

To: Members of the Communities
Scrutiny Committee

Date: 30 June 2015

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Dear Councillor

You are invited to attend a meeting of the **COMMUNITIES SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 9 JULY 2015** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

AGENDA

1 APOLOGIES

2 DECLARATION OF INTERESTS

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

3 URGENT MATTERS AS AGREED BY THE CHAIR

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

4 MINUTES (Pages 5 - 12)

To receive the minutes of the Communities Scrutiny Committee held on 28th May 2015 (copy enclosed).

9:30am – 9:35am

5 METHODOLOGY FOR SETTING APPROPRIATE CAR PARKING CHARGES IN DENBIGHSHIRE (Pages 13 - 36)

To consider a joint report by the Head of Highways & Environmental Services and the Traffic, Parking & Road Safety Manager (copy enclosed) which seeks members' views on the methodology to be used to determine car parking charges in Denbighshire and the principles adopted for negotiating subsidy arrangements with town councils and/or other bodies.

9:35am – 10:30am

Comfort Break

6 BETTER REGULATION OF CARAVAN SITES PROJECT UPDATE (Pages 37 - 84)

To consider a report by the Graduate Trainee: Business Improvement and Modernisation (copy enclosed) which seeks the Committee's observations on the progress to date with the project and members' endorsement of the planned next steps.

10:45am – 11:30am

7 SCRUTINY WORK PROGRAMME (Pages 85 - 100)

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the committee's forward work programme and updating members on relevant issues.

11:30am – 11:50am

8 FEEDBACK FROM COMMITTEE REPRESENTATIVES

To receive any updates from Committee representatives on various Council Boards and Groups

MEMBERSHIP

Councillors

Councillor Huw Hilditch-Roberts
(Chair)

Councillor Rhys Hughes (Vice-Chair)

Brian Blakeley
Bill Cowie
Peter Evans
Martyn Holland

Win Mullen-James
Bob Murray
Cefyn Williams
Cheryl Williams

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Minutes of Communities Scrutiny Committee held on Thursday, 28 May 2015 at 9.30 am at Conference Room 1a, County Hall, Ruthin

Present:

Councillors Bill Cowie, Peter Evans, Huw Hilditch-Roberts (Chair), Rhys Hughes, Bob Murray and Cefyn Williams.

Lead Member David Smith attended at the Committees request.

Councillors Bobby Feeley, Jason Mclellan and Barbara Smith attended as observers.

Also Present:

Corporate Director: Economic & Community Ambition (RM), Development Planning & Policy Manager (AL), Public Protection Business Manager (IM), Scrutiny Coordinator (RE) and Democratic Services Officer (KE).

1 APOLOGIES

Apologies for absence were received from Councillor Win Mullen-James and Councillor Cheryl Williams

The Chair welcomed Councillor Bill Cowie to his first meeting as a member of the Committee, representing the Independent Group.

2 ELECTION OF VICE-CHAIR

Nominations were sought for a member to serve as the Committee's Vice-Chair for the 2015/16 municipal year. Councillor Rhys Hughes was nominated and seconded. It was therefore:

Resolved: - that Councillor Rhys Hughes be appointed as the Committee's Vice-Chair for the 2015/16 municipal year.

3 DECLARATION OF INTERESTS

No Members declared any personal or prejudicial interests in any business identified to be considered at the meeting

4 URGENT MATTERS AS AGREED BY THE CHAIR

No items were raised which in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act, 1972.

5 MINUTES

The Minutes of a meeting of the Communities Scrutiny Committee held on Thursday, 24 April, 2015 were submitted.

RESOLVED – *that the Minutes be received and approved as a correct record.*

6 CONCLUSIONS AND RECOMMENDATIONS FROM THE AFFORDABLE HOUSING TASK AND FINISH GROUP

The Lead Member for Public Realm introduced the report which included the Task and Finish Group's conclusions and recommendations. He explained that the Task and Finish Group had been established to address the concerns raised by the Wales Audit Office (WAO) in its May 2014 Council Annual Improvement Report on the need for the Authority to clarify its approach towards delivering affordable housing.

The Committee was advised that the Task and Finish Group had made a total of 20 recommendations, all of which were detailed in the report. Issues raised by members at a recent Council Briefing session at which the Task and Finish (T&F) Group's report had been discussed were listed in appendix II, along with the relevant recommendations in the report that would address these issues. Whilst, the recommendations from the Task and Finish Group's work would be used to inform the new draft housing strategy, and would form part of the delivery plan for that strategy, some actions had already been commenced with a view to addressing identified problems e.g. pending Welsh Government legislation and guidance permitting partial reviews of Local Development Plans (LDP) a Supplementary Planning Guidance (SPG) had been submitted and approved by the Council's Planning Committee with respect to permitting the conversion of redundant rural buildings for market housing.

Responding to members' questions the Lead Member for Public Realm and officers confirmed that:

- the Council was obliged to undertake a comprehensive review of its LDP four years after its adoption. Denbighshire's review would be due in 2017;
- latest indications from the WG suggested that the legislation required to permit partial reviews should be in place sometime during the summer of 2015, and that the associated Guidance would be available at the same time. This would hopefully enable the Council to implement some of the T&F Group's recommendations;
- the process relating to applying and permitting planning applications in hamlets was extremely onerous, however this process may be able to be reviewed as part of the partial review - subject to the provisions of the new legislation;

- the new Housing Strategy, which would be presented to scrutiny in September and full Council in October 2015, would have five main themes. Affordable Housing would be theme two of the Strategy, but matters relating to affordable housing would also feature in the majority of the six themes;
- with respect to land banking, time limits for developing a site following planning permission being granted could not be changed locally. The rules in relation to this were subject to WG legislation. It would be too late now to make representations with respect of amending the time limits as part of the consultation on the new Planning Bill. However, the Council would continue to lobby WG with respect to the matter;
- the new Interim Head of Finance and Assets would be exploring the options for realising the optimum value for the Council for re-investing the £500K that was estimated to be realised following the Council's exit from the Housing Revenue Account Subsidy (HRAS) system - options which would be considered would include the building of new council housing (possibly in partnerships with a third party); undertaking further improvement work on the Council's current housing stock (e.g. exterior or environmental work - work which was not covered under the Welsh Housing Quality Standard (WHQS) scheme, utilising the money saved for the purpose of drawing down external funding etc.);
- work had commenced on a review of the Council's land holdings to assess whether any holdings were located in areas of highest need for affordable housing. In future work would need to be undertaken in partnership with other public sector bodies to identify whether they had any land holdings that would be suitable for the development of affordable housing. Detailed and constructive discussion would be needed with all parties if land was to be secured for affordable housing as in the majority of cases land earmarked for this type of housing would not realise its full open market value;
- the Affordable Housing Action Plan, which had been developed with a view to delivering the T&F Group's recommendations, which included target dates for the delivery of each recommendation, would form part of the Council's overall Housing Strategy in due course

Councillors emphasised :

- that future affordable housing provision should include a mix of two, three bedroom family dwellings which would provide opportunities for families to move up the housing ladder and enable first-time householders to enter on to the housing ladder, be they tenants, shared-ownership or owner-occupiers;
- the need for any future social housing that is built to include a caveat that they are exempt from any 'right to buy' scheme in order to reduce the risk of a shortage of such housing in the medium to long-term;
- the need to focus on the housing needs of residents and the value for money aspect for ratepayers - investing in good quality affordable homes for some

of the County's most vulnerable residents would in the long-term realise financial benefits for the Council, as less of the ratepayers money would be used to supplement excessive private sector rents through Housing Benefit;

- the need to raise awareness of the affordable housing register and the process for registration without raising people's expectations. Officers advised that they were currently working with estate agents and other local authorities in North Wales to develop a more streamlined approach to this process, with a view to avoiding duplication and the need to complete lengthy registration forms until much later in the allocation process

Councillors who had been members of the T&F Group commented on how well both members and officers had worked together during this review, it had been a truly worthwhile and constructive process. They now hoped that the momentum could be kept and that the recommendations could be delivered as soon as possible for the benefit of residents. Officers agreed to send members a briefing note updating them on the progress to date with the delivery of the Affordable Housing Action Plan, and members agreed that the draft Housing Strategy be presented to the Committee for examination in September 2015. It was:

Resolved:

(i) subject to the above observations, to receive the conclusions and recommendations put forward by the Affordable Housing Task and Finish Group; and

(ii) that the Council's draft Housing Strategy be submitted to the Committee for examination at its September 2015 meeting, prior to its submission to County Council for approval and adoption in October 2015

7 FOOD SAFETY, STANDARDS AND PROCUREMENT - UPDATE

The Lead Member for Public Realm introduced the report and the Public Protection Business Manager detailed the work which had been undertaken within the last twelve months with respect to the regulatory aspect of food safety and standards and to improve procurement and contract management of the Council's own food procurement practices for the various establishments it operates. The Lead Member advised that he had accompanied food safety and trading standards officers on some of their visits, including visits to school canteens. He had been greatly impressed by the thoroughness of their work and their professionalism in conducting their day to day business.

Responding to members' questions the Lead Member and Public Protection Business Manager confirmed that:

- it was a statutory requirement for food outlets to display their 'scores on the doors' food hygiene rating (now known as the Food Hygiene Rating Scheme). Non-compliance with this could result in a Fixed Penalty Notice;
- all food outlets, be they private or public, were subject to food hygiene and standards inspections;

- it was each individual business' duty to register the fact that they were selling food or drink with the local authority. Officers would routinely as part of their visits to other businesses keep an eye out for new outlets operating in the area and check the Council's records to ensure that they had registered. If it transpired that they had not, contact would be made with the business to support them in that and other associated processes;
- businesses that score a 1 or a 2 food hygiene rating were classed as a 'higher risk' and therefore required more support to improve their rating. Food standards officers adopted a proactive approach towards these businesses and would offer advice and support to help them improve in time for the follow-up inspection. The majority of businesses welcomed the support given as it was in their interest to improve their 'scores'. The timing of follow-up inspections was dependent on the nature of the problem behind the initial rating and the time needed to rectify i.e. lack of cleanliness or aging specialist equipment which required replacing. Sufficient time would be given to rectify identified problems;
- follow-up visits etc. were built into the Service's business plan as officers expected to undertake a certain percentage of such visits per year
- food hygiene visits were undertaken on an unannounced basis and took place at intervals dependant on the category of risk given to the business, which can be between 6 months for Category A and 24 months for Category D. It was extremely rare for the business owner to refuse admission to a food hygiene/standards inspector. If they did refuse it was usually due to a lack of understanding and once the position was explained to them they usually permitted the visit to proceed;
- if a specialist food producer was required in attendance during an inspection the visit would then be pre-booked to ensure all relevant personnel were on hand;
- food hygiene inspectors operated County wide but would prioritise their work by area in order to cut down on travelling costs etc. However, if they were in an area responding to a complaint they may also undertake a number of routine inspections in the same area in order to be cost effective;
- travelling fairs and mobile food outlets were governed by the same food hygiene and safety regulations. These businesses were registered with the business owner's 'home authority', however this did not prohibit any authority which they were visiting from inspecting them or dealing with any complaints received;
- they would check and report back to members on the tender and due diligence process applied to the Council's Catering Service contract awarded to Hughes Meats of Bangor;
- with respect to low hygiene ratings given to two hospitals in the County in recent months they advised that the Health Board was keen to work with officers to rectify the problems identified. They confirmed that the Council had the required staff to support this work.

As these low hygiene ratings in local hospitals were a cause of concern to residents the Committee asked that they be furnished with copies of the inspection reports and a briefing note on the progress made to date to rectify the problems.

At the conclusion of the discussion the Committee asked the Lead Member for Public Realm and the Public Protection Business Manager to convey members' appreciation to the Service's staff for their hard work and efforts in this area. It was:

Resolved:

(i) subject to the above observations to receive the report and note the progress made against each of the recommendations in the Task and Finish Group's report; and

(ii) that an information report be presented to the Committee in twelve months time on the progress made during 2015/16 with food safety, standards and procurement.

8 SCRUTINY WORK PROGRAMME

A copy of a report by the Scrutiny Coordinator (SC), which requested the Committee to review and agree its forward work programme and which provided an update on relevant issues, had been circulated with the papers for the meeting.

The SC confirmed that the new forms (appendix 2) to request items to be included on scrutiny agendas had now been implemented. As yet no forms had been received but items raised at the meeting would be included.

The Committee considered its draft Forward Work Programme for future meetings, Appendix 1. The SC informed the Committee that officers had requested that the car parking report be brought forward to July's meeting. The Chair had permitted this request.

The Committee was informed that the Welsh Government (WG) Minister had been invited to attend July's meeting for the discussion on the impact on the Council regarding late notification of allocation of central government grant funding. However, the invitation had been declined and he had suggested that it may be more appropriate for a representative from the Welsh Local Government Association (WLGA) to attend. The WLGA's Head of Finance had offered to attend the Committee's meeting on 10 September for the discussion.

It was agreed that the two items for July's meeting would be:

1. Car Parking Charging Policy
2. Better regulation of caravan sites.

Following Annual Council on 12 May the Committee was asked to appoint / reappoint members to serve on the Council's Service Challenge Groups (appendix 5). The following changes to appointments were agreed:

- Economic & Business Development – Councillor Bill Cowie,
- Customers and Education Support – Councillor Rhys Hughes,
- Legal, HR and Democratic Services – Councillor Pete Prendergast,
- Communication Marketing & Leisure – Councillor Huw Hilditch-Roberts,

9 FEEDBACK FROM COMMITTEE REPRESENTATIVES

No reports were received.

Meeting ended at 11:10am.

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Report to: Communities Scrutiny Committee

Date of Meeting: 9 July 2015

Lead Member/Officer: Lead Member for Public Realm/
Head of Highways and Environmental Services

Report Authors: Head of Highways and Environmental Services
& Traffic, Parking and Road Safety Manager

Title: Methodology for setting appropriate car parking charges
in Denbighshire

1. What is the report about?

The methodology being used to determine appropriate car parking charges within Denbighshire, and the principles that have been adopted for negotiating subsidy arrangements with Town Councils, and/or any other bodies

2. What is the reason for making this report?

The setting of fees and charges is delegated to Head of Service level, with an expectation that members will be consulted about any contentious changes. Changes to car parking charges obviously have the potential to be contentious.

3. What are the Recommendations?

That the Committee considers the report and comments on the proposals recognising;

- a) that budgets have to be balanced, including the car parking budget.
- b) that the methodology set out in this report provides a logical method of setting charges, determining income levels and meeting the main operational need of the service, i.e. to increase the availability of spaces for shoppers and visitors; and
- c) that the final budget could be varied via the council's budget setting process, including any amendments that might arise via the Freedoms and Flexibilities process (F&F). Obviously, this has the potential to affect the charges that would need to be levied.

4. Details.

4.1 Background

- 4.1.1 In Denbighshire, car parking charges have not been increased for 6 years. Over that 6 year period the retail price index (RPI) has risen by around 18 %, and over the same period the budgetary deficit has risen to around £150,000 p.a. (see Appendix A for details). The shortfall is being made-up by cross-subsidies from the general highways maintenance budget.
- 4.1.2 If we continue to cross-subsidise from the highways maintenance budget, we will undermine one of the council's top Corporate Priorities (i.e. to improve the condition of our roads). Members have never consciously chosen to subsidise the car parking budget. Instead, the situation has been allowed to develop over time.

The major step-change in the budgetary position occurred as a consequence of the changes to retail provision in our two main coastal towns. Before that, the financial position was relatively stable. We also appear to have a stable position now (albeit with a cross-subsidy).

- 4.1.3 The Council's budget setting process for 2016-17 incorporates the F&F process, and the current budgetary anomaly could be considered as part of that process, i.e. before car parking charges are finalised. For example; members *could* decide that they wanted to take money out of the highways maintenance budget, and make the current parking cross-subsidy permanent. Obviously, as Head of Highways, I would be advising members against that, as spending less on road maintenance, at a time of reduced Welsh Government funding on roads, is not a prudent or sustainable thing to be doing. However, it will be members who decide upon budget levels.
- 4.1.4 Although members will be deciding on general budget levels, it is not fair, or reasonable, to expect them to set charges in individual car parks, for individual durations of stay, hence the delegation of that function to officer level. The charging arrangements need to be seen to have been developed in a logical and fair manner, and the mechanisms that have been used to get to a fair and logical charging position, within the allocated budget, are therefore set out below:

4.2 Fundamental Principles used to determine charge levels

- 4.2.1 Car park charges are necessary, firstly to derive funding to pay for their provision, and secondly to control and regulate turnover of spaces. Dealing with each in turn:

4.3 Provision costs

- 4.3.1 The derivation of 'provision cost' should cater for 'whole life costing' of assets i.e. to include asset provision costs, operational costs, and maintenance costs. Asset value should recognise lost opportunity costs and/or replacement costs. The principle can be seen most clearly in the case of our underground / multi-storey car parks, but the same fundamental principles apply to all of our sites. There is also the need for future investment in infrastructure, e.g. 'smart' pay and display machines that will cope with modern methods of payment.
- 4.3.2 If these principles were to be applied across our car parks on a commercial basis, the resulting charge rates could be two or three times higher than the charges being proposed in this report. Clearly, the Council is not a commercial operator, and has no desire or intention to run its car parks on a commercial basis. Nevertheless, it is right for us to take things such as asset value and replacement cost into account. There is no such thing as a free car park. They all have to be paid for in some way or another, throughout the whole of their lives.

