		Q1 19/20 0	No fees have been refunded.
13	LI 032a	Number of allowed planning appeal decisions	Q1 2020/21	0	Not Applicable		Q1 19/20 0	Out of three appeal decisions made, none were allowed. All three appeals were dismissed.
Executive Member for Environment and Leisure								
14	MI LI 015	Number of visits to leisure facilities	June 2020	0	389,000		June 19 385,591	Facility 2020/21 2019/20 North Herts LC 0 146,821 Fearnhill 0 4,005 Letchworth OP 0 10,502 Hitchin SC 0 85,057 Archers 0 35,854 Royston LC 0 103,352 **0** **385,591** Leisure facilities remained closed during April to June 2020 due to Covid-19 restrictions.

Page 99

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Recycling and Waste Management								
15	NI 191	Kg residual waste per household	Q1 2020/21	102kg	84kg	🔴	⬇️ Q1 19/20 85kg	Currently reported data includes estimates for several waste streams. **National Benchmarking** Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period NHDC Top Quartile** Q3 2019/20 88.00kg 77.80kg to 98.76kg NHDC ranked 4th out of 36 (Top Quartile)
16	NI 192	Percentage of household waste sent for reuse, recycling and composting (Government target is 50% by 2020)	Q1 2020/21	52.78%	60%	🔴	⬇️ Q1 19/20 59.92%	Currently reported data includes estimates for several waste streams. The overall impact of elevated tonnages during lockdown, both residual and recycling (with more residents at home and an increase in online purchasing and associated packaging), will lead to a drop in the NI192 recycling rate, which will not be recovered for this reporting year. **National Benchmarking** Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities **Period NHDC Top Quartile** Q3 2019/20 55.02% 53.14% to 59.90% NHDC ranked 7th out of 39 (Top Quartile)

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
17	FW 1	Overall tonnage of food waste collected	Q1 2020/21	556	Not Applicable	📈	⬇ Q1 19/20 1,211	Food waste and garden waste tonnages were down in Q1 2020/21 as a direct result of the 6-week service suspensions due to Covid 19.
18	GW 1	Overall tonnage of garden waste collected	Q1 2020/21	2,285	Not Applicable	📈	⬇ Q1 19/20 3,186	
Additional Complementary Management Information for Waste								
19		Number of validated missed waste collections per 100,000 collections (figures for individual months)	April 2020 May 2020 June 2020	153.06 123.53 93.35	N/A	📈	N/A Data collection commenced April 2020	Month Missed Total Collections April 2020 353 230,630 May 2020 518 419,329 June 2020 488 522,764

Page 100

O&S (08.09.20)

OVERVIEW AND SCRUTINY COMMITTEE
08 SEPTEMBER 2020

*PART 1 – PUBLIC DOCUMENT

TITLE OF REPORT: 1ST QUARTER MONITORING REPORT ON KEY PROJECTS FOR 2020 - 21

REPORT OF: THE CONTROLS, RISK AND PERFORMANCE MANAGER

EXECUTIVE MEMBER: LEADER OF THE COUNCIL

COUNCIL PRIORITY: BE A MORE WELCOMING AND INCLUSIVE COUNCIL / BUILD THRIVING AND RESILIENT COMMUNITIES / RESPOND TO CHALLENGES TO THE ENVIRONMENT / ENABLE AN ENTERPRISING AND CO-OPERATIVE ECONOMY / SUPPORT THE DELIVERY OF GOOD QUALITY AND AFFORDABLE HOMES

1.   EXECUTIVE SUMMARY

This monitoring report provides a 1st quarter update on the delivery of the key projects for 20/21, first identified to the Committee in March 2020.

2.   RECOMMENDATIONS

2.1.   That delivery against the key projects for 20/21 be noted and commented on by the Overview & Scrutiny Committee.

3.   REASONS FOR RECOMMENDATIONS

3.1.   To enable achievements against the key projects for 2020/21 to be considered

4.   ALTERNATIVE OPTIONS CONSIDERED

4.1.   There are no alternative options as this is a monitoring report.

5.   CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

5.1.   No external consultation has been undertaken in the preparation of this report as it is a monitoring report. Members will, however, be aware that a report setting out the key projects was brought to this Committee on 17 March 2020.