4.4 Regulation of parking space availability

- 4.4.1 In busy shopping car parks we are trying to optimise turnover (space generation), with an eye on the typical (pedestrian) 'shopping trip' time. In this way we can maximise the 'potential spend' in a town. The Traffic and Parking Review identified that we currently have too much long stay parking, i.e. in spaces that are meant for shoppers, both on-street and in car parks. Consequently, it can be difficult for shoppers to find spaces easily, and this reduces our ability to capture passing trade. We need to use pricing regimes that will attract employees to the more outlying car parks, and deter them from taking shoppers' spaces. The inescapable conclusion

is that we need differential pricing between car parks to control demand. Our car parks are therefore generally categorised as either Long Stay or Short Stay. The Pricing Schedules in Appendix B therefore differ according to location (e.g. town centre shoppers' car parks are different from those on the edges of town centres).

- 4.4.2. Charging is an absolute necessity, i.e. to control behaviour. DCC should not abdicate its responsibility for policy in this area, because the policies adopted can affect levels of economic activity (which the Council has a keen interest in.) The policies adopted also affect our ability to deliver on safety and the free flow of traffic.

4.5 Proposed charging rates for Denbighshire

The charging rates set out in Appendix B have been developed using the principles explained in 4 i) & 4 ii) above. In my view, by properly considering both aspects, the Council will be setting appropriate charges. The resulting charge levels are very similar to those that apply in our neighbouring county (Conwy). See Appendix C.

The charging regimes are based on a half-day period of 3 hours rather than 4 hours. That change is considered to be necessary to reduce the risk of employees taking up shopping spaces, and 'feeding the meter' at lunchtime (which currently happens).

The charges for Residents Permits will not change under the proposals.

The only other anomaly to be considered is whether to retain a car park attendant in Market Street Llangollen, i.e. to cater for the movement of coaches, and other car park management issues. There will be further local consultation on this question, but if it is decided that an attendant is needed, we may need to add approximately 15 pence to the tariffs in this particular car park, in order to cover the cost of the attendant. The consultation has not yet taken place, so no decision has been taken either.

4.6 Scope for negotiating subsidy arrangements with town councils

From time to time offers of subsidy come in from town councils. Officers consider each case carefully, on its merits. The determination of the appropriate payment is relatively easy to establish. It is basically the amount of money required to replace the lost income. The more complex aspect is the one about setting rates to produce turnover. There are examples from elsewhere, where prices have been reduced, spaces have filled-up (e.g. with employees and commuters) leaving fewer spaces for the people we are trying to attract to our town centre car parks, i.e. shoppers. See Appendix D for more details (prepared when Prestatyn Town Council offered a subsidy).

5. How does the decision contribute to the Corporate Priorities?

The proposed changes will support the Corporate Priority to improve the condition of our roads. The changes will also improve the availability of spaces for shoppers and will thus support the priority to support local business.

6. What will it cost and how will it affect other services?

The proposed changes are designed to eliminate the current budget deficit, so there is no additional cost. The removal of the cross-subsidy from the general highways maintenance budget will assist that service, and assist the Council in delivering one of its corporate priorities.

7. Equality Impact Assessment (EqIA) – See appendix E

The main conclusion is that the proposed increase in charges will be counter-balanced by improved availability of parking spaces, especially those close to shops.

8. What consultations have been carried out with Scrutiny and others?

In January 2015, Communities Scrutiny agreed to the Head of Highways and Environmental Services reviewing car park tariffs. The matter has also been the subject of a Cabinet Briefing. The topic was also discussed as part of the 2015-16 F&F process

9. Chief Finance Officer Statement

It is important that the Council reviews all fees and charges on a regular basis. As reported to Cabinet over the last 18 months the parking service is currently overspending and a review of tariffs was highlighted as a necessary management action to bring the overall Traffic and Parking budget back into a break-even position (along with actions on enforcement). Both options highlighted in this report should result in the service breaking even in the short-term (1-2 years). Further reviews will be required after this period if the lower priced option is chosen. The option being proposed by the Head of Service provides a greater period of stability, and the ability to invest in the infrastructure of the service.

10. What risks are there and is there anything we can do to reduce them?

- 10.1 There is a risk that the resulting reduction in the current budget deficit will be less than predicted. However, the risk is considered to be small, owing to conservative estimates having been used in the calculations.
- 10.2 There may be reputational risk owing to objections from businesses and residents.

11. Power to make the Decision

- 11.1 Head of Highways and Environmental Services has the delegated authority to vary car park tariffs as per paragraph 3.9 of Part 9.2 of the Council's Constitution – Scheme of Delegation for Officers
- 11.2 Article 6.3.3 of the Council's Constitution sets out Scrutiny's powers with respect to policy development and review

APPENDICES:

- A. Summary of detailed methodology*
- B. Proposed charging rates*
- C. Comparisons with other service providers/other councils*
- D. FAQ sheet that was prepared to address the topic of Town Council Subsidies*
- E. Equalities impact assessment*

Contact Officers:

Head of Highways and Environmental Services
Traffic, Parking and Road Safety Manager

Tel: 01824 706801
Tel: 01824 706959

1.0 Service statistics

- The Council currently operates 38 pay and display car parks providing an overall total of 4,073 spaces. Of these car parks, 21 are long stay car parks, 11 are short stay and 7 are classed as beach car parks.
- The existing tariff system was introduced in April 2009 and prices have remained constant since. In the same period the Retail Price Index has increased by 18%.
- Under the existing system, car park tariffs are uniform across the County for all town centre car parks except for where a local subsidy exists.
- Gross car park income fell from around £1.08 million per annum in 2012/13 to £940k in 2013/14, a drop of £140k, which was mainly attributable to the opening of Parc Prestatyn and the subsequent impact on car park revenue in both Rhyl and Prestatyn town centre car parks. This deficit is cross-subsidised from the Highway Maintenance budget.
- One of the key findings of the Traffic and Parking Review was a lack of short stay parking spaces in many of Denbighshire's town centres, both within car parks and on-street spaces.
- Additional enforcement and standardisation of time limits is now being undertaken to improve the availability of on-street short stay parking spaces.

2.0 Context of proposed changes

- Car park pricing should be considered as a policy tool to increase the availability of short stay spaces in car parks. For example, the current charging regime means there is no trade off to be made between location and price. This means that car parks closest to the shops become full quickly meaning that there are very few spaces available in these car parks for those shoppers who arrive later on in the day. Anecdotal evidence suggests that the existing 4 hour band has reduced sales of the all day tariff, especially for parking by shop and office workers.
- For example, a motorist can purchase one 4 hour ticket upon arrival in the morning and a further 4 hour ticket at lunchtime for a combined cost of £2 (or £1 in Ruthin) to avoid paying the all day tariff of £3.50.
- An increase in revenue will be necessary to fund additional investment in Pay & Display machines in order to reduce the future requirement for capital funding and any uncertainty around that source of funding. For instance, the total cost of replacing all the Pay and Display machines in one go would be approximately £270,000.
- In order to improve convenience for motorists, there will also be an ongoing need to invest in advanced payment technologies for Pay and Display machines. This will offer alternatives to paying with coins, such as contactless payment and payment by smart phone.
- It is proposed that a new tariff system is introduced to create a greater cost differential between short stay and long stay car parks. It is also proposed to reduce the time duration for the third tariff band from 4 hours to 3 hours.
- The changes proposed would enable shoppers to make a "trade-off" between price and convenience, thereby improving the availability of short stay parking at all times of day.

- The increase would also partially fund further investment in the modernisation of the pay and display machines to enable more flexible and convenient payment options to be made available in the future.

3.0 Financial Information

The total income from Pay and Display tickets for financial year 2014-15 was £864,688. The total income from car park permits was £81,803. The targeted budgetary income was is £1,008,018, i.e. a shortfall of approximately £150,000

The present system of car parking tariffs was implemented in April 2009. It consists of identical charges for all town centre car parks across Denbighshire, for all lengths of stay up to and including 4 hours. All day rates are also the same across Denbighshire and are £3.50 for long stay car parks and £7.00 for short stay car parks. Please see table below.

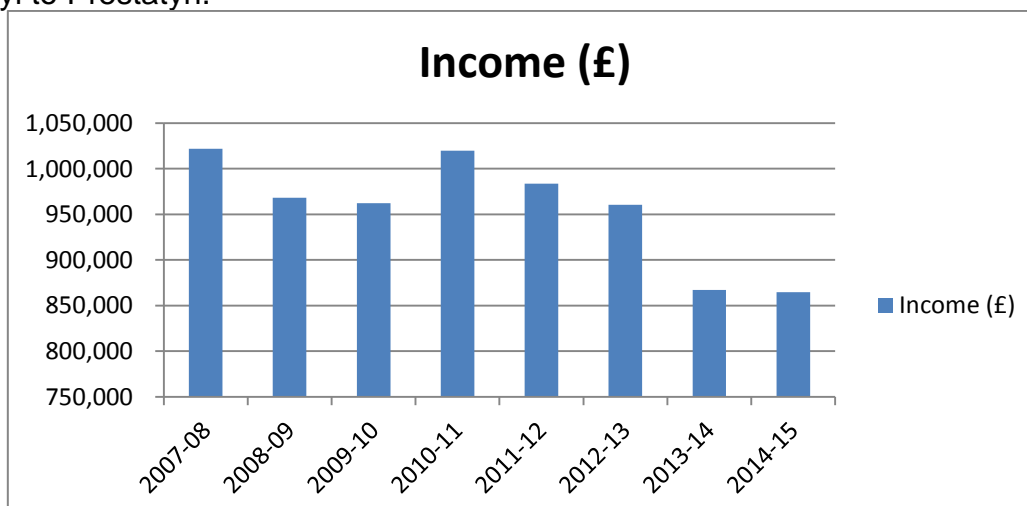
Duration of stay	Cost
30 mins	10 pence
1 hour	50 pence
4 hours	£1.00
All day (Long stay car park)	£3.50
All day (Short stay car park)	£7.00

Please note that different rates apply to beach car parks and certain other locations such as St Peter's Square in Ruthin and Rhyl Promenade. Different tariffs are currently in place in Ruthin because the Ruthin Member Area Group has chosen to subsidise parking charges whilst funding allows.

Short stay car parks are normally those located closest to retail centres, although there are some exceptions to this, plus examples of where permit holders can park all day in short stay car parks.

Loss of revenue

The table below shows car park revenue for the past eight financial years. Parc Prestatyn opened in March 2013 which is the reason for the noticeable drop in income between financial years 2012-13 and 2013-14 onwards. The reason for this was, in effect, a step change in parking habits in Prestatyn owing to the large, free shopping park car park and a similarly dramatic change in shopping habits as a significant number of shoppers migrated from Rhyl to Prestatyn.



4.0 Traffic and Parking Review

One of the key findings of the Traffic and Parking Review was a lack of short stay parking spaces in many of Denbighshire's town centres, both within car parks and on-street spaces.

The parking surveys undertaken for the Traffic and Parking Review demonstrated that one of the problems with the current tariff system is that charging the same in short stay and long stay car parks for all tariffs up to 4 hours in duration results in many central car parks often being close to capacity, therefore, reducing availability for motorists who don't arrive at the beginning or end of the day.

On-street parking bays provide convenient free parking, usually in close proximity to shops. Surveys undertaken for the Traffic and Parking Review found many examples of such bays being occupied by vehicles for periods between 4 and 6 hours, in other words, far beyond the time limit for these bays. This was resulting to vastly reduced availability of short stay spaces for shoppers. To combat this, increased enforcement of these bays is now being undertaken by Denbighshire's Civil Enforcement Officers. In the longer term it is also proposed that some standardisation of times is implemented to make enforcement simpler and to improve consistency between parking bays for the public.

5.0 Neighbouring authorities

A table showing tariffs charged by some of the other local authorities in North Wales, plus the shopping precinct in Rhyl, is included in Appendix C. This table shows that, with the exception of Flintshire, car parking tariffs in Denbighshire are currently significantly cheaper than elsewhere in the region both for short stay and long stay parking.

6.0 Opportunities

Short stay spaces are vital for capturing passing trade and for helping town centres to compete with alternatives such as supermarkets and retail parks.

Building more car parks or creating additional on-street parking spaces may often not be feasible owing to the costs involved or because there simply is not the physical space available.

£45,000 of capital funding from the Highways and Environmental Services Capital Block Allocation has already been secured to upgrade the existing Pay & Display machines so that they are linked to a central computer in order to provide real time information regarding income patterns such as by tariff band, time of day, day of the week and time of year and so on. It is important that we continue to invest in these machines to keep them well maintained and to begin to offer more high-tech methods of payment such as contactless payment, payment by debit/credit card and payment by smartphone. This is in addition to the existing Pay by Phone facility that is available in some of our car parks. Offering such facilities will ensure that we maximise convenience for shoppers, for example by avoiding the need for them to carry loose change.

7.0 Review Methodology

A pricing model has been developed to examine the impact of varying parking charges and potential impact upon the number of pay and display tickets sold. This effect is known as pricing elasticity. The British Parking Association (BPA) has published a research paper that includes a section regarding pricing elasticity for car parking. This paper lists factors of

elasticity, which are found to vary by parking duration and these factors have been used in the pricing model developed.

Data from pay and display machines in all Denbighshire car parks has been obtained in order to provide a breakdown of how many pay and display tickets have been sold for each pricing tariff band. This data has been used in order to quantify the likely impact on revenue of tariff increases.

8.0 Proposed charging pattern

The Traffic and Parking Review has highlighted the need to increase the availability of short stay parking across the County. The availability of the existing short stay on-street parking will be increased through increased enforcement and some standardisation of the time limits that apply to these bays.

As already discussed in this report, the existing short and long stay parking tariffs are identical except for the cost of the all-day tariff which is £3.50 in long stay car parks and £7.00 in short stay car parks. Whilst this pricing structure is intended to discourage all-day parking in short stay car parks, in reality, there is anecdotal evidence that some shop and office workers purchase a 4 hour ticket in the morning and a second 4 hour ticket at lunch time, effectively providing all day parking for a total of £2.00 (2 x 4 hour tickets at £1.00 each) as opposed to the usual all-day rate of £3.50 or even £7.00. It is obviously not possible for everyone to buy two 4 hour tickets in this way, but there are undoubtedly enough people doing it to noticeably reduce the availability of spaces in some short stay car parks.

As the first three tariff bands are identical between short and long stay car parks, this effectively offers no “trade off” to be made between price and convenience. The reason that various car parks were originally designated as short stay parking is because they are usually the closest to the shops and are, therefore, the most convenient for shoppers. The current pricing structure results in short stay car parks filling up first which offers little availability of spaces for those arriving later in the day.

With the above issues in mind, two options have been developed to create a pricing differential between short stay and long stay car parks. Doing this effectively allows shoppers the option of paying a higher rate in exchange for the convenience of a parking space close to their destination, or alternatively, paying a lower rate to park in a car park that is less conveniently located.

The proposed new charges are summarised in Appendix B. As well as increases in the tariff costs, another change proposed is to reduce the time limit for the third tariff band from 4 hours to 3 hours. This proposed change is designed to discourage the practice of buying two 4 hour tickets instead of purchasing an all-day ticket.

The proposed charges would see the average cost per ticket sold increase by 37.3 pence and would be likely to increase income by around £250k. This option would enable prices to be frozen for roughly 3 years and would also at least partially fund a programme to modernise pay and display machines, such as through providing more flexible payment options.

The absolute minimum increase would average out at 20.9 pence per ticket. However, there would be no scope for funding the modernisation of the pay and display machines and any reduction in turnover would put the council back into a deficit position

The proposal is not to change the current all-day parking tariffs, or for residents' permits. There would also be a freeze for the all-day tariff for beach car parks in the summer. The winter tariffs for beach car parks would also be frozen, with the all-day winter beach tariff would actually go down from £3.50 to £2.00.

8.0 Conclusion

The proposed price rises identified above would bring Denbighshire prices to a similar, if not slightly lower level than the prices that are now in place in Conwy CBC car parks. These proposed changes would improve the availability of short stay parking in town centres, whilst freezing the all-day parking charges for all car parks.

Prices should not need to be reviewed until 2020. This would avoid the cost associated with changing tariffs, e.g. changes to signage, and the advertisement costs associated with statutory notices.

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Existing charges and tariff bands			Proposed charge and tariff bands		
<u>Duration</u>	Existing charge (£)	<u>Proposed Charges (£)</u>	Absolute minimum (no margin for error)	<u>Duration</u>	
Short Stay Car Parks				Short Stay Car Parks	
30 mins	0.10	0.30	0.20	30 mins	
1 hour	0.50	1.00	1.00	1 hour	
4 hours	1.00	2.00	1.50	3 hours	
All day	7.00	7.00	7.00	All day	
Long Stay Car Parks				Long Stay Car Parks	
30 mins	0.10	0.30	0.20	30 mins	
1 hour	0.50	1.00	0.50	1 hour	
4 hours	1.00	1.50	1.00	3 hours	
All day	3.50	3.50	3.50	All day	
Beach Car Parks (Summer tariff)				Beach Car Parks (Summer tariff)	
1 hour	1.00	1.00	1.00	1 hour	
4 hours	2.00	3.00	3.00	4 hours	
All day	4.50	4.50	4.50	All day	
Beach Car Parks (Winter tariff)				Beach Car Parks (Winter tariff)	
1 hour	0.50	0.50	0.50	1 hour	
4 hours	1.00	1.00	1.00	4 hours	
All day	3.50	2.00	2.00	All day	
		247,244	157,389	Predicted Increase in income (£)	
		37.3 pence	20.9 pence	Avg price rise per tkt sold (pence)	

Notes:

The proposed charges will "future proof" the service for several years, and also allow further investment in the pay and display machines (which is felt to be essential for modernisation reasons – e.g. accepting smart payments).

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Appendix C - Comparison of proposed tariffs with other car park tariffs in North Wales

Proposed Denbighshire Tariffs

Car Park	Town(s)	Type	30 mins	1 hour	2 hours	3 hours	4 hours	All day
Denbs Short Stay Car Park - Option 1	Various	Short Stay	30p	£1.00	-	£2.00	-	£7.00
Denbs Long Stay Car Park - Option 1	Various	Long Stay	30p	£1.00	-	£1.50	-	£3.50
Denbs Beach Car Park - Option 1	Various	Beach	-	£1.00 / 50p	-	-	£3.00 / £1.00	£4.50 / £3.50
Denbs Short Stay Car Park - Option 2	Various	Short Stay	20p	£1.00	-	£1.50	-	£7.00
Denbs Long Stay Car Park - Option 2	Various	Long Stay	20p	50p	-	£1.00	-	£3.50
Denbs Beach Car Park - Option 2	Various	Beach	-	£1.00 / 50p	-	-	£3.00 / £1.00	£4.50 / £3.50

Comparison with other tariffs

White Rose Centre	Rhyl	Private	-	£1.00	£1.60	£2.40	£3.20	£6.40
Short Stay Car Parks in Conwy	Llandudno, Kinnel Bay, Deganwy, Colwyn Bay & Conwy	Short Stay	50p	£1.00	£2.00	-	£4.50	-
Long Stay Car Parks in Conwy	Llandudno, Kinnel Bay, Deganwy, Colwyn Bay & Conwy	Long Stay	-	-	£1.00	-	£2.00 / £3.00	£3.50 / £4.50
Flintshire County Council	Mold	Long Stay		20p	40p	60p	80p	£1.00
Short Stay Car Parks in Gwynedd	Bangor	Short Stay	-	70p	£1.50	-	£4.50	-
Long Stay Car Parks in Gwynedd	Bangor	Long Stay	-	-	£1.50	-	£2.50	£3.50
Anglesey County Council	Various	Short Stay	-	80p	£1.00	-	-	-
Anglesey County Council	Various	Long Stay	-	-	£1.00	-	£1.50	£3.00
Anglesey County Council	Various	Beach	-	-	-	-	£3.00	£4.00

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Analysis of Prestatyn T.C.'s proposal to subsidise DCC car parks - (FAQ style)

1. Our role in car parking matters

1a) Why does car parking sit within Highways & Environmental Services ?

Two reasons;

- i) we look after and maintain the assets, and
- ii) car park provision affects road users in general, so we have a direct interest as the Highway Authority.

1b) How does off-street parking provision affect highway users ?

- i) it affects demand for on street parking ,
- ii) it can lead to illegal parking, and the associated obstructions .
- iii) it can generate additional traffic movements, searching for on-street spaces,
- iv) it can generate congestion around high-occupancy car parks, especially any that are full or nearly full. These additional movements can affect pedestrian safety and the free flow of traffic.

2. The Town Council's Interest

2a) Why is the Town Council keen to subsidise charges ?

The Town council is interested in the level of economic activity in the town (and so is the County Council). The cost of car parking *can* be a deterrent for shoppers, so (according to the TC) it follows that, if you make car parking cheaper, you will generate additional shopping trips, and/or retain more of your current trips.

2b) What's wrong with the logic outlined above ?

The logic assumes that car parking price is the dominant factor when shoppers choose a destination (or that it has a high significance). But the available evidence suggests that the dominant factor is actually the 'attractiveness' of the whole shopping environment / experience. The ability to park, at reasonable cost, is secondary to the attractiveness of the shops.

2c) So what policy should DCC be adopting ?

When it comes to parking; in most cases, the evidence points to ease of parking being more significant than the cost. For that reason; our parking strategy needs to be very mindful of space availability. It shouldn't be based on cost alone.

The council's pricing regimes should vary according to demand. This needs to be a fundamental principle for the council going forward. This principle will therefore be embedded in the paper that is being presented to the council's Communities Scrutiny Committee in July (on car parking charges).

3. Role of car park charging regimes in shaping behaviour patterns

2a) Why are charges made in car parks ?

Lots of reasons, including

- I) to pay for the provision and maintenance of the car parks,
- II) to optimise the economic benefits that we can obtain from the available spaces (see below).

In busy shopping car parks we are trying to optimise turnover (space generation), with an eye on the typical (pedestrian) 'shopping trip' time. In this way we can maximise the 'potential spend' in a town. For example; we don't want employees parking in shoppers' car parks (or in on-street parking bays either). So, we need to use pricing regimes to attract employees to the more outlying car parks, and deter them from taking shoppers' spaces.

There's no such thing as a free car park – somebody has to pay for it to be built and maintained. However, because most of our car park assets are 'already paid for', car park income effectively becomes another revenue stream for the council. This revenue income can be used to keep our roads in a safer & better condition that would otherwise be the case.

As part of the F&F process, the highways budget was cut by £250,000 this year, with further cuts possible in 2017-18. Given that background, I think members could legitimately be asked for their view on the general level of car park charges, as part of the F&F process. Especially as charging is an absolute necessity in any event, i.e. to control behaviour.

2b) What can happen if you mess with car park charging regimes ?

Lots of things, including

- i) people cruise round the town looking for the free or cheap spaces, sometimes wasting more fuel than they are saving in charges (but this doesn't stop them).
- ii) Unexpected changes in behaviour (for example the 'Holywell experience' – see Appendix).
- iii) In Llangollen we increased the duration of the medium tariff from 3hrs to 4hrs, and there was a big reduction in the numbers of all day tickets purchased.

4. Prestatyn Town Council proposals

3a) What are the Town Council's proposing ?

That the Fern Avenue and Ty Nant car parks should be free, and that PTC will compensate DCC for the anticipated shortfall in income at Kings Avenue car park.

3b) What are the likely behavioural changes in the town if DCC agrees to this proposal ?

- i) Migration of (most of) the vehicles currently in the PTC free car parks, to the lower end of Ty Nant.
- ii) Migration of (many of) the vehicles from the DCC run car parks at Offa's Tavern, and Kings Avenue.
- iii) Possibility of more employee car parking in Ty Nant

3c) What are the cost implications for the council ?

There will be a loss of income from the car parks that are made free, and also from the Kings Avenue and Offa's tavern car parks.

The amount of lost income depends upon which car park charging regime is in force. The DCC charges are currently being reviewed, and the matter is going to scrutiny on 9 July, and will then come to cabinet (hopefully on 28 July) with options for revised charging levels.

3d) How will the PTC contribution be calculated ?

For this year (2015-16) we will provide the TC with an estimate of likely lost income, i.e. based on the existing DCC charges. The amount paid by the Town Council will be the actual difference between last year's income, and this year's income (plus the subsidy that they already provide for Fern Avenue).

In all cases, the anticipated income will be affected by occupancy levels and 'price elasticity *'. For future years, we will therefore be attempting to model both of these factors.

** price elasticity is the amount by which demand drops-off after a price increase. It will vary car park by car park, according to demand. In paid-for car parks, occupancy levels will be taken as a measure of demand.*

3c) What are officers recommending ?

Firstly, that DCC should not abdicate its responsibility for policy in this area, because;

- i) The policies adopted affect our ability to deliver on safety & the free flow of traffic, and
- ii) The policies adopted can affect levels of economic activity (which the council also has a keen interest in)

Secondly; that we should accept the PTC offer on condition that;

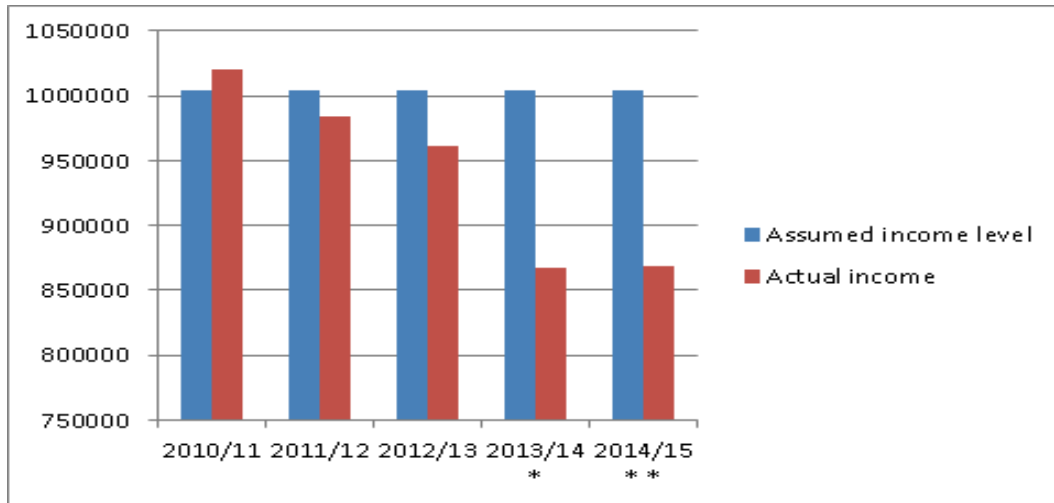
- i) There are no asset transfers to the Town Council
- ii) The arrangement is temporary, and can be ended at any time by the council, e.g. if there is any movement in relation to the development of Ty Nant
- iii) PTC will compensate DCC for the whole of the lost income on all of its town centre car parks (but the coastal ones will not be included in any calculations).
- iv) From 2016-17 onwards; the losses will be based upon predictions, of spend, using the new charging regime (i.e. if the experiment continues), A first draft of the model used to undertake these calculations is attached for information (but it will not be needed for the 2015-16 subsidy).

S.Parker
Head of Highways and Environmental Services

Appendix One – current DCC income levels v Assumed

The graph below shows car park income versus "target income" over the past 5 years: Income has now stabilised. The shortfall last year was £137k. This year's predicted shortfall is £135k.

The target income level is an entirely arbitrary figure. It should be amended if/when we change the charging regime.



Free parking in Holywell 'an absolute nightmare'

Published date: 20 February 2014 |

Published by: Jamie Nield-Siddall



TRADERS and community leaders in a town which fought for free parking for a quarter of a century are now calling for the charges to be brought back in after less than five months.

Fees levied on motorists stopping in Holywell were scrapped in October, meaning people can now park in council-owned car parks in the town free of charge. The car parks affected are located at Tower Gardens, at the top of Well Hill, at the old Somerfield site and near the Lidl store. Flintshire councillor Rosetta Dolphin, of Holywell, estimated more than 200 parking places were affected.

Campaigners who had fought for free parking for about 25 years said they were jubilant. But now – less than five months since the new arrangements came in – some are claiming overflowing car parks and a lack of spaces are “killing trade”.

Holywell Mayor Cllr Ted Palmer said parking officers are now monitoring the car parks in the town after rumours commuters working in places as far away as Chester are parking up in Holywell for the day before sharing a lift to work. They want the a review of the situation and members of Holywell’s Town Centre Sub Committee will meet with representatives from Flintshire Council to find a way out of the “nightmare”.

Cllr Palmer said: “The situation is under review at the moment. We said a long time ago that something would need to be done. There should be a short stay limit I think.” He added: “At the end of the day the town council have fought for this for 25 years so we can’t rock the boat. “We were all saying the car parking charges were killing the town. Now they have gone and people are saying the same. “There are rumours people are car sharing and they are meeting at the car parks then going to work. The car parks are being monitored now.”

The decision to scrap the 20p charge it used to cost to park in Holywell was greeted with widespread acclaim in October. But since the introduction, businesses and shoppers said the move had been “detrimental”, fearing visitors cannot find anywhere to park and are being driven away from the town.

Helena Aspinall, who lives in Gorsedd, said she usually drives into Holywell four times a week. Mrs Aspinall said: “Visitors and shoppers to the town cannot find parking spaces. “There is a particular problem in the Somerfield car park which is adjacent to the library. “The car park behind Mr Bevan's is apparently full at 7.30am. She added: “It is an absolute nightmare, it is having a knock-on effect on trade.”

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Appendix E

Car Park Tariff Review 9th July 2015

Equality Impact Assessment

Car Park Tariff Review

Contact: Mike Jones - Highways & Environmental Services

Updated: 24/6/15

1. What type of proposal / decision is being assessed?

A new or revised policy

2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

To increase parking tariffs, especially for short stay car parks, in order to increase availability of spaces in short stay car parks by encouraging more motorists to park in long stay car parks instead. This will also enable a future programme of investment in the pay and display machines in order to be able to offer motorists more flexible and convenient payment methods.

3. Does this proposal / decision require an equality impact assessment? If no, please explain why.

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

Yes	<If no, briefly summarise the reasons for this decision here, and skip ahead to the declaration at the end>
-----	---

4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

(Please refer to section 1 in the toolkit for guidance)

The Traffic and Parking Review identified the need to increase the availability of short stay parking in town centres. One of the recommendations of the Review was to carry out a review of car park tariffs. The first step in this process will be to present the findings of the tariff review to Communities Scrutiny Committee.

5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-

reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

(Please refer to section 1 in the toolkit for a description of the protected characteristics)

The proposal is designed to transfer more parking from short stay car parks to long stay car parks, as presently there is no differential in the tariffs for short and long stay car parks for any stay less than 4 hours in duration. Whilst the availability of disabled parking bays within short stay car parks tends to be better than for standard spaces, the proposal will still improve the availability of spaces and thus improve accessibility in town centres for blue badge holders.

6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?

The proposed increase in tariffs will affect all motorists who park in Denbighshire pay and display car parks. Statistically, people with a disability are likely to earn less during their working life than somebody without a disability. It can, therefore, be argued that the proposed tariff increases will have a greater negative impact for those with a disability.

7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.

<Please Select>	No, because the likely increase in the availability of spaces close to town centres is likely to counterbalance the negative impact of an increase in prices.
-----------------	---

8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?

<Please Select>	No.
-----------------	-----

Action(s)	Owner	By when?
Undertake statutory consultation for proposed tariff increases	Mike Jones	31/12/15
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Unrestrict editing to insert additional rows>	<Enter Name>	<DD.MM.YY>

9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

Review Date:	1/6/16
--------------	--------

Name of Lead Officer for Equality Impact Assessment	Date
Mike Jones	24/6/15

Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.

Report to: Communities Scrutiny Committee

Date of Meeting: 9th July 2015

Lead Member/Officers: Lead Member for Public Realm/
Head of Business Improvement and Modernisation &
Head of Planning and Public Protection

Report Author: Graduate Trainee: Business Improvement and
Modernisation

Title: Better Regulation of Caravan Sites Project Update

1. What is the report about?

This report is a follow up from the one presented to Communities Scrutiny Committee in April 2015. It will outline the work carried out to date and planned next steps by the Business Improvement and Modernisation Service along with providing an update on the Planning and Public Protection element of the project.

2. What is the reason for making this report?

To provide information regarding progress on this project since responsibility for data sourcing was assigned to the Business Improvement and Modernisation Service.

3. What are the Recommendations?

That the Committee comments on the project progress to date and agrees on the planned next steps.

4. Report details

Background

Following the pilot project within Planning and Public Protection, which resulted in the production of the Records, Regulation and Repercussions options appraisal paper, responsibility for the corporate aspects of the project were transferred to Business Improvement and Modernisation.

Planning and Public Protection were however tasked with continuing with the production of a regulatory procedure. This procedure will detail the regulatory options for managing the unauthorised residential use of holiday caravans from the planning and licensing perspectives.

Although some of the project milestones will be achieved by different services this will be run as a single project.