6.   FORWARD PLAN

6.1   This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.

7.   BACKGROUND

7.1.   This report provides details on the status of the key projects for 20/21. It does not include any projects initiated after the document was agreed and is not a full report on all the projects that the Council is undertaking

7.2.   This report summarises the status of each of the key projects. The following symbols have been used to summarise progress.

Status key	
🛑	Project Halted / funding not available/ Extremely Late
⚠️	Project behind original due date/ unlikely to hit original due date.
▶️	Project not due for completion in 2018/19 or has not reached due date
-	Project Pending
✅	Project Completed.

.

8.   RELEVANT CONSIDERATIONS

8.1.   The 1st Quarter monitoring report against key projects for 2020/21 is included in Appendix A.

8.2.   Appendix A includes the original milestones which were reported to this Committee in March 2020 and progress made against those actions. In addition, updates may have been provided to Executive Members and where relevant through the Members Information Service. Progress against some, will also have been monitored through the Capital monitoring reports to the Finance Audit and Risk Committee and to Cabinet.

8.3.   For Q1, 15 projects are being reported, 10 with Green Status, 3 Amber and 2 projects currently showing as pending.

8.4.   **The Examination and Adoption of the Local Plan- Amber** – Following postponement of the Hearings scheduled for March and April due to Covid19, we are currently awaiting new dates from the Planning Inspectorate. All requests for additional information have been sent and published on our website. All milestones and dates for the project are now dependant on the Planning Inspectorate.

8.5.   **Development of a Crematorium in North Hertfordshire - Amber –** The appeal hearing scheduled for 13 May 2020 was cancelled due to Covid19 and we are currently waiting for the Planning Inspectorate to confirm a revised hearing date. We are unable to

progress the project until the outcome of the Hearing is known. If Planning permission is granted, Officers will assess any planning conditions and the options for progressing development.

8.6. **Designating Air Quality Management areas in Hitchin – Amber** – The amber status relates to the anti-idling campaign which was due for completion in 2019-20. Due to resource issues and conflicting priorities, this work was rescheduled for 2020-21. Legal have looked at the enforcement options relating to vehicle idling and this will be used to inform any associated campaign. NHDC Officers are working in partnership with Centrica to try to develop an innovative EV pilot trial covering the town.

8.7. **Joint Business case for purpose built Depot, Transfer Station and Household Waste Recycling Centre – Pending –** This project is now delayed for at least 12 months, and will recommence next summer, with a report to Cabinet in September / October 2021.This is due to the delays with the Local Plan and the Baldock Master Plan. It is therefore proposed to remove this project from future monitoring report for 2020-21.

8.8. **Churchgate – Pending –** Officers continue to explore the options around Churchgate, with a report back to Full Council in due course.

8.9. Updates on Brexit continue to be incorporated into the regular monitoring reports for 2020/21. Whilst not a traditionally defined project for the Council, it was decided that this would provide the best mechanism to monitor key issues and risk and report back on any actions undertaken

9. LEGAL IMPLICATIONS

9.1. No direct legal implications arise from this report. Legal implications for the projects listed in Appendix A are considered as part of those projects and will include (but are not limited to) governance, property, planning and contractual issues. Under the Local Government Act 2000 there is a legal requirement for Councils operating Executive arrangements to appoint an overview and scrutiny committee with remit to review decisions and other actions.

9.2. Overview and Scrutiny's terms of reference include at paragraph 6.2.7(s) of the Constitution "to review performance against the Council's agreed priorities and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or service areas". This report gives the Committee an opportunity to comment on progress made against the projects that have been identified for delivery against the Council's objectives.

10. FINANCIAL IMPLICATIONS

10.1. There are no specific revenue implications.

10.2.   The actions identified were resourced through the corporate business planning process cycle for 2020/21 that was undertaken in 2019/20. A number of these projects formed part of the Council's capital programme for 2020/21.

10.3   The Council continues to face difficult spending decisions in view of the reduction in government support in future years and the availability of funding continues to impact on the projects that can be undertaken.

11.   RISK IMPLICATIONS

11.1.   The Lead Officer for each project is responsible for identifying any risks to the successful delivery of the Project

11.2.   Some of these major projects have been identified as Corporate Risks for the Council and these are monitored by Risk Management Group and the Finance Audit and Risk Committee. These include:

- Local Plan
- Improve Use of Council Assets
- Brexit

12.   EQUALITIES IMPLICATIONS

12.1.   In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

12.2.   By reporting delivery against the key projects for 2020/21 this provides a means to monitor whether the council are meeting the stated outcomes of the district priorities, its targets or delivering accessible and appropriate services to the community to meet different people's needs. This assists the Council to fulfil a number of its obligations arising from the Public Sector Equality Duty.