Progress to Date

Initial investigations by the project team identified that there was an issue in relation to a lack of a comprehensive list of all holiday caravan site (and individual holiday caravan) addresses in the county (see section 2 of Appendix 1). It was established that the development of a comprehensive list of caravan addresses would enable services, at the point of customer contact, to identify holiday caravan occupants and establish the appropriate action, i.e. whether or not the customer is eligible for the service. As such we will be able to quickly reduce the allocation of services to those who are not eligible. Furthermore, as services more accurately record caravan site address information from customers then this will enable the production of more reliable reports on service use in the future.

Therefore the project group decided that the development of this list (including both the site addresses and individual holiday caravan addresses) should be one of the key project milestones. It was agreed that the individual caravan addresses should be inputted into the LLPG (Local Land and Property Gazetteer).

Although the inputting of individual holiday caravan address data will be beneficial in the long term, the process of gathering and inputting the data itself may also take some time. A significant amount of time and planning will be required in terms of developing open communication channels with site owners for example. Site owners will need to understand the aims of the project and will need to be engaged in order to facilitate information sharing in relation to individual caravan addresses.

Furthermore, due to the interdependencies that exist between this project and the Digital Choice and the Data Management Solution projects at the current time not all services will immediately have access to the address information (see section 2.1 of Appendix 1). As such the project team identified a temporary solution through the development of guidance for caravan address data entry and service eligibility along with a caravan site information record (see Product Descriptions in Appendix 2).

Along with the production of the comprehensive caravan address list, a further five key milestones have also been identified for the project including:

- Undertake mapping of holiday caravan site locations and allowances (planning and licensing) (see Appendix 3)
- Develop a data processing system which enables reporting on service use by holiday caravan 'residents' (see Appendix 4 for data collected to date). This appendix is exempt from public disclosure as per paragraph 13 of Schedule 12A of the Local Government Act, 1972)
- Undertake analysis and mapping of service use results
- Produce a corporate caravan strategy
- Development of a regulatory procedure and implementation plan

Our progress towards achieving these milestones can be seen in section 3 of Appendix 1.

Next Steps

The project we will be focusing on the following milestones in the next 4 months:

- Continued development of the comprehensive caravan site address list
- Development of the data processing system
- Production of caravan address data inputting and eligibility guidance documents

For more information please see section 4 of Appendix 1.

It is hoped that all milestones for the project will be achieved, and all primary products produced, by the end of 2015.

5. How does the decision contribute to the Corporate Priorities?

Controlling the way caravan parks are used contributes towards the following council priorities:

- Developing the local economy
- Vulnerable people are protected and are able to live as independently as possible
- Ensuring access to good quality housing
- Modernising the Council to deliver efficiencies and improve service for our customer

6. What will it cost and how will it affect other services?

The project is not considered to require any additional staffing or finance resource at this stage.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

An initial equality impact assessment has been completed for this project which identifies race (specifically gypsies and travellers), age and disability to be the primary protected characteristics likely to be affected (see Appendix 5). However this is considered to be a dynamic document which will continue to be reviewed as the project develops.

8. What consultations have been carried out with Scrutiny and others?

Communities Scrutiny Committee has been consulted throughout the development of this project.

9. Chief Finance Officer Statement

N/A

10. What risks are there and is there anything we can do to reduce them?

A number of risks have been identified for the project which can be seen in the Business Case in Appendix 6. There are however no perceived risks associated with the recommendations in this report.

11. Power to make the Decision

Local Government Act 2000. Article 6.3.3 of the Council's Constitution outlines scrutiny's powers with respect to policy development and review.

Contact Officer:

Graduate Trainee: Business Improvement and Modernisation

Tel: 07887 802880

Appendix 1 – Denbighshire Caravan Project Update

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1. Project Milestones

The following primary milestones have been identified for this project:

1. Develop a comprehensive caravan site address list to be available for incorporation into software systems and databases used by services across the council.
2. Undertake mapping of holiday caravan site locations and allowances (planning and licensing)
3. Develop a data processing system which enables reporting (on a yearly basis) on service use by holiday caravan 'residents'
4. Undertake analysis and mapping of service use results
5. Produce a corporate caravan strategy
6. Development of a Regulatory Procedure and Implementation Plan

The following sections will provide information on how these milestones were established, our progress to date and our planned next steps.

2. Project Focus

Initial works on this project were focused on the identification of services which may hold relevant information, and establishing a method by which we could extract and process this information. However, during initial investigations it became clear that a number of issues existed, including:

1. Inaccuracies and inconsistencies with inputted address information
 - The level of detail held by different services of the addresses of those accessing services is fairly variable e.g. some may not have a postcode or a street name
 - Some customers do not provide the name of the caravan park when attempting to access a service. Instead they will provide the name or plot number of their individual caravan along with a street name within the caravan site itself (often in an attempt to disguise the fact they are a holiday caravan site dweller)
2. The presence of legitimate residential accommodation on the same street, and thus within the same postcode area, as the holiday caravan site – this means that service data cannot purely be sorted by postcode in order to establish levels of service use by holiday caravan site occupants.
3. The lack of a comprehensive list of caravan site addresses in the County
 - The list of caravan sites and their corresponding addresses held by licensing does not match up to a commercial caravan site information held in the Local Land and Property Gazetteer (a database which is informed by planning applications); i.e. there are a number of sites on the licensing list which do not appear on the Gazetteer system, and equally there are sites listed on the Gazetteer which are currently unknown to licensing. Furthermore, we do not have detailed

information on individual caravan site addresses or the names of internal caravan site street names.

In order to address these issues it was agreed that one of the key focuses of the project should be around the establishment of a comprehensive list of caravan site addresses. Investigation will also be undertaken into the possibility of gaining the addresses for each individual caravan plot within each site. This information could then be inputted into the LLPG (Local Land and Property Gazetteer) and allocated a Unique Property Reference Number (UPRN).

2.1. Interdependencies

At the current time electoral registration, planning, council tax, business rates and some education systems utilise address information directly from the Gazetteer. However, through the Digital Choice and Data Management Solution projects it is hoped that all services systems will eventually be linked to the gazetteer and therefore all have access to the same, and most accurate and up to date, address information.

2.1.1. **Digital Choice** – The digital choice project will aim to develop all contact channels to enable greater resolution of service requests at first point of contact and maximise the ability to provide front-line services. The project also seeks to standardise the ways of working in the front and back office and facilitate the migration of service contact management to the corporate infrastructure (Internet, Corporate Customer Service Centre, One Stop Centres). Finally, the project will be seeking to enable customers to undertake Self Service transactions as part of the online offering which may include for example changes of address or applying for services.

The provision of a comprehensive list of caravan addresses will enable services, at the point of customer contact, to identify holiday caravan occupants and establish the appropriate action, i.e. whether or not the customer is eligible for the service.

In the first instance the Digital Choice project will be restricted to a pilot in Customer Services, Education, Highways and Environment, Housing and Revenues and Benefits. In future this is likely to be rolled out to all council services.

As such we will be able to quickly reduce the allocation of services to those who are not eligible. Furthermore, as services more accurately record caravan site address information from customers then this will enable the production of more reliable reports on service use in the future.

2.1.2. **Data Management Solution** – This project aims to provide a single, integrated and managed platform where employees and external stakeholders can efficiently collaborate, store, publish, interrogate and search for information.

As the individual data systems, used by each service, are harmonized it will be possible to ensure that addressing (including caravan addresses) can be done

consistently throughout all systems and that data from multiple systems can be accurately analysed.

3. Project Progress to Date

3.1. Project Management Approach

The project business case has been constructed on verto. The business case identifies key milestones for the project along with detailed product descriptions (**see Appendix 2**).

3.2. Comprehensive Caravan Site Address List

3.2.1. Addressing Holiday Caravan Site Address Inconsistencies

Meetings have been undertaken with both licensing and the Gazetteer system administrator to address the inconsistencies between the holiday caravan site address lists held by each.

3.2.2. Individual Holiday Caravan Addresses on the LLPG

A meeting was held with Karen Hawkes (Corporate Research and Intelligence Officer) which confirmed the viability of inputting individual holiday caravan address data into the LLPG under the RD10 classification. This classification is currently unused by DCC and across North Wales only Conwy and Anglesey have records under this classification (although investigations are underway to establish whether or not these have been classified correctly).

Although the inputting of individual holiday caravan address data will be beneficial in the long term, the process of gathering and inputting the data itself may also take some time. Furthermore, due to the interdependencies that exist between this project and the Digital Choice and the Data Management Solution projects not all services will immediately have access to this information. As such the project will produce data entry guidance, which provides detailed information on how caravan address information should be entered into service systems, along with a caravan site information record (**see Appendix 2**). We'll also be developing service eligibility guidance which should clarify the services available to holiday caravan site occupants as opposed to those on official residential caravan sites (**see Appendix 2**).

3.2.3. Communication with Holiday Caravan Site Owners

Officers from Planning and Public Protection have forged links with both the local branch of the British Holiday and Home Parks Association (BH&BHP) and some of the larger caravan site owners. These links will be used to attempt to gather information on individual caravan addresses and site layout.

3.3. Site Mapping

A map has been produced on iShare GIS (**see Appendix 3**) to show the confirmed holiday caravan site locations within the county. This map also provides information

on the site's relevant licensing allocations (where available) (i.e. numbers of statics, tourers and tents allowed on site). N.B. This map does not include individual caravans situated in the gardens of private dwellings.

3.4. Data Processing System

Meetings have been held with ICT to discuss the requirements for the data processing system. The service systems from which we will require data extraction have also been identified; which can be seen in the table on the following page:

Department/Service	Section	System	Package Supplier
Adult & Business Services	MIS	Paris	Civica
Children & Family Services		Paris	Civica
Customers & Education	Customer Services	CRM – Contensis	
Customers & Education	Education	Capita SIMS	Capita
Finance and Assets	Local Taxation	Council Tax	Capita-Academy
Finance and Assets	Passenger Transport	CMS bus pass system	ACT
Finance and Assets	Revenues	Housing Benefits	Capita-Academy
Housing & Community Development	Housing	Open Housing (Pipeline)	Capita
Legal, HR and Democratic Services	County Clerk	Electoral Registration	eXpress Software Solutions
Planning & Public Protection	Planning and Public Protection Services	Idox Uniform	Idox

Information on council tax payments being undertaken and numbers of individuals registered with electoral services from each site have already been collected. **(See Appendix 4).**

3.5. Regulatory Procedure

Officers from Planning and Public Protection have forged links with the local branch of the British Holiday and Home Parks Association (BH&BHP). The Association are very keen to work with DCC on the Regulatory Procedure document. There are clear benefits for all in doing so. Many park owners police their sites extremely well, undergoing rigorous checks on those persons seeking to buy or rent a unit on their sites. Procedures they already use can be incorporated into the DCC procedures.

The Association want a level playing field for holiday caravan sites and want to promote the principle of "no verified address elsewhere, no caravan."

Officers within the Service are continuing to undertake planning and licensing work linked to possible residential occupation and are taking action where needed.

4. Next Steps

4.1. Comprehensive Caravan Site Address List

- ✓ **Begin collation of individual holiday caravan addresses.** Meetings will be arranged with some of the larger caravan sites to try and gain access to their back office systems which should detail their plot numbers and locations and any internal street names. A small number of site maps (which include both internal street names and plot numbers) have been found online and these will be verified for accuracy during these meetings. A mailshot will also be arranged for holiday caravan sites to gather this information.
- ✓ Continue to work with both licencing and the Gazetteer team to **address inconsistencies between the two caravan address databases** and verify the recorded site allowances.

4.2. Data Processing System

Now that the key service systems have been identified we will begin to contact these services to raise awareness of the project, establish the required permission to access the systems and begin producing preliminary reports. Further meetings will also be arranged with ICT to continue with the development of the data processing system.

4.3. Guidance Documents

We will begin production of the guidance documents for both caravan address entry and service eligibility.

PRODUCT DESCRIPTIONS BOOKLET

Contents

List of all caravan site addresses.....	2
Map of site locations and allowances.....	4
Caravan Site Information Record.....	5
Address Data Entry Guidance	6
Service Eligibility Guidance	7
Data processing system	8
Summary document / Annual Report.....	9
Strategy document	10
Established training/support package	11

Identifier	CSSaddresses1
Title	List of all caravan site addresses
Purpose	<p>A comprehensive list of all caravan sites within the county (including all individual caravan addresses) will allow:</p> <ul style="list-style-type: none"> • Licencing to be sure their enforcement and regulatory work reach all relevant sites in the County • All services to quickly identify if a service user's address is a caravan site address enabling them to take appropriate action as per the address data entry guidance (CSSguidance1) and service eligibility guidance (CSSguidance2). • iShare GIS to have an data source to build its mapping layers from. • The data processing tool (CSSdatasystem1) to have a cross reference list to enable processing.
Composition	<p>The database will include the addresses of caravan sites and of individual caravans. The table will also include basic information on number of caravans on site, allocations and licencing reference numbers. This will be exportable as a table for use in other applications and will also be able to be directly linked to iShare GIS to create the map of site locations (CSSmap1).</p> <p>More detailed information on each site will also be held (exportable in a form format). This detailed information will form the caravan site information record (CSSinforecord1).</p>
Derivation	Information from the Gazetteer, planning, licensing and caravan site owners
Format & Presentation	Database
Role in Benefit Delivery	<p>The existence of a comprehensive list of caravan site information will enable the cross-referencing with addresses held in other council systems ultimately enabling the production of the summary document / annual report (CSSsummarydoc1) which will include the data and estimates for:</p> <p>Accurate Population Stats (Estimates)</p> <p>These will be used to argue for (Changes to) RSG and enable the identification of potential Council Tax liabilities arising from caravan dwellers.</p> <p>Better data will also facilitate Improved Service Planning. The existence of the comprehensive list to cross-reference will enable staff to determine eligibility at the point of contact and so Reduced Service Provision.</p> <p>Finally the comprehensive list will be of use to licencing who will be able to ensure that all relevant caravan sites are known for inclusion</p>

	in Caravan Site Safety programmes.
Development Skills required	Communication, negotiation and collation skills, and database construction skills.
Quality Criteria	The list produced must be comprehensive (identifying all caravan sites within the authority) and enable all of the benefits listed above.
Quality Tolerance	It is expected that a few of the smaller caravan sites may be missed within this list due to inconsistencies between the current range of databases involved, but primarily this is expected to be sites where there may only be a single caravan located next to a residential dwelling. However the list must include all of the major sites within the authority, particularly those already included on the Gazetteer system and currently paying business rates.
Quality Method	
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

Identifier	CSSmap1
Title	Map of site locations and allowances
Purpose	A map of all sites within the county along with their relative sizes will allow a greater understanding of site distribution along with the later ability to add layers showing comparative service use at sites of different sizes and locations. The map will also allow easy access to the more detailed data held in the caravan site information record (CSSinfoforecord1).
Composition	Map of Denbighshire with additional layers for site locations (based on the address in CSSaddresses1) and allowances based on information from licensing and planning. The layer will include a column in which a link to the caravan site information record can be accessed.
Derivation	Derived from the list gathered in product CSSaddresses1
Format & Presentation	Map with multiple interactive layers
Role in Benefit Delivery	<p>The mapping tool will make it easy to identify the location of sites and individual caravan addresses. It could support the case for (Changes to) RSG by highlighting where caravan dwellers were within areas of high deprivation or eligible for additional spatially organised support grants etc.</p> <p>It would help revenues and benefits identify local caravan dweller with Council Tax liabilities for improved collection / enforcement activity.</p> <p>Understanding the location of caravan dweller may also support Improved Service Planning enabling targeting / tailoring of resources.</p> <p>The map would support the planning of site visit routes, targeting and tailoring of Caravan Site Safety programmes.</p>
Development Skills required	iShare GIS mapping
Quality Criteria	All sites identified in CSSaddresses1 must be included on the map
Quality Tolerance	All sites identified during the list production stage must be mapped however it is accepted that the allowances for each of these sites may not be available or accurate
Quality Method	
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

Identifier	CSSinforecord1
Title	Caravan Site Information Record
Purpose	To hold detailed information about each site including (where available) a plan of individual plots and details such as allocations and types, utilities, licence conditions etc.
Composition	<p>The information for the record would be created as a 'form' in the database holding the list of all caravan addresses (CSSaddress1). This would then be automatically exported to a PDF document that would be accessible from the map (CSSmap1) via the link.</p> <p>This would mean that there would be a PDF for each caravan site with detailed information about that site. The PDF would be automatically updated whenever a change was made in the database.</p> <p>Users could access the PDF from the iShare map (CSSmap1) screen by clicking on a link.</p> <p>Details would be updated by the licencing team via the database.</p>
Derivation	The information for the record would come from licencing, planning and from caravan site owners.
Format & Presentation	Form within the database and PDF
Role in Benefit Delivery	This detailed record would enable planning and licencing to Improved Service Planning for regulation and enforcement activities including Caravan Site Safety .
Development Skills required	Communication, negotiation and collation skills, and database construction skills.
Quality Criteria	
Quality Tolerance	
Quality Method	
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

Identifier	CSSguidance1
Title	Address Data Entry Guidance
Purpose	The purpose of this guidance would be to improve the quality of the caravan address data held in the councils various systems and databases ensuring a consistent approach that would enable effective interrogation through the data processing (CSSdatasystem1) element of the project.
Composition	A document explaining the relevant rules for caravan address entry and there application in the different systems.
Derivation	To be developed by Corporate Research and Intelligence team in conjunction with systems administrators.
Format & Presentation	Word / PDF
Role in Benefit Delivery	The guidance would ensure that individual council systems held individual personal records of caravan dwelling service users in a manner which allowed the caravan address data to be presented in a consistent way. This is the other part of the cross-reference to the comprehensive list of caravan site addresses. Together they enable the delivery of the benefits as described in CSSaddress1 mentioned above .
Development Skills required	Communication, negotiation and training / guidance / instruction manual writing skills.
Quality Criteria	Must be easy to follow for data input by regular users of the agreed range of council systems / databases.
Quality Tolerance	
Quality Method	
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

Identifier	CSSguidance2
Title	Service Eligibility Guidance
Purpose	To enable point of contact decisions on service provision to caravan dwelling customers.
Composition	Guidance documents for relevant services on what services are restricted to residents only and if and when caravan dwellers would be considered resident.
Derivation	Service polices, eligibility criteria etc.
Format & Presentation	Word / PDF
Role in Benefit Delivery	This product will deliver Reduced Service Provision by enabling point of contact refusal of service where caravan dwellers are ineligible, while ensuring caravan dwellers receive the services they are entitled to.
Development Skills required	Understanding of eligibility criteria.
Quality Criteria	Guidance must be simple and clear and must be provided for all key services affected by caravan dwellers.
Quality Tolerance	Guidance will not be provided for all services as some will not receive direct requests from caravan dwellers or their service are available to all regardless of residential status.
Quality Method	
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

Identifier	CSSdatasystem1
Title	Data processing system
Purpose	To collate and sort the information from legacy systems and cross-reference this with the comprehensive list (CSSaddress1) in order to produce a report showing the levels of service use at each of the sites in the county
Composition	A system which can gather together the address information from the relevant legacy systems, provide the address data all in the same format from the different systems and contain the relevant query to enable the comparison of address data from the comprehensive list of caravan sites (CSSaddresses1) to the legacy systems data in order to produce a report on service use.
Derivation	System produced by ICT and data pulled from the relevant service legacy databases
Format & Presentation	Not yet known
Role in Benefit Delivery	<p>The data processing will bring together and analyse the raw data enabling the writing of the summary document / annual report (CSSsummarydoc1) which will include the data and estimates for:</p> <p>Accurate Population Stats (Estimates) - These will be used to argue for (Changes to) RSG and enable the identification of potential Council Tax liabilities arising from caravan dwellers.</p> <p>Better data will also facilitate Improved Service Planning and Reduced Service Provision, through the identification of services currently being provided to those who are not eligible.</p> <p>Finally the system will be of use to licencing who will be able to ensure that all relevant caravan sites are known for inclusion in Caravan Site Safety programmes.</p>
Development Skills required	IT skills for developing database and query production
Quality Criteria	The system must compare all of the addresses identified in CSSaddress1 to the address data held on legacy systems and be able to produce a comprehensive report on a yearly basis which summarises service use by holiday caravan residents. The system must be able to sort data by making reference to both their postcode and site name in order to filter out genuine residential abodes which are on the same street and therefore share the same postcode.
Quality Tolerance	The system must be able to pull information from existing legacy systems in the required format, e.g. each part of the address in a separate field, and must be able to sort this data via postcode AND site name to enable cross-referencing with the caravan site address list.
Quality Method	Produce reports from system and manually check some smaller sites against raw data
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

Identifier	CSSsummarydoc1
Title	Summary document / Annual Report
Purpose	To summarise the findings from the data processing exercise providing the evidence for the delivery of benefits and suggestions for the corporate strategy .
Composition	Results from CSSaddresses1 and CSSdataystem1, analysis of results and suggestions for consideration while developing the corporate strategy
Derivation	Derived from the data gathered from CSSaddresses1 & CSSdatasystem1 and maps from CSSmap1
Format & Presentation	A4 report
Role in Benefit Delivery	This is described in the benefits section for CSSaddresses1 See above .
Development Skills required	Communication, analytical and collation skills
Quality Criteria	The document must summarise all of the information established to date and provide clear suggestions for the overarching corporate strategy
Quality Tolerance	n/a
Quality Method	Presented to Project group CET and/or Scrutiny for discussion and approval
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

Identifier	CSSstrategydoc1
Title	Strategy document
Purpose	To provide an overarching corporate strategy for the management of the residential use of holiday caravans in the county
Composition	Outline of the strategy to be undertaken by all services and the reasoning including risks and benefits associated with undertaking the chosen strategy
Derivation	Derived from all data gathered from other products along with feedback from CET/scrutiny
Format & Presentation	A4 report
Role in Benefit Delivery	The strategy will provide the framework from which to priorities activities associated with the delivery of all / each benefit.
Development Skills required	Communication, analytical and collation skills
Quality Criteria	The strategy is clear and concise and outlines the mitigationary action plan established to address any negative consequences associated with the corporate strategy
Quality Tolerance	n/a
Quality Method	Presented to Project group CET and/or Scrutiny for discussion and approval
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

Identifier	CSStraining1
Title	Established training/support package
Purpose	To have a clear training strategy to raise awareness of the caravan project and the use of the comprehensive site list to effectively identify the eligibility of customers to key services along with establishing clear flows of information in relation to service use by holiday caravan dwellers to those who can take action (e.g. to planning)
Composition	A powerpoint detailing why the residential use of caravans is being tackled in the county. Diagrams showing where the flow of intelligence should go to from services to enforcement services to take action. Information on how to verify whether an address provided is a holiday caravan park.
Derivation	Not yet known
Format & Presentation	Not yet known
Role in Benefit Delivery	
Development Skills required	
Quality Criteria	The training package is clear and concise and is relevant to all relevant services. Following the training participants must clearly understand the project and the action required within their service.
Quality Tolerance	n/a
Quality Method	Conduct pilot with key services
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

Identifier	CSSregulation1
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Title	Regulatory Procedure
Purpose	The procedure will aim to co-ordinate planning and licensing powers into a single document to enable Officers from the Planning and Public Protection service to follow standardised procedures for the effective policing of holiday caravan parks. The procedure will set out regulatory options having regard to the evidence garnered from each caravan and site. This will enable high risk sites to be targeted quickly with standard enforcement procedures applied.
Composition	The procedure will set out regulatory options having regard to the evidence gathered from each caravan and site.
Derivation	The final procedure will be produced based on the information in the Summary Document/Annual report (CSSsummarydoc1) and the corporate strategy (CSSstrategydoc1)
Format & Presentation	
Role in Benefit Delivery	Co-ordinated regulation of holiday caravan sites will ensure that all sites are following health and safety guidelines and are functioning in line with their planning and licensing conditions.
Development Skills required	
Quality Criteria	
Quality Tolerance	
Quality Method	
Quality skills required	
Quality Responsibilities	Producer: Reviewer: Approver:

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Appendix 3 – iShare GIS caravan site maps

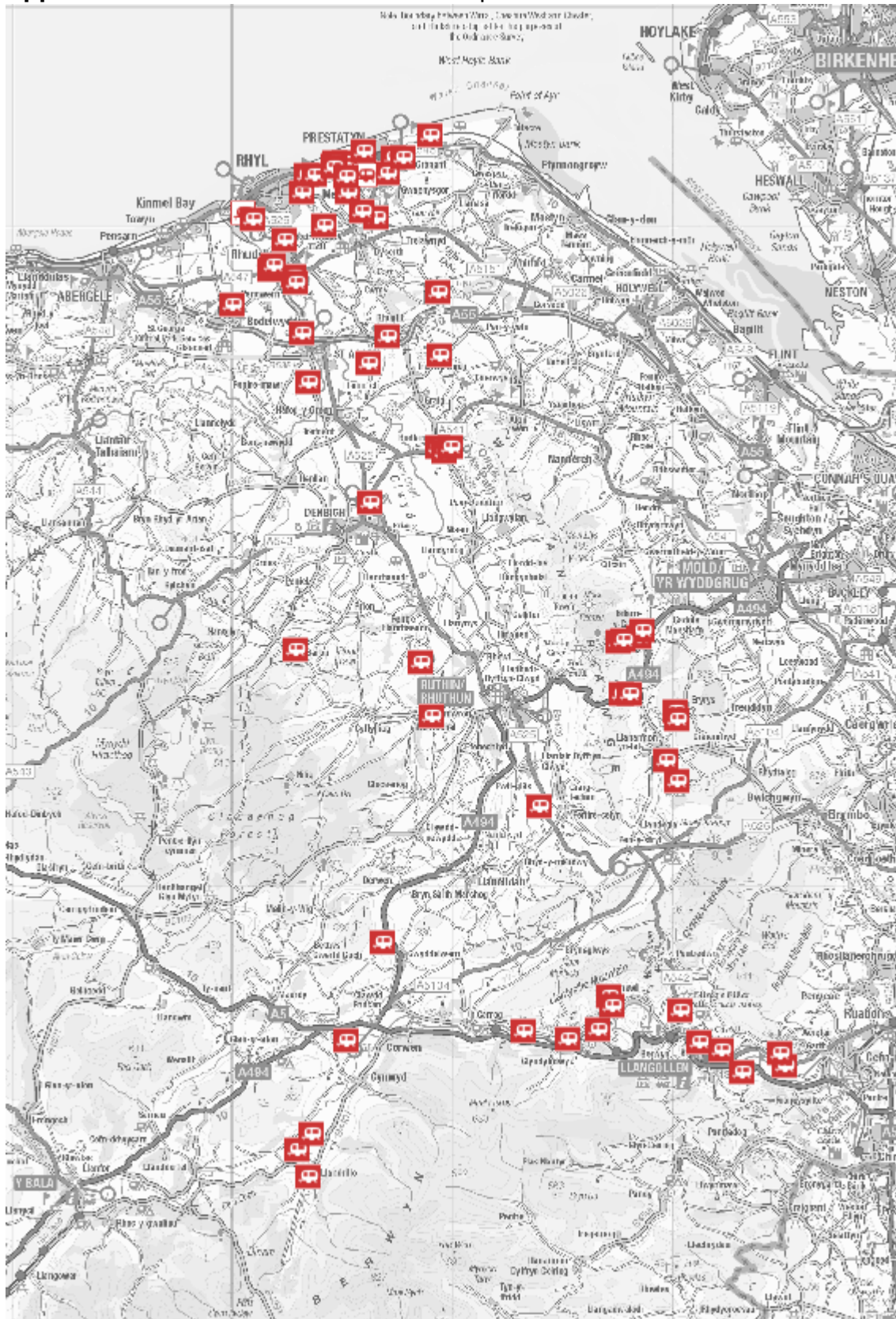


Figure 1: iShare GIS map showing the distribution of caravan sites across the authority

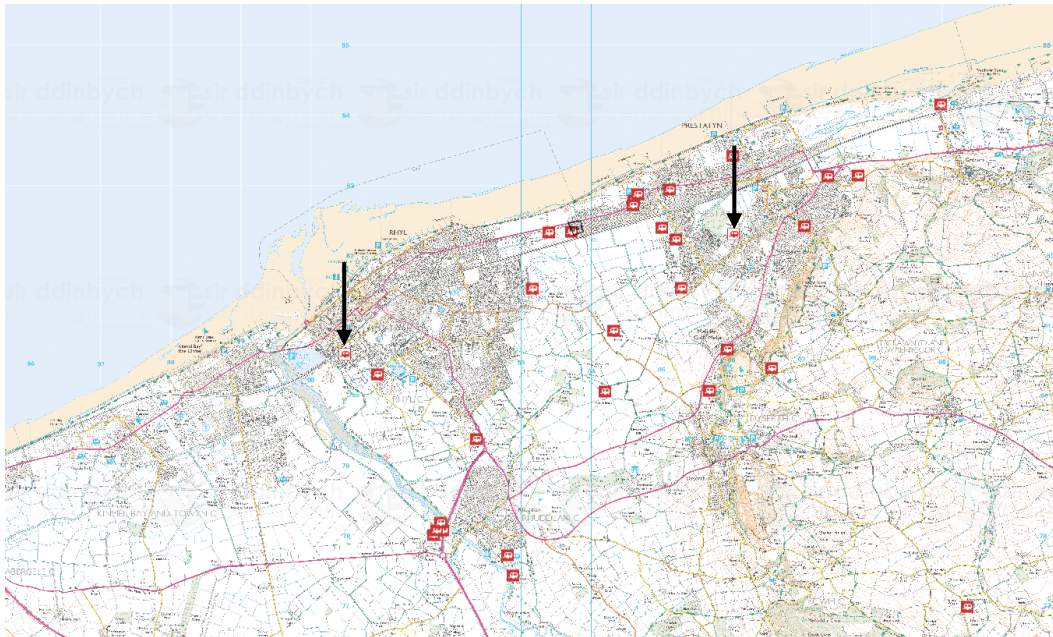


Figure 2: iShare GIS maps showing the location of the two residential caravan sites in Denbighshire

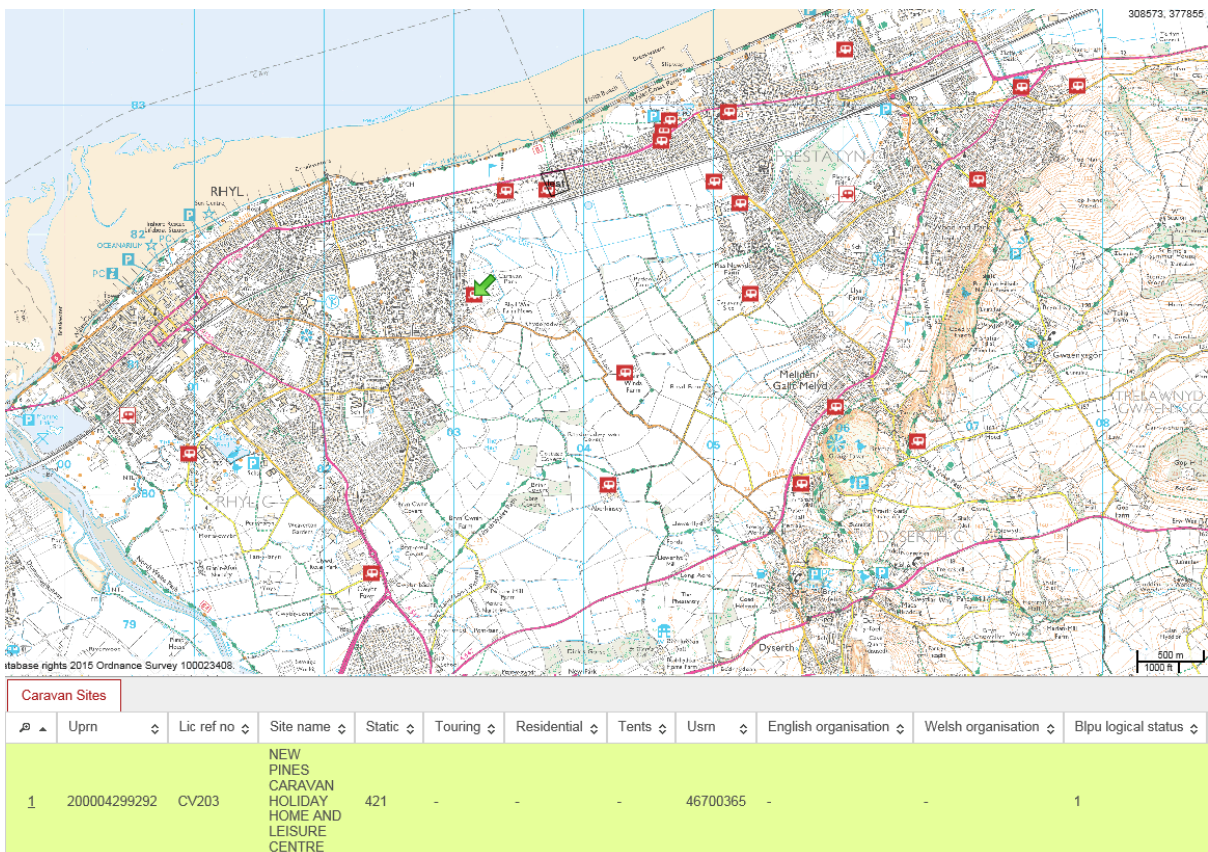


Figure 3: iShare GIS map showing an example of the licencing allowances information available for Denbighshire caravan sites

By virtue of paragraph(s) 13 of Part 4 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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Appendix 5

Denbighshire Caravan Site Strategy for Managing Residential Occupancy 05 June 2015

Equality Impact Assessment

Denbighshire Caravan Site Strategy for Managing Residential Occupancy

Contact: Isobel Bourke-Bennett, Business Improvement & Modernisation
Updated: <DD.MM.YY>

1. What type of proposal / decision is being assessed?

A project proposal

2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

The purpose of this activity is to conduct a review of the occupancy of caravans across Holiday sites within Denbighshire and to identify a strategy for implementation across all services within the Council.