13.   SOCIAL VALUE IMPLICATIONS

13.1.   The Social Value Act and "go local" requirements do not apply to this report.

14.   ENVIRONMENTAL IMPLICATIONS

14.1.   There are no known Environmental impacts or requirements that apply to this report. Environmental Impact Assessments will be undertaken where required for individual projects.

15.   HUMAN RESOURCE IMPLICATIONS

15.1.1 There are no additional human resource implications arising from this monitoring report. The resources needed to deliver projects should be considered through the Corporate Business Planning process.

16. APPENDICES

16.1 Appendix A – 1st Quarter Monitoring against Key Projects for 2020/2021

17. CONTACT OFFICERS

17.1 Rachel Cooper, Controls, Risk & Performance Manager, Tel 474606,
Rachel.cooper@north-herts.gov.uk

Ian Couper, Service Director, Resources Tel 474243;
ian.couper@north-herts.gov.uk

Howard Crompton, Service Director, Customers Tel 474247,

Howard.crompton@north-herts.gov.uk

Ian Fullstone, Service Director, Regulatory, Tel, 474480,
ian.fullstone@north-herts.gov.uk

Kerry Shorrocks, Corporate Human Resources Manager, Tel, 474224
kerry.shorrocks@north-herts.gov.uk

Vaughan Watson, Service Director, Place, Tel 474641
Vaughan.watson@north-herts.gov.uk

Jeanette Thompson, Service Director, Legal & Community. Tel 474370
Jeanette.thompson@north-herts.gov.uk

18. BACKGROUND PAPERS

18.1 None.

This page is intentionally left blank

Appendix A – 2020/2021 reporting against Projects identified in the Council Plan – as at 10/08/2020

For **Q1 2020/2021** North Hertfordshire District Council is reporting against 15 ongoing Projects to support the Council Plan 2020 - 25

Key for the Report

Status key	
🔴	Project Halted / Funding not available / Extremely Late
🔺	Project behind original due date/ unlikely to hit original due date.
▶	Project not due for completion in year / has not reached due date
--	Project Pending
✅	Project Completed.

Status	Q1	Summary of Movement this Qtr.
🔴	0	
🔺	3	
▶	10	
--	2	
✅	0	
Total	15	

- **Where projects have been b/f from previous years, their status is retained until they are complete – to ensure transparency**

Projects supporting the Council Plan 2020/2025

	Portfolio	Corporate Objective	Milestones for Completion in 2021 Year	Due Date Where available	Status	Comments
Status – COMPLETE - 0						
Status – GREEN - 10						
NHLC Refurbishment of Gym Members Changing Rooms (capital programme)	Environment & Leisure	Build Thriving & Resilient Communities	Complete Refurbishment	31/10/2020	▶	Work has already started on site and is due to be completed in October.
Renovate play area Howard Park, Letchworth (capital programme)	Environment & Leisure	Build Thriving & Resilient Communities	Consultation on Design	10/08/2020	▶	Consultation on the design of Howard Park and Gardens renovation closed on 10 August 2020. Groundwork East will now begin the process of preparing detailed designs for the play area.
			Complete renovation	31/03/2021		
Brexit (Preparation for Brexit - deal or no deal) and implementation / management of		Build Thriving & Resilient Communities	Working with regional lead and Local resilience forums to prepare for Brexit (deal or no deal). Work with strategically important contractors to		▶	No agreements on subsequent items with the EU. Still have withdrawal agreement and Protocol regarding Northern Ireland. Negotiations ongoing. We are keeping our EU Transition page under review and the Council's