3. Does this proposal / decision require an equality impact assessment? If no, please explain why.

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

Yes	<If no, briefly summarise the reasons for this decision here, and skip ahead to the declaration at the end>
-----	---

4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

(Please refer to section 1 in the toolkit for guidance)

Research has been undertaken within Planning and Public Protection which has identified the wider problem on the impact to more services across the council. From early indications, there are a number of protected characteristics impacted which will be considered throughout the review and any proposed implementations will capture the requirements of people with protected characteristics.

- 5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?**
(Please refer to section 1 in the toolkit for a description of the protected characteristics)

Age & Disability

Previous studies have shown that those living in caravans tend to be from the more vulnerable sectors of society (including those older in age, with higher social care needs). As such if the decision is made to allow some sites to become residential and therefore that the quality of accommodation is improved (to allow for year long residency) or that individuals are re-housed in more appropriate accommodation then this cohort will significantly benefit from the project.

Race - Gypsy & Travellers

For gypsies and travellers it may be that through establishing clarity in terms of the eligibility of caravan dwellers to council services that they gain access to additional services that they were previously unaware of.

- 6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?**

Age & Disability

Conversely, if enforcement and eviction from sites is deemed the most appropriate response, and a housing provision has not been allocated, then this cohort may be at a significant risk of becoming homeless and therefore be negatively impacted.

Race - Gypsy & Travellers

The project may negatively impact upon gypsy and travellers as if the eligibility criteria for some services were changed or enforced then they may no longer be able to access these services.

- 7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.**

No	We are within the very early stages of the project and as such the full extent of any negative impact of the project are yet to be identified. Any potentially negative impacts will be mitigated
----	---

	against as and when they are identified
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8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?

Yes	<If yes please complete the table below. If no, please explain here>
-----	--

Action(s)	Owner	By when?
Continue to identify and monitor risks, issues and disbenefits and note these in the business case on verto and ensure any positive or negative impact on those with protected characteristics are noted in this EqIA	Isobel Bourke-Bennett	Continuous
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Unrestrict editing to insert additional rows>	<Enter Name>	<DD.MM.YY>

9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

Review Date:	05.08.15
---------------------	----------

Name of Lead Officer for Equality Impact Assessment	Date
Isobel Bourke-Bennett	05.06.15

Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.

Authors

Authors

General Information

Project Name	Denbighshire Caravan Site Strategy for Managing Residential Occupancy
Project Reference	PR003066
Brief Description	To ensure Denbighshire's holiday caravan sites are operating in accordance with their relevant statutory Council consents. To ensure a clear strategy is in place to address the unauthorised residential occupation of holiday caravans including regularisation of established sites and the effective enforcement of others.
Programme	Service: Business Improvement and Modernisation
Start Date	30/03/2015
End Date	24/12/2015
Which area(s) are impacted by the project?	Denbighshire Rhyl Prestatyn Elwy Denbigh Ruthin Dee Valley

Project Scale

Decision Matrix

Project Scale

What is the total cost of the project?	Up to £50K OR Up to £150K (Construction)	0
How long will it take to develop and implement the project?	3 to 12 months	1
Which stakeholders are involved?	Stakeholder Opposition	2
Has Denbighshire done this sort of project before?	Once or Twice	1
What is the reputational risk to Denbighshire if we make significant mistakes in project delivery or the project fails?	High	2
What is the financial risk to Denbighshire if we make significant mistakes in project delivery or the project fails?	Medium	1
Total		7.0

Total 7.0

Project Scale **Medium**

Project Members

Project Members

Alan Smith

Project Role

Isobel Bourke-Bennett

Project Role

Responsibilities

David Morgan

Project Role

Keith Amos

Project Role

Paul Mead

Project Role

Responsibilities

Executive Summary

Highlight the key points in the Business Case, which should include benefits and the return on investment (ROI)

The aim of the project is to ensure Denbighshire's holiday caravan sites are operating in accordance with their relevant statutory Council consents. To ensure a clear strategy is in place to address the unauthorised residential occupation of holiday caravans including regularisation of established sites and the effective enforcement of others.

This project will help develop a better understanding as to the current situation with regard to the residential occupation of holiday caravans in the county which will enable informed decisions to be made in relation to the most appropriate strategy for the county. The development of a corporate strategy will establish a more coherent approach across the council to tackling the residential occupation of holiday caravans. Developing a system which will continue to gather information from relevant services when required will enable us to continue monitoring the situation. Additionally, through the compilation of a comprehensive caravan address list (including site addresses and individual caravan site addresses) then reporting from this 'system' will become more accurate over time.

ROI – This project should identify the true costs currently being incurred by the authority due to the illegal use of holiday caravans and how much of an increase in income we could potentially gain from council tax and the RSG due to an increase in the official population in the county. Furthermore, through having a comprehensive list of holiday caravan sites, which is accessible to all services, then this will enable services, at the point of customer contact, to identify holiday caravan occupants and establish the appropriate action, i.e. whether or not the customer is eligible for the service and whether or not planning services should be informed of the service request.

Reasons

Explain the reasons for undertaking the project and how the project will enable the achievement of corporate strategies and objectives

The project is required to ensure that legislation is adhered to across Denbighshire Holiday parks and appropriate enforcement measures are levied. In addition, permanent residences suggest that there is a significant loss of revenue to the council, and more resources being utilised, such as education, social services and housing.

The corporate priorities which relate to this project are as follows:

- Vulnerable people are protected and are able to live as independently as possible – research has shown that caravans are more typically occupied by those more vulnerable within the population e.g. those older in age and/or poor in health. Holiday caravans are typically not of a high enough quality for year round occupation and as such this group may be at risk of worsening health due to their choice of accommodation.
- Modernising the council to deliver efficiencies and improve service for our customers – lack of action may be proving costly to the council as a whole through reduced income from council tax and RSG

Business Options

Delivery Options

Periodic reporting

Brief Description

Build on the preliminary research but extend its scope to create a process which can be used to create a comprehensive snap-shot of relevant information on a periodic basis (e.g. annually, quarterly etc.)

This relevant information will consist of council service being delivered to caravan site addresses with further work identifying (where possible)

1. Caravan being used contrary to licence or planning consents.
2. Incidences where several services are being delivered to the same caravan address.
3. Council tax payments and potential council tax liabilities relating to caravans being used as permanent residences.
4. The likely impact for residents and for services if services were discontinued at particular caravan site locations.
5. Options for changing the licence arrangements for a site and the implications of doing so.

Costs Comparison

Costs less

Time Comparison

Is quicker to deliver

Quality Comparison

Is the same quality

Benefits Comparison

Worsens benefits

Live reporting

Brief Description	Establish a tool and work-flow which allows for continuous 'live' monitoring of service delivery to caravan site addresses allowing for regular reporting and ad hoc requests for information on: <ol style="list-style-type: none"> 1. Caravan being used contrary to licence or planning consents. 2. Incidences where several services are being delivered to the same caravan address. 3. Council tax payments and potential council tax liabilities relating to caravans being used as permanent residences. 4. The likely impact for residents and for services if services were discontinued at particular caravan site locations. 5. Options for changing the licence arrangements for a site and the implications of doing so.
Costs Comparison	Costs more
Time Comparison	Takes longer to deliver
Quality Comparison	Is the same quality
Benefits Comparison	Improves benefits

Do nothing

Brief Description	Utilise the existing data from the previously analysed 5 sites to develop a corporate caravan strategy
Costs Comparison	Costs less
Time Comparison	Is quicker to deliver
Quality Comparison	Is a lower quality
Benefits Comparison	Worsens benefits
What is the main reason this option has not been selected	It has been established, via comments from CET and Community Scrutiny Committee, that the information gathered from the 5 sites is insufficient in order to establish an overarching corporate strategy.

Individual Caravan Addresses on Gazetteer

Brief Description	Gather information on all individual caravan site addresses (including plot numbers and internal site street names if applicable) and input this information into the Gazetteer.
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Project Scope

Within Scope	<p>The scope of the project will include:</p> <p>Data analysis</p> <ul style="list-style-type: none"> • Research, evidence and data analysis to enable the development of a strategy for the council to manage the 'permanent' occupancy of caravans on holiday parks. • Data analysis to allow the efficient implementation of the strategy in operational services <p>Corporate strategy</p> <ul style="list-style-type: none"> • Develop Corporate strategy for managing the residential occupation of holiday caravan sites in the County • Develop a stakeholder implementation plan with DCC Services
Outside Scope	<p>The project will be restricted to caravans on holiday sites and will therefore not include chalets, tents, single caravans situated in the gardens of private dwellings or other transient abodes.</p> <p>Making decisions on the appropriate action in individual cases at the service level will also be outside the scope of this project.</p>

Stakeholders, Communication and Partners

Communications	
Communication Plan	No

Communications	<p>A communication plan will be developed due to the wide range of stakeholders involved in the project.</p> <p>The following types of stakeholders will be involved:</p> <p>Residents of caravans Caravan site owners Service stakeholders e.g. licensing, education, social services etc Data system owners ICT Councillors</p>
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Interdependencies

Interdependencies

00001 I-share

Title	I-share
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00002 Digital Choice - to develop a business plan outlining how Digital Choice can be delivered

Title	Digital Choice - to develop a business plan outlining how Digital Choice can be delivered
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00003 Investigation of Information/Data Management Solution

Title	Investigation of Information/Data Management Solution
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Dependent Projects

PPP307a: Better regulation of caravan sites

Project Code	PPP307a
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Project Name	Better regulation of caravan sites
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Cashable Benefits

Cashable Benefits

BEN.3066.01 - RSG

Benefit Number	BEN.3066.01
Title	RSG
Description	We hope that the identification of residents not included in the census will enable the council to argue a higher population than is currently taken into account during the RSG settlement and that this argument will lead to a higher settlement in the future.
Benefit Owner	Not yet known
Status	None
Department Claiming the Benefit	Corporate Programme Office
Benefit Term	Recurring
Revenue or Capital?	Revenue
Confidence	Medium
Disbenefit	If the number of individuals contributing to council tax increases then this may result in a decrease in business rates which could subsequently result in a reduction in the RSG (DCC is currently a net gainer in relation to business rates - collecting £20million but receiving £29million in settlement)
Expected Delivery Date	31/12/2015
Responsible For Delivery	David Morgan

BEN.3066.02 - Council Tax

Benefit Number	BEN.3066.02
Title	Council Tax
Description	Increase in income via Council Tax due to identifying additional individuals who were previously not captured in the population.
Disbenefit	If the number of individuals contributing to council tax increases then this may result in a decrease in business rates which could subsequently result in a reduction in the RSG.
Responsible For Delivery	David Morgan

BEN.3066.03 - Reduced Service Provision

Benefit Number	BEN.3066.03
Title	Reduced Service Provision
Description	Potentially reduce the number of services being provided to those who are not eligible.
Disbenefit	Potential implications of removing services from individuals who have been receiving them for extended periods (including dealing with increased numbers of complaints)
Responsible For Delivery	David Morgan

Non Cashable Benefits

Non Cashable Benefits

BEN.3066.06 - Accurate population statistics

Benefit Number	BEN.3066.06
Title	Accurate population statistics
Description	Establish a better understanding of the population levels within the county
Responsible For Delivery	David Morgan

BEN.3066.07 - Improved service planning

Benefit Number	BEN.3066.07
Title	Improved service planning
Description	By having a better understanding of the number of people currently residing within caravans in the county, services will be better able to plan for the future.
Responsible For Delivery	David Morgan

BEN.3066.08 - Caravan Site Safety

Benefit Number	BEN.3066.08
Title	Caravan Site Safety
Description	Through the production of the comprehensive caravan site list then licensing will be more aware of all of the caravan sites in the county. This will enable them to ensure that all sites are allocated with the required licence (where applicable) and are meeting their health and safety requirements.
Responsible For Delivery	David Morgan

Milestones

Milestones

00001 Site Locations and Allowances

Milestone ID	00001
Milestone Title	Site Locations and Allowances
Description	Develop a map showing the location of all sites and their allowances (planning and licencing allowances). A document should also be attached which details the individual plot addresses on each site.
End Date	30/06/2015
Active	Yes
Status	On Target
Percentage Complete	50

00007 Decide on data processing system

Milestone ID	00007
Milestone Title	Decide on data processing system
End Date	17/07/2015
Active	Yes
Percentage Complete	0

00008 Data processing software available for use

Milestone ID	00008
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Milestone Title	Data processing software available for use
End Date	31/08/2015
Active	Yes
Percentage Complete	0

00002 Data Collection and Processing

Milestone ID	00002
Milestone Title	Data Collection and Processing
Description	Develop a system to gather and sort information, based on address data, from relevant Council services
End Date	16/10/2015
Active	Yes
Percentage Complete	0

00003 Data Analysis and Mapping

Milestone ID	00003
Milestone Title	Data Analysis and Mapping
Description	Analyse and map information gathered on service use by all Denbighshire holiday caravan site residents from each relevant service
End Date	13/11/2015
Active	Yes
Percentage Complete	0

00004 Summary Document

Milestone ID	00004
Milestone Title	Summary Document
Description	Produce a document summarising all findings and providing suggestions for a corporate strategy for addressing the residential use of holiday caravan sites in the County
End Date	30/11/2015
Active	Yes
Percentage Complete	0

00006 Strategy Document

Milestone ID	00006
Milestone Title	Strategy Document
End Date	31/12/2015
Active	Yes
Percentage Complete	0

00009 Construction of a comprehensive holiday caravan site address list

Milestone ID	00009
Milestone Title	Construction of a comprehensive holiday caravan site address list
Description	Construction of a fully comprehensive list of holiday caravan site addresses in the county including individual holiday caravan addresses.
End Date	31/12/2015
Active	Yes
Percentage Complete	0

00010 Development of a Regulatory Procedure and Implementation Plan

Milestone ID	00010
Milestone Title	Development of a Regulatory Procedure and Implementation Plan

Description	The procedure will be produced by Planning and Public Protection and will aim to co-ordinate planning and licensing powers into a single document to enable Officers from the Planning and Public Protection service to follow standardised procedures for the effective policing of holiday caravan parks. The procedure will set out regulatory options having regard to the evidence gathered from each caravan and site. This will enable high risk sites to be targeted quickly with standard enforcement procedures applied.
End Date	31/12/2015
Active	Yes
Percentage Complete	0

00005 Service Level Implementation Support

Milestone ID	00005
Milestone Title	Service Level Implementation Support
Description	Provide support to relevant services with regard to implementing the corporate strategy within the service context
End Date	31/01/2016
Active	Yes
Percentage Complete	0

Costs

Costs

Forecast	Committed	Actual
(£000s)	(£000s)	(£000s)

2015/16

July 2015	
Developing and maintaining a system/database for the initial gathering of service data and later use for continued monitoring and reporting	
December 2015	
Project Researcher	18.659
Staff time required to process data and produce report at required time intervals (either at the corporate or service level)	
Staff time to support and advise services as to how to implement the new corporate strategy on caravan use in the county	
Total	18.659
TOTAL	18.659

2015/16

July 2015	
Category	ICT Infrastructure and Hardware
Title	Developing and maintaining a system/database for the initial gathering of service data and later use for continued monitoring and reporting
December 2015	
Category	Internal Staff Costs
Title	Project Researcher
Forecast (£000s)	18.659
December 2015	
Category	Internal Staff Costs
Title	Staff time required to process data and produce report at required time intervals (either at the corporate or service level)
December 2015	
Category	Internal Staff Costs
Title	Staff time to support and advise services as to how to implement the new corporate strategy on caravan use in the county

Risks
Risks
00001 Homelessness

Description
As a result of this work there is the potential that a number of individuals could be evicted from their caravans which would result in them becoming unintentionally homeless and the local authority may therefore have a statutory responsibility to rehome.

The eviction process would also place a huge emotional tole on the residents concerned.

Mitigating Action
Before any regulatory action is taken as a result of the information gathered, discussions will be undertaken with housing services in order to establish an action plan for dealing with a potential increase in housing demand.

Risk
Organisational/Management/Human Factors

Active
Yes

Likelihood & Impact

L i k e l i h o o d	A Almost Certain					
	B Highly Likely					
	C Probable				X	
	D Possible					
	E Rare					
		5 Very Low	4 Low	3 Medium	2 High	1 Very High
		Impact				

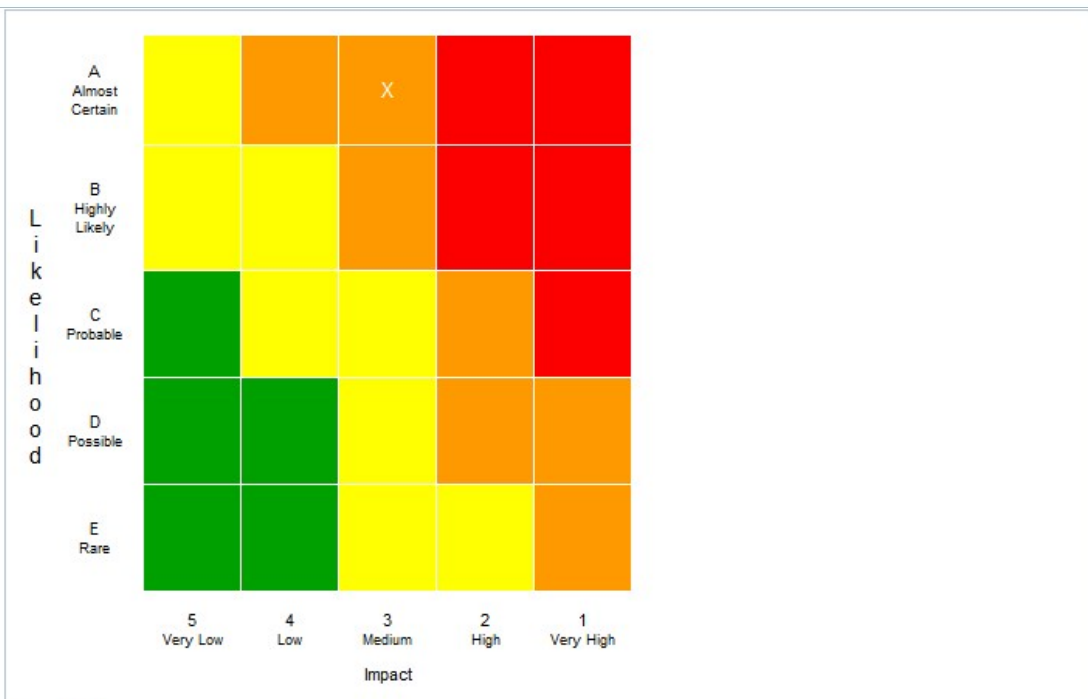
Owners
David Morgan

00002 Data reliability

Description
Due to the number of different services from which the data will be captured along with the variety of ways in which address data is entered (often manually) into these systems, the reliability of the collected data may be bought into question. We may over or under estimate numbers living on sites due to factors such as properties sharing the same postcode, people using their individual caravan number and site street name rather than the caravan site name or the mis-spelling of addresses etc.

Active
Yes

Likelihood & Impact



Owners

David Morgan

00003 Access to data

Description

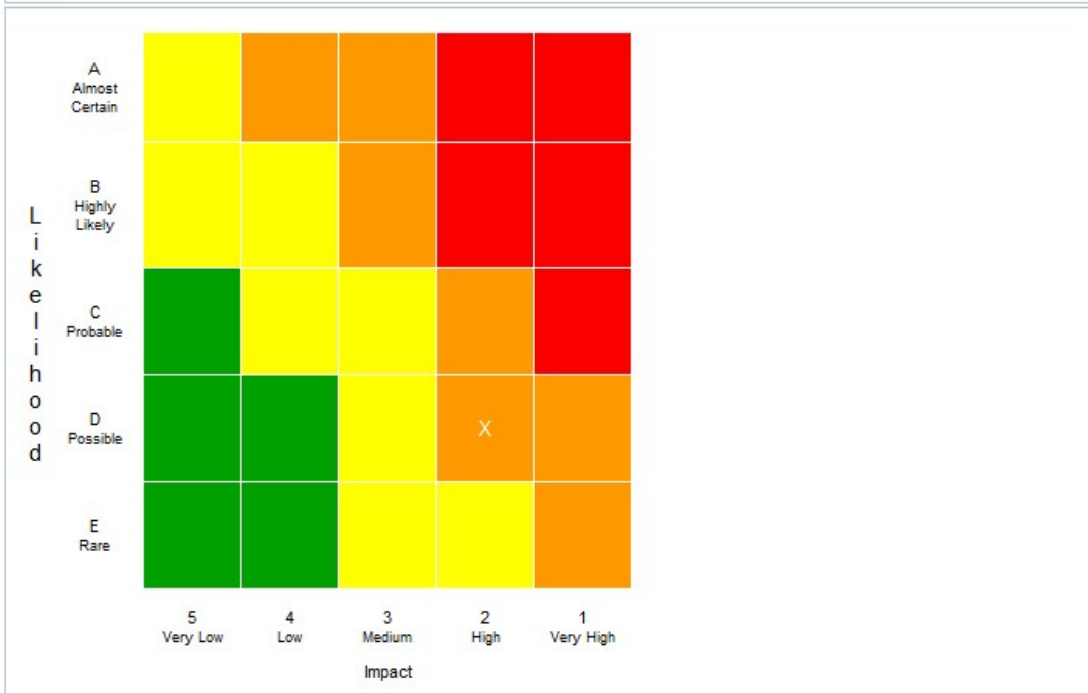
Data must be gathered from a number of individual services who each use a variety of different legacy systems. In order to access the information we require service to either provide us with access to these systems or provide us with reports of relevant data. If services are not compliant then this will limit the range of data we are able to collect and analyse.

Caravan site owners will also be required to provide us with information on their internal street names and plot numbering methods in order to enable the construction of a comprehensive site address list. If site owners do not have this information or are not willing to provide it then this could have a significant impact on this element of the project.

Active

Yes

Likelihood & Impact



Owners

David Morgan

00004 Impact on unidentified services

Description

As the project has developed it has been established that a wide range of services are either directly or indirectly affected by the use of holiday caravans for residential purposes. As such there is a possibility that services that are yet to be identified could be adversely affected by enforcement action or a corporate strategy within which they have not been considered.

Active
Likelihood & Impact



Owners

David Morgan

00005 Impact on caravan owners

Description

Regardless of the Corporate strategy undertaken it is likely that a significant amount of disruption will be caused to current caravan owners on holiday caravan sites in the county.

Active

Likelihood & Impact



Owners

David Morgan

00006 Impact on site owners

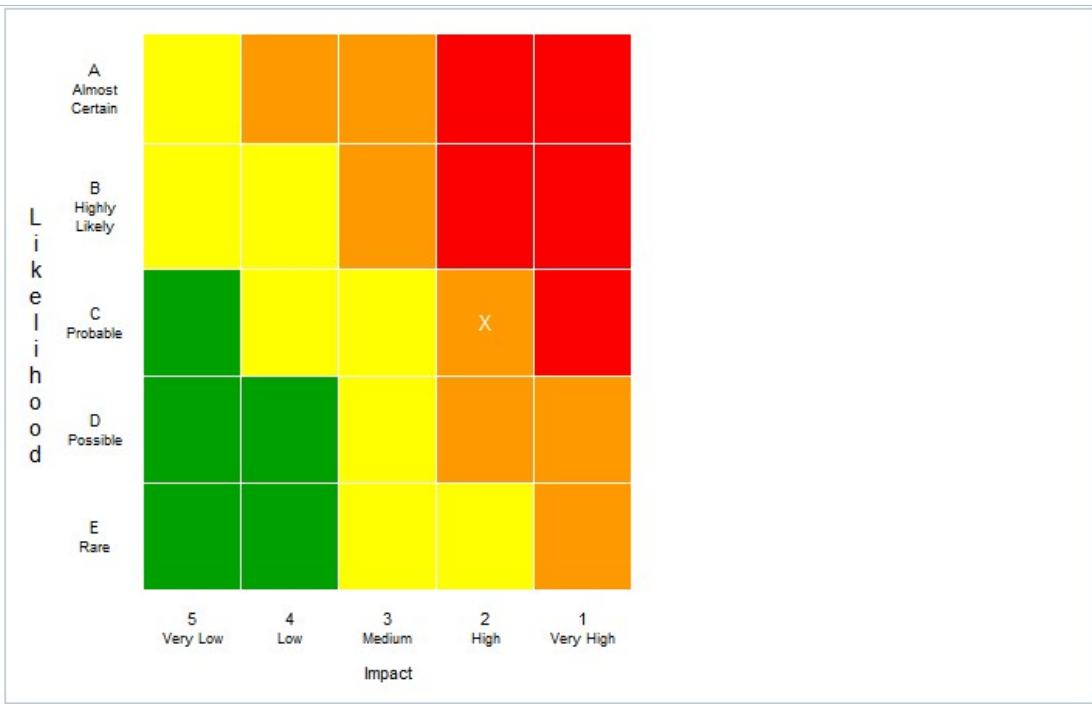
Description

Dependent on the strategy undertaken there could be potentially major impacts upon site owners e.g. in extreme cases some sites may be forced to close due to non-compliance, others may close due to the costs of functioning within the allowances of their licencing and planning permissions being far higher than the costs of functioning illegally. Businesses may also lose revenue due to caravan owners relocating their caravans to sites outside of the county where the rules may be less stringent.

Active

Yes

Likelihood & Impact



Owners

David Morgan

00007 Loss of Resource

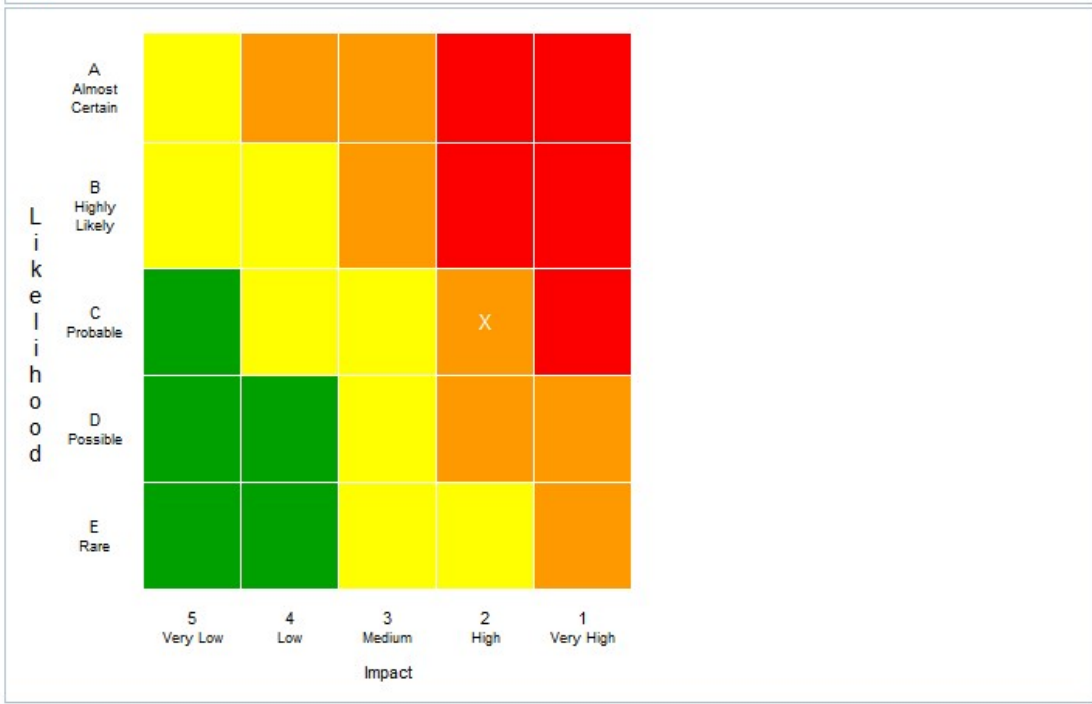
Description

Project is currently being managed by a temporary member of staff on a fixed term contract until December 2015 and as such there is the potential that this resource could be lost during the lifetime of the project and that other staff will not have the capacity to take over this role.

Active

Yes

Likelihood & Impact



Owners

David Morgan

00008 Underestimated impact upon known services

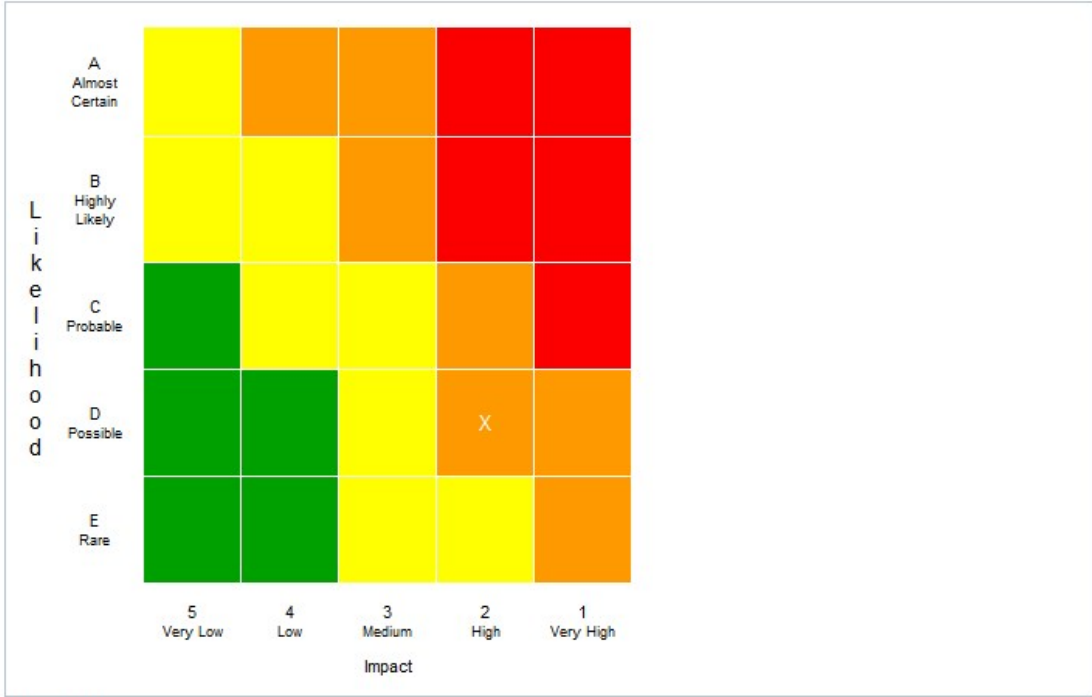
Description

There is the potential that the impact of any action on key services may be underestimated and that the true impact would not be identified until key decisions have already been made.

Active

Yes

Likelihood & Impact



Owners

David Morgan

00009 Impact on reputation of organisation

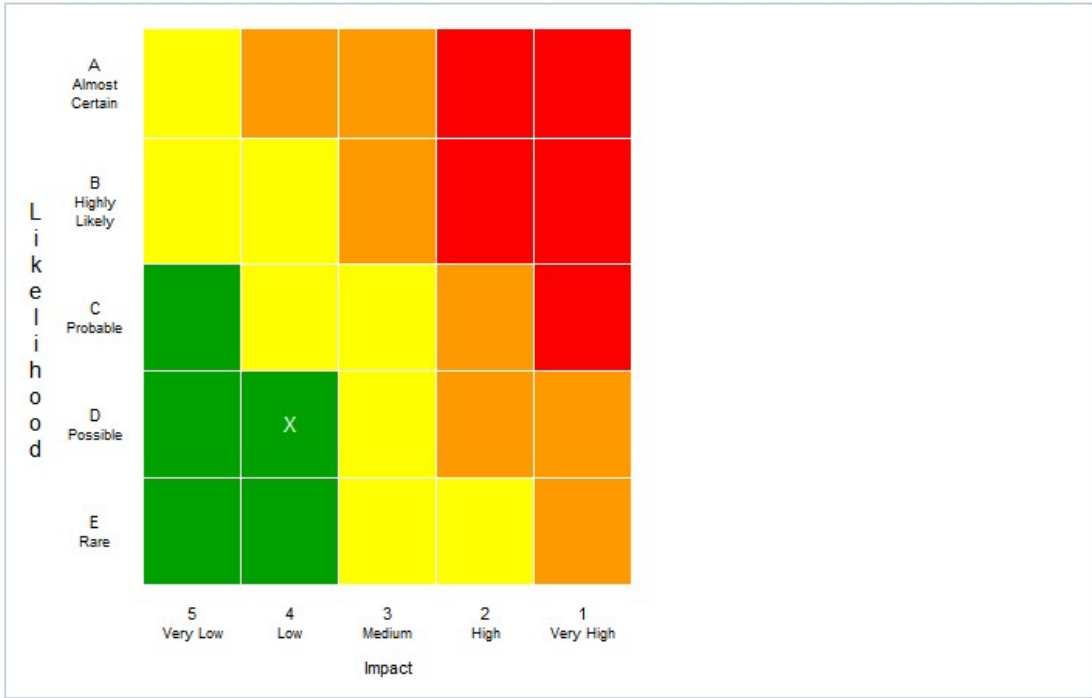
Description

The press attention for this project has already been significant and as such if handled incorrectly or irresponsibly there could be detrimental impacts on the reputation of the Council as a whole. Equally if the project is handled effectively, our methodology for tackling this issue could be used as best practice by other organisations thereby boosting our reputation as an authority.