those impacts, challenges and risks).			understand the risks they will potentially face and to ensure plans are being taken to mitigate those risks if possible.			communications team has this as a standing item for their bi-monthly meetings.
			Contribute to countywide preparations for managing potential emergency incidents associated with Brexit, e.g. local food resilience/ strategic co-ordination group and local resilience forums			Herts communications group have a standing item. We will be looking at our officer delegations again to see what (if any) updates are required in the next few months to cover off new agreements / legislation (the 'shallow and wide' approach) to arguably cover off where we are, or anticipate where we may be, come 1 January 2021.
			Work with LLG and MHCLG on process mapping for governance/secondary legislation process mapping. Constitution/delegation and warrant checks being undertaken. Relevant managers to check policies for compliance and enforcement post Brexit issues. ✅			Emergency Planning Officer and Information Communication Technology Manager had put forward a proposal for extension of the fuel storage at the DCO - the Emergency Planning Officer said not enough resource to take this forward at this time. **Herts Brexit Officers (now EU Transition Officers - ETO)/ EU TCG meetings:**
			Draft contract clause to cover data transfer – use of change of law provision to impose ✅			• One meeting took place of the ETO on 18 June. Due to ongoing covid management, there was a discussion as to how we will plan for managing impacts from EU transition at the strategic level in Hertfordshire. A new Brexit / EU transition Tactical Co-ordination Group

| | | | Exceptions and tension monitoring reports to be sent and received. | | | has been set up – with the ETO subsumed into that. Supt. Sue Jameson will be chairing. No meeting dates have been received/ organised at this stage.

• A Brexit working group took place on 17 July (HCC, the Growth Hub, Herts LEP & the Chamber of Commerce – Frank Harrison from NHDC attending). This is part of the preparations for the end of the transition and 'Check, Change, Go'. Whilst there have been national announcements on new border arrangements, there is frustration regarding the lack of detail as to how this will work.

• There was a county-wide EU Settlement meeting on 21 July, with confirmation that approaches to this are different and some being effectively moth-balled because of covid. Herts authorities are now starting to look again at an approach to the hard to reach groups – although accepting that some of the previous CAB direct outreach work will now not be feasible.
Business:

• From an Economic Development point of view, the Council has been signposting businesses looking for guidance on Brexit to the Growth Hub, Wenta, Better Business for All and to the LEP schemes. The LEP ran a series of Brexit webinars |

						workshops etc pre covid and these should (hopefully) restart soon. • Brexit is raised periodically at Herts Economic Development Officers' Group (but usually in the context of BEIS and MHCLG wanting feedback from the grass roots). The general consensus is that: a) most businesses are preoccupied by COVID and b) that until more concrete details come from the negotiations there is not much more businesses can do. **EELGA/ LGA:** • No updates
Develop long term museum storage solution To equip the museum service with a sustainable storage solution suitable for the effective management of the collection for	Enterprise and Co-operative	Build Thriving & Resilient Communities	Milestones to follow		▶	Officers are currently exploring options.

the foreseeable future. (capital programme)						
Refurbishment of lifts at Lairage Car Park – Project will span more than 1 year (capital programme)	Finance and IT	A More Welcoming and Inclusive Council	Determine requirements Procurement of Contractor	Summer 2020	▶	The specification and tender documents are being finalised and the tender should be sent out by the end of August.
Implement a "customer account" for customers to access specific information relating to them and to enable them to transact with the Council from a single log-on. (council plan)	Leader	A More Welcoming and Inclusive Council	Implement Customer and Member Portals	Dec 2020	▶	Contract awarded and project preparation work being carried out.

Delivery of the Climate Change Strategy (council plan) Installing additional electric vehicle charging points in council car parks to ensure that every car park has charging points in at least 5% of spaces, with a minimum of two spaces per car park.	Housing & Env Health	Respond to Challenges to the Environment	Electric Vehicle Charging Strategy Scoping Document supported by the Executive Members and their deputies. Other milestones to follow once strategy adopted.		▷	Strategy document being prepared, meanwhile work is on-going with regard a pilot scheme for EV charging within Hitchin.
Disposal of surplus assets (Remove maintenance obligation and generate capital receipts) (capital programme)	Enterprise and Co-operative	Enable an Enterprising & Co-operative Economy	Land adjacent to Hill View, Rushden ✅ 29 Gernon Road, Secondary Centre & Document Centre, and surrender of Town Lodge lease	30/04/20 31/08/20	▷	Sold April 2020. Original due date was 31 May 2020. Completion of sale depends on prospective purchaser securing planning permission.