Active

Yes

Likelihood & Impact



Owners

David Morgan

00010 Tourism/Local Economy

Description

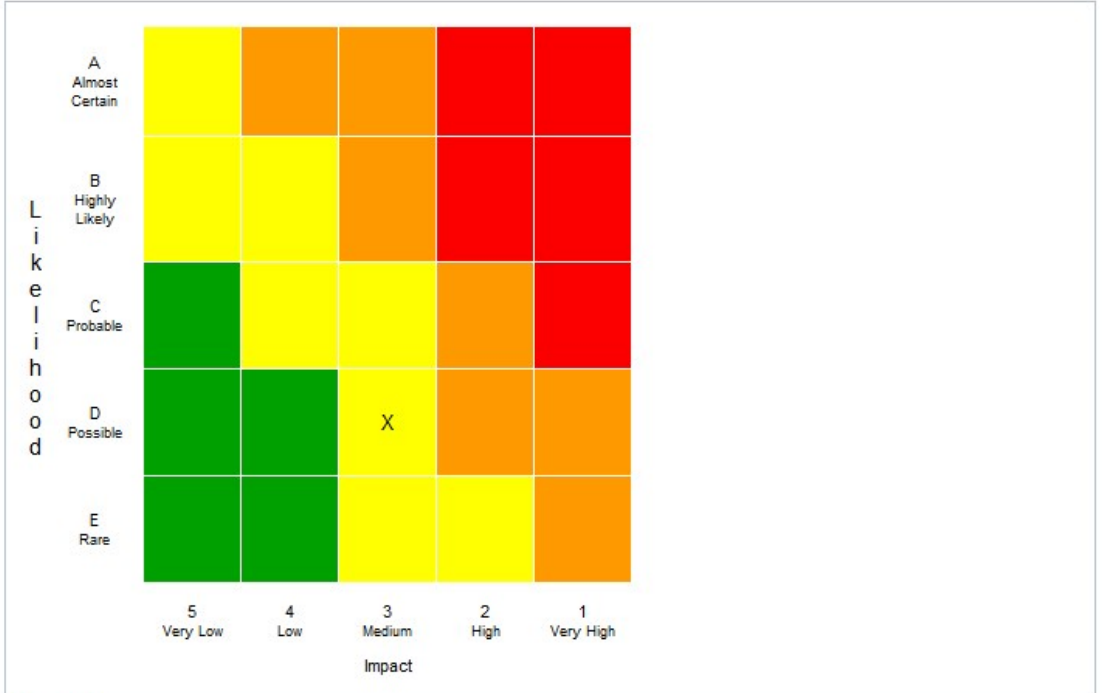
If the decision was made to take enforcement action against local sites then this may mean that more accommodation would become available to genuine tourists thus bringing more revenue to the area. However, it is possible that if the chosen enforcement action is seen as disproportionate then this may deter potential visitors and current visitors from utilising local sites and resources. In fact, if the appropriate enforcement action for some sites is perceived to be the closure of the site, then this may cause a significant reduction in the tourist accommodation available.

However, if no enforcement action was taken there is the potential for the number of holiday caravans being illegally residentially occupied to increase, causing an unofficial reduction in the tourist accommodation offer available in the County and consequently causing a loss in revenue. Another option to consider would be the establishing the lawful use or regularisation of sites (i.e. a proportion of a site is granted planning permission to become residential). Although doing so would mean that we would have greater control over the number of people residentially living on sites, along with a potentially more accurate account of the numbers of people living on sites (which could then be fed into census statistics and potentially result in gaining more funding), there would also be an official reduction in Denbighshire's holiday accommodation offer.

Active

Yes

Likelihood & Impact



Owners

David Morgan

00011 Social Services

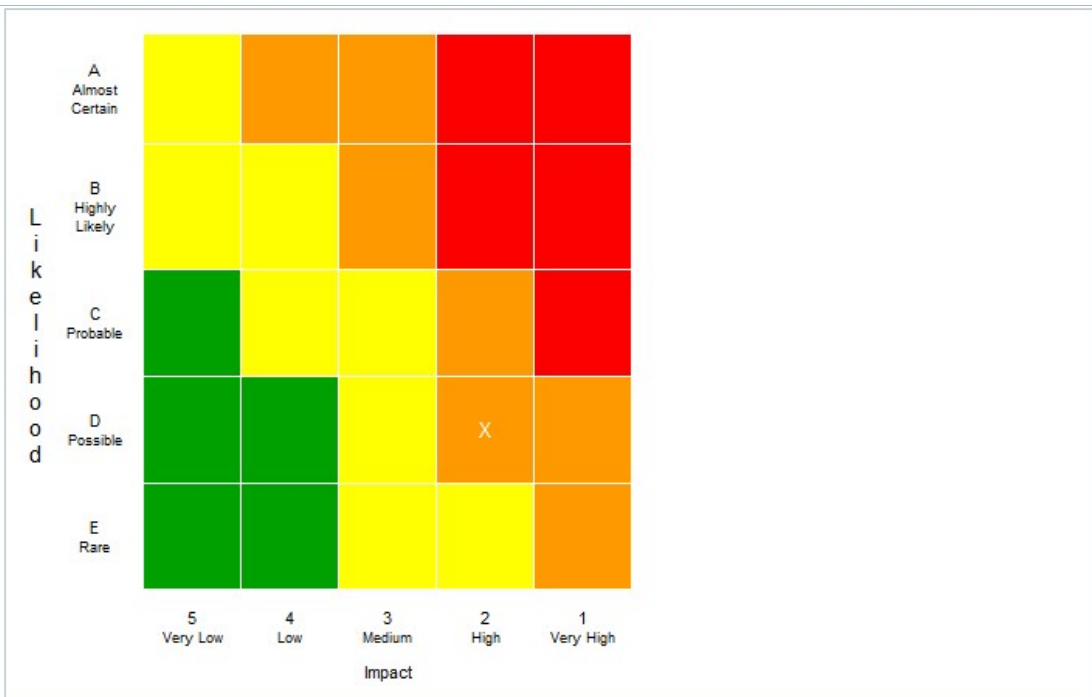
Description

Studies have shown that holiday caravans are commonly occupied by those from the more vulnerable section of society. Additionally, those living in a caravan have commonly done so for an extended number of years and thus regard it as their home. As such the process of having to leave their home may be extremely stressful and result in a greater reliance on social services.

Active

Yes

Likelihood & Impact



Owners David Morgan

00012 Individual Holiday Caravan data on the Gazetteer

Description

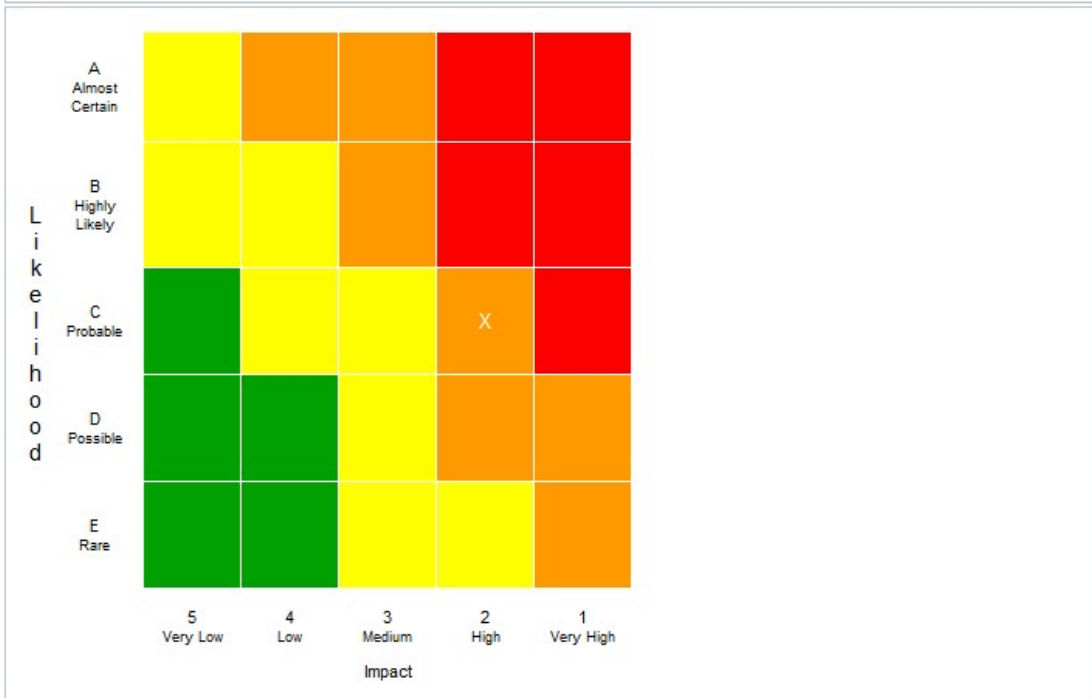
We may face some difficulties while attempting to input individual caravan address data into the Gazetteer system. Issues include:

- Needing to input 2 street names - due to having an internal street name within the caravan site in addition to the street name of the overall site
- Through the inputting of individual holiday caravan addresses into the Gazetteer each property will be allocated a UPRN which then makes them able to receive post to that address. As such we may face issues with holiday caravan site owners who may see a significant increase in the amount of post being delivered to the site.

Active

Yes

Likelihood & Impact



Owners David Morgan

Project Impact

HR Impact

Does the project impact on DCC employees or other workers?

Yes

If yes, have you contacted HR Direct?	No
Will the project impact on staffing levels?	No
Will the project impact on the skill mix?	No
Will the project affect multiple sites?	Yes
Have you collected information for Equality Impact Assessment purposes?	In Progress
ICT Impact	
Is there an ICT element within your project?	Yes
Is it a new system?	Yes
An upgrade to an existing system?	No
A replacement system?	No
An amendment to an existing system?	Yes
Are links to other systems required?	Yes
Does the work require a move or a new build?	No
Is telephony required?	No
Are new PCs/laptops/mobile devices required?	No
Property / Design and Construction Impact	
Does the project involve any alterations / changes to an Asset (DCC or Landlords)?	No
Will there be any property related works/requirements included within the project?	No
Procurement Impact	
Are you planning to procure this project via tenders or quotes?	No
Has a Sustainability Risk Assessment (SRA) been undertaken	No
Will be Community Benefits be delivered as part of this project?	No
Will there be an Exit Strategy developed as part of this project?	No

Project Context

EQUALITIES

1. What type of proposal/decision is being assessed?	A new or revised policy
2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?	The purpose of this activity is to conduct a review of the occupancy of caravans across Holiday sites within Denbighshire and to identify a strategy for implementation across all services within the Council.
3. Does this proposal / decision require an equality impact assessment?	Yes
4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken.	Research has been undertaken within Planning and Public Protection which has identified the wider problem on the impact to more services across the council. From early indications, there are a number of protected characteristics impacted which will be considered throughout the review and any proposed implementations will capture the requirements of people with protected characteristics.
5. Will this proposal / decision have a positive impact on any of the protected characteristics? (Please summarise any likely positive impact and identify which protected characteristics will benefit)	<p>Age & Disability</p> <p>Previous studies have shown that those living in caravans tend to be from the more vulnerable sectors of society (including those older in age, with higher social care needs). As such if the decision is made to allow some sites to become residential and therefore that the quality of accommodation is improved (to allow for year long residency) or that individuals are re-housed in more appropriate accommodation then this cohort will significantly benefit from the project.</p> <p>Race - Gypsy & Travellers</p> <p>For gypsies and travellers it may be that through establishing clarity in terms of the eligibility of caravan dwellers to council services that they gain access to additional services that they were previously unaware of.</p>

6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics? (Please summarise any disproportionate negative impact and identify which protected characteristics will benefit)

Age & Disability

Conversely, if enforcement and eviction from sites is deemed the most appropriate response, and a housing provision has not been allocated, then this cohort may be at a significant risk of becoming homeless and therefore be negatively impacted.

Race - Gypsy & Travellers

The project may negatively impact upon gypsy and travellers as if the eligibility criteria for some services were changed or enforced then they may no longer be able to access these services.

7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact?

No

If no, please explain why. If yes, please provide detail

Will be addressed once the final equality impact assessment has been completed.

8. Have you identified any further actions to address and/or monitor any potential negative impact?

No

If yes, please complete the 'Actions' control below. If no, please explain

Will be addressed once the final equality impact assessment has been completed.

BIODIVERSITY

Does the project have potential to impact negatively on biodiversity?

No

Will this project impact on any protected or priority species?

No

Will this project impact on any protected sites or priority habitats?

No

CARBON

Impact Questions

Carbon - What is the expected impact of this project in terms of:

Energy use for Denbighshire County Council buildings (electricity, gas, oil, LPG)?	Neutral
Mileage of Denbighshire fleet vehicles?	Neutral
Tonnes of business waste produced by Denbighshire County Council?	Neutral
Mileage for business travel by employees using their personal vehicles?	Not Known

PRIVACY

Does this project/activity involve dealing with the personal details of individuals?

Yes

If yes please comment

At the time of preparing this Project Brief (20150408) it is unknown as to the level of information that will be utilised during this project - information will be gathered from existing legacy systems, but only name and address (and possibly age) information is likely required. As the project progresses, further information may be required at which point will be detailed in the Privacy Impact Assessment.

Approvals

Approvals

Alan Smith

Report to: Communities Scrutiny Committee

Date of Meeting: 9 July 2015

Report Author: Scrutiny Coordinator

Title: Scrutiny Work Programme

1. What is the report about?

The report presents Communities Scrutiny Committee with its draft forward work programme for members' consideration.

2. What is the reason for making this report?

To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

3. What are the recommendations?

That the Committee considers the information provided and approves, revises or amends its forward work programme as it deems appropriate.

4. Report details.

- 4.1 Article 6 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, whilst the rules of procedure for scrutiny committees are laid out in Part 4 of the Constitution.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must prepare and keep under review a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 In recent years the Welsh Government (WG) and the Wales Audit Office (WAO) have highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents and service-users. Going forward scrutiny will be expected to engage better and more frequently with the public with a view to securing better decisions which ultimately lead to better outcomes for citizens. In future the

WAO will measure scrutiny's effectiveness in fulfilling these expectations.

4.5 Having regard to the national vision for scrutiny whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) has recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:

- budget savings;
- achievement of the Corporate Plan objectives (with particular emphasis on the their deliverability during a period of financial austerity);
- any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority (based on the PAPER test criteria – see reverse side of the 'Member Proposal Form' at Appendix 2) and;
- Urgent, unforeseen or high priority issues

4.6 Scrutiny Proposal Forms

As mentioned in paragraph 4.2 above the Council's Constitution requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on the Committee's business agenda they have to formally request the Committee to consider receiving a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of suggested subjects. No officer proposal forms have been received for consideration at the current meeting.

4.7 With a view to making better use of scrutiny's time by focussing committees' resources on detailed examination of subjects, adding value through the decision-making process and securing better outcomes for residents, the SCVCG has decided that members, as well as officers, should complete 'scrutiny proposal forms' outlining the reasons why they think a particular subject would benefit from scrutiny's input. A copy of the 'member's proposal form' can be seen at Appendix 2. The reverse side of this form contains a flowchart listing questions which members should consider when proposing an item for scrutiny, and which committees should ask when determining a topic's suitability for inclusion on a scrutiny forward work programme. If, having followed this process, a topic is not deemed suitable for formal examination by a scrutiny committee, alternative channels for sharing the information or examining the matter can be considered e.g. the provision of an 'information report', or if the matter is of a very local nature examination by the relevant Member Area Group (MAG). In future no items will be included on a forward work programme without a 'scrutiny proposal form' being completed and accepted for inclusion by the Committee or the SCVCG. Assistance with their completion is available from the Scrutiny Co-ordinator.

- Impact of late notification of central government funding
- 4.8 The Welsh Local Government Association's (WLGA) Director of Finance, Mr Jon Rae, has accepted the Committee's invitation to attend the meeting on 10 September to discuss the above.

- Cabinet Forward Work Programme
- 4.9 When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose a copy of the Cabinet's forward work programme is attached at Appendix 3.

- Progress on Committee Resolutions
- 4.10 A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 4 to this report.

5. Scrutiny Chairs and Vice-Chairs Group

Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group's first meeting of the new municipal year is scheduled for 23 July 2015.

6. How does the decision contribute to the Corporate Priorities?

Effective scrutiny will assist the Council to deliver its corporate priorities in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council to deliver its corporate priorities, improve outcomes for residents whilst also managing austere budget cuts.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

No Equality Impact Assessment has been undertaken for the purpose of this report as consideration of the Committee's forward work programme is not deemed to have an adverse or unfair impact on people who share protected characteristics.

8. What will it cost and how will it affect other services?

Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

9. What consultations have been carried out?

None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

10. What risks are there and is there anything we can do to reduce them?

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

11. Power to make the decision

Article 6.3.7 of the Council's Constitution stipulates that the Council's scrutiny committees must prepare and keep under review a programme for their future work.

Contact Officer:

Scrutiny Coordinator

Tel No: (01824) 712554

Email: dcc_admin@denbighshire.gov.uk

Communities Scrutiny Committee Forward Work Plan

Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
10 September	Cllr. Bobby Feeley	1.	Supported Independent Living Service	To monitor the effectiveness of