7

			Land at Clare Crescent, Baldock	31/03/2021		
			Land adjacent 1 North End, Kelshall;	31/03/2021		
			Land adjacent 9 North End, Kelshall;	31/03/2021		
			Land at The Green, Ashwell Road, Newnham;	31/03/2021		
			Land at Hawthorn Close, Hitchin; and	31/03/2021		
			Land at Passingham Avenue, Hitchin.	31/03/2021		
Acquisition of Property investments (capital programme)	Enterprise and Co-operative	Enable an Enterprising & Co-operative Economy	Continue to explore opportunities to improve the financial viability of property letting company and seek to explore other opportunities for trading companies. Explore the Council options for letting or selling Harkness Court.	31/03/21	▶	Work is still progressing on investigating ways to improve the financial viability of the Property Letting Company, which could include acquisitions, developments and refurbishments. Officers will report their findings when this work has been concluded. This work has taken a bit of a back seat in light of Covid-19 and it is difficult to put a date against this work as the current priority is to explore the Council options for letting or selling Harkness Court. This work will also assist in the financial viability of the Property Letting Company

			The commercial team will explore acquisition opportunities, if they meet the acquisition criteria each one will require a business case to seek approval for the Council to proceed.	31/03/21		
Property conversion at Harkness Court, Hitchin to provide Housing at market rents (service delivery plan)	Enterprise and Co-operative	Enable an Enterprising & Co-operative Economy	Commence works Completion of works	Aug 20 Jan 21	▶	The Building Contract has now been signed. The contractor's site manager entered site on 28th July 2020 to familiarise himself with the site. Work commenced on 5 August and completion is estimated for 31st January 2021.
Status – AMBER - 3						
Examination and Adoption of the Local Plan 2011 - 2031 (b/f form previous year)	Planning and Transport	Build Thriving & Resilient Communities	Milestones and dates will depend on the Planning Inspectorate		⚠	Hearings were postponed due to Covid-19 and there are currently no confirmed dates for recommencement. However, discussions are underway with regard resuming through 'virtual' means. An additional letter has been received from the Inspector (8 July) re: housing targets, a response has been sent and published. All the information has been added to the Councils website at the link below. www.north-herts.gov.uk/localplan
Development of a Crematorium in North Hertfordshire	Environment & Leisure		Appeal Hearing	13/05/20	⚠	Central Bedfordshire refused the outline planning application in March 2019. Cabinet approved funding for an appeal on 26 March 2019

(b/f from previous year)			Obtain outline planning permission from Central Beds Review Options for obtaining detailed planning permission.	Further dates once outcome of hearing is known		The appeal was submitted in September 2019. The Hearing date was originally set for 13/05/2020, however this has been postponed due to Covid19. We are currently waiting for the Planning Inspectorate to confirm a revised hearing date. If planning permission is granted, Officers will assess any planning conditions and the options for progressing development.
Designating air quality management areas in Hitchin to address the improvement of the air quality – Stevenage Road and Paynes Park. (5 Year Plan commenced 2018)	Housing & Env Health	Respond to Challenges to the Environment	Work with businesses to reduce emissions from freight deliveries and buses/coaches" Negotiate with developers through the planning process to implement charging points in new homes. Anti-idling campaign to encourage drivers to switch off when stationary, including investigation of enforcement options		⚠️	NHDC working in partnership with Centrica to try to develop innovative EV pilot trial covering town An initial survey of Hitchin town centre was completed in February 2019. Due to resource issues and conflicting priorities, it is now anticipated that this action will be completed late in 2020/21.Legal have looked at the enforcement options relating to vehicle idling, the outcome of which will help to inform any associated campaign.

			Review of on-street parking in air quality management areas			Will be co-ordinated with next general review of parking in Hitchin and adoption of the Electric Vehicle Charging Strategy - date to be confirmed.
			Participate in National Clean Air Day	08/10/2020		

Status – RED - 0						
Status – PENDING - 2						
Work with HCC & EHDC on a joint Business case for a purpose-built depot, transfer facility and household waste recycling centre; Dependant on approval of Local Plan. Project will span more than one financial year (service delivery plan)	Waste, Recycling and Environment	Build Thriving & Resilient Communities	Report to Joint Partnership Board to confirm if EH wish to be involved Detailed business case to be written		--	This project is now delayed for at least 12 months and will not recommence until next summer with a report to Cabinet Sept/Oct 21. This is due to the delays with the local plan and Baldock master plan. The existing site at Bury Mead Road, owned by NHDC, requires investment to ensure it remains fit for purpose in the interim period. Work is underway to assess the Capital investment required to ensure the site remains viable for between 5 and 10 years.
Churchgate	Leader	Build Thriving & Resilient	Explore Options		--	Full Council on 7 February 2019 approved the principle of purchasing the Churchgate Shopping Centre, subject to the economic case. It also confirmed that

11

		Communitie s				any regeneration must be a viable investment that maintains a return to the Council. Full Council on 20 March 2019 voted to put Hitchin forward for a "Future High Streets Fund" bid. MHCLG have announced the 100 bids to be taken forward. Hitchin was not successful. Officers continue to explore the options around Churchgate with a report back to Full Council in due course.

**OVERVIEW AND SCRUTINY COMMITTEE
8 SEPTEMBER 2020**

*PART 1 – PUBLIC DOCUMENT

TITLE OF REPORT: CARELINE FUTURE PROVISION

REPORT OF THE SERVICE DIRECTOR – CUSTOMERS

EXECUTIVE MEMBER: EXECUTIVE MEMBER FOR HOUSING & ENVIRONMENTAL HEALTH

COUNCIL PRIORITY: BUILD THRIVING AND RESILIENT COMMUNITIES

1.	**EXECUTIVE SUMMARY**
1.1	To advise Cabinet of the current position relating to the potential expansion of the Careline Service
2.	**RECOMMENDATIONS**
2.1.	That Cabinet notes the report.
2.2.	That the Service Director – Customers in consultation with the Executive Member for Housing & Environmental Health be authorised to continue discussions with Hertfordshire County Council and to enter into a formal agreement for the expansion of the Careline Service, provided this remains cost neutral for the Council.

3.   REASONS FOR RECOMMENDATIONS

3.1   To secure the on-going viability of the Careline Service and the excellent service to customers that it provides.

3.2   Very similar recommendations were proposed previously through a report to the Cabinet meeting scheduled for 24 March 2020, which was cancelled due to the COVID-19 lock down being implemented from the previous day.

3.3   The recommendations in that report were approved by the Chief Executive in consultation with the Leader of the Council under emergency powers.

3.4   The slightly amended recommendations are proposed again for completeness.

4.   ALTERNATIVE OPTIONS CONSIDERED

4.1.   This is considered in the Part II Report.

5.   CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

5.1   This report has been the subject of considerable and on-going discussions between Officers of the Council and Hertfordshire County Council (HCC). The Executive Member for Housing & Environmental Health and has been kept informed of developments.

6.   FORWARD PLAN

6.1   This report contains a recommendation on a key Executive decision that was first notified to the public in the Forward Plan on the 26 June 2020.

7.   BACKGROUND

7.1   This matter was first reported to the Cabinet Meeting due to be held on 24 March 2020, which was cancelled due to the COVID-19 lock down having been implemented from the previous day.

7.2   This report reaffirms the background to the proposal and provides Cabinet with an update on progress.

7.3   The Council has provided assistive technology through the Careline Service since 1982, not only in Hertfordshire, but also regionally.

7.4   The service is highly regarded by customers with satisfaction ratings regularly in the high 90+% and many compliments received through the Council's Comments, Compliments & Complaints process.

7.5   In 2014 the Council entered a long term partnership with HCC to improve the large scale uptake of assistive technology in the County. This collaboration "Herts Careline" aims to provide affordable goods and services to a range of Service User groups in order to promote independent living. Herts Careline's mission is to be a public service asset that supports not only individuals also the Social Care Authority, Police, Fire & Rescue Service, Ambulance Service, other NHS bodies, Social Housing providers, and other Hertfordshire public or voluntary service organisations with their ambitions.

7.6   The arrangement was renewed in 2018.

7.7   Since its launch, Herts Careline has grown significantly and aims to assist approximately 5,000 new Service Users in 2020/2021.

7.8   During the course of 2019/2019 Hertfordshire Careline assisted 2,963 households in Hertfordshire with some form as assistive technology service.

7.9   The Service Users include older people, those living with dementia, people who are frail due to age or long-term health conditions, people with physical and sensory disabilities (sight loss, hearing impairment, deaf/blind people), people with learning disabilities, people with Autism and Asperger syndrome, people with mental health issues and families with disabled children, and those with other complex needs. Herts Careline also assists people in connection with domestic violence or abuse, distraction burglary or rogue trading, and elevated fire risk.

7.10   The service has experienced huge growth over the past few years as demand for assistive technology to support people's independence in their own home has seen a steep increase in interest as people see the benefits it can bring. In 2019/2020, the Team dealt with 479,200 calls.

7.11   In 2019, Herts Careline successfully completed its first year at its new Control Room in the District Council Offices, investing in the long term future of the service for its 14,000+ customers. The move was influenced by its previous site reaching capacity due to the significant increase in new customers the service has seen.

7.12   The move also offered a further opportunity to upgrade the supporting infrastructure to accept the new digital alarms that have are being necessitated by the switch from analogue to digital telecommunications infrastructure.

8.   RELEVANT CONSIDERATIONS

8.1.   Careline provides its services to a mixture of commercial clients and those referred by HCC. At the time of preparing this report, the numbers were:

Type	Volume
Commercial service properties	7,731
Hertfordshire County Council properties	5,159

8.2   Careline carries out its work for HCC under a delegation of powers to this Council under Section 9EA of the Local Government Act 2000 and the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012.

8.3   The scope of the delegation is detailed at Appendix 1.

8.4   HCC's medium to longer term strategy for assistive technology is the development of an additional offering that is known as an "Internet of Things" or IOT to complement the existing AT solutions provided within the community. This is the development of technology designed to help customers remain in their homes rather than be admitted to Care Homes or Hospitals and includes sensors to detect things such as the use of a kettle, the opening of bedroom doors, opening of a fridge, switching on of lights etc. This can be monitored through an App by relatives or carers to ensure that the customer is accessing drinks, has got up in the morning, has had something to eat etc.

8.5   The aims of the new service are to reduce formal carer visits, hospital admissions and ambulance callouts.

8.6   At the moment, Careline provides an alarm monitoring and response service to about half of HCC's client base. The other half is serviced through HCC's managed contract with Serco, who in turn sub-contract the work to Tunstall (Healthcare) Ltd.

8.7   The managed contract is coming to an end and HCC has decided that it would prefer to have all its assistive technology services going forward provided by one provider. The contract with Serco is due to end on 31 March 2021.

8.8   HCC has decided that it would prefer Careline to take on this full service under an extended Section 9EA Agreement.

8.9   Careline will act as HCC's delivery, installation, maintenance, response and monitoring partner for the implementation of AT solutions throughout the County. HCC will utilise Careline's expertise and services to deliver a comprehensive and inclusive solution in supporting those living with chronic health issues and a growing ageing population. Careline and HCC will work in partnership to service the legacy solutions whilst developing new and innovative models of support utilising data analytics, machine learning, artificial intelligence etc., to predict and resolve potential crisis before they develop. In return for Careline's involvement the Council will receive a funding stream from HCC to support the capital costs of developments and an income stream from service users to cover the revenue costs.

8.10   HCC has already carried out pilot schemes to assess the effectiveness of this technology and is carrying out more assessment work. HCC is working with Careline in the development of these new technologies.

8.11   This proposal has been through HCC's governance process and been endorsed.

8.12   For some time, Officers from both Councils have been carrying out feasibility and financial studies to establish what additional resources Careline will require and ensure that the new service can be delivered within the financial envelope available.

8.13   It is expected that the number of Careline customers will increase by around 3,300 and initial calculations would suggest that Careline should expect a 10% to 15% increase in call volumes, based on data provided by Tunstall (Healthcare) Ltd.

9.   LEGAL IMPLICATIONS

9.1   Cabinet is being asked to note the position, authorise on-going negotiations with HCC and the entering into a new Section 9EA Agreement provided the service can be delivered within the funding available.

9.2   The relevant functions vested in Cabinet by the Constitution are:

5.6.15   To oversee the provision of all the Council's services other than those functions reserved to the Council, and;

5.6.24   To promote and develop external partnerships to meet strategic objectives.

9.3   Section 9EA of the Local Government Act 2000 and the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012 permits a local authority to arrange for the discharge of any of the local authority's executive functions by (inter alia) another local authority. As Section 9EA is a delegation of powers between two local authorities, there is no requirement to go through a formal procurement exercise.

9.4   There may be other legal implications arising from on-going negotiations.

10.   FINANCIAL IMPLICATIONS

10.1   This will be considered in the Part II report.

11. **RISK IMPLICATIONS**

11.1   This will be considered in the Part II report.

12. **EQUALITIES IMPLICATIONS**

12.1.   In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

12.2.   Further equalities implications will be considered in the Part II report.

13. **SOCIAL VALUE IMPLICATIONS**

13.1.   The Social Value Act and "go local" requirements do not apply to this report.

14. **ENVIRONMENTAL IMPLICATIONS**

14.1.   There are no known Environmental impacts or requirements that apply to this report.

15. **HUMAN RESOURCE IMPLICATIONS**

15.1   The expansion of the service will need an increase in the number of Careline Operators to take the increased number of calls. This increase in numbers will be funded through the Section 9EA Agreement.

15.2   A review is also taking place on whether there will be a need for an increase in the number of administrative staff. It is the intention to automate these processes as far as possible to reduce the need for staff intervention.

15.3   Recruitment will be undertaken in line with NHDC recruitment processes and advice from Human Resources.

16. **APPENDICES**

16.1   Appendix 1 – Scope of Delegation Section 9EA Agreement

17. **CONTACT OFFICERS**

17.1   Howard Crompton, Service Director – Customers
        howard.crompton@north-herts.gov.uk; Ext. 4247

17.2   David Martins Hesp, Assistive Technology Manager
        david.martins-hesp@north-herts.gov.uk; Ext. 4321

17.3   Jodie Penfold, Group Accountant
        jodie.penfold@north-herts.gov.uk; Ext. 332

17.4   Isabelle Alajooz, Legal Commercial Team Manager
        isabelle alajooz@north-herts.gov.uk; Ext. 4346

17.5   Reuben Ayavoo, Policy & Community Engagement Manager
        reuben.ayavoo@north-herts.gov.uk; Ext. 4212

17.6   Rachel Cooper, Risk, Controls, Performance Manager
        rachel.cooper@north-herts.gov.uk; Ext. 4606

17.7   Gail Dennehy, Human Resources Business Partner
        gail.dennehy@north-herts.gov.uk Ext. 4456

18.   BACKGROUND PAPERS

18.1   Reports to Cabinet – 24 March 2020

Appendix 1 – Scope of Delegation Section 9EA Agreement

The County Council is delegating an executive function for the provision of community alarm, telecare, and wide ranging assistive technology services to NHDC. In this appendix wherever the County Council's agreement is required such agreement shall not be unreasonably withheld or delayed. In the event of any emergency or if NHDC reasonably considers that the discharge of the Functions or Services may be compromised, NHDC may proceed without the agreement of the County Council provided both parties shall meet as soon as practicable to reach agreement going forwards.

The broad scope of the delegated function consists of:

1.1 The provision of a single point of access for countywide referrals for community alarms/telecare/assistive technology services, including the advertising and marketing of services.

1.2 The assessment of applications for assistive technology and the prescribing of equipment and services in accordance with the standards and processes agreed with HCC commissioning managers from time to time.

1.3 The assessment of need, and management and processing of referrals for community alarms/telecare/assistive technology services including, but not limited to, those relating to Enablement, hospital discharge, Learning Disability, and community safety clients.

1.4 The assessment of need, management, and processing of referrals for assistive technology services in connection with the Hertfordshire Home Improvement Agency (HHIA) as agreed by the HHIA Board.

1.5 Purchase and supply of alarm equipment including; base units, pendant/wrist alarm devices, keysafes and other telecare/ assistive technology equipment or devices as reviewed and agreed with HCC Commissioning managers from time to time.

1.6 The installation of equipment (either directly or subcontracted to another party).

1.7 The maintenance and replacement of alarm/telecare/assistive technology equipment.

1.8 The provision of an alarm monitoring service including call triaging and onward referral to emergency services, nominated responders, and keyholders where necessary.

1.9 The provision of a countywide responder service to respond to emergencies where a keyholder/carer/responder is not available as reviewed and agreed with HCC commissioning managers from time to time.

1.10 The management of the service user database within the bounds of data protection requirements.

1.11 The provision of management/performance information as agreed with HCC commissioning managers from time to time. The provision of an annual summary within 6 weeks of the financial year end.

1.12 The setting of fees and charges for services, the management of service user charging arrangements, VAT, and the discretionary charge waiver policy as reviewed and agreed with HCC commissioning managers from time to time.

1.13   The management of a research and development programme to further enhance the use of wide ranging assistive technology services in Hertfordshire as reviewed and agreed with HCC commissioning managers from time to time.

1.14   The provision of advice, incidental goods or services as agreed by HCC commissioning managers from time to time.

1.15   The provision of data analysis and data management services associated with assistive technology.

1.16   The oversight, management and delivery of assistive technology trials and pilots as agreed with HCC commissioning managers.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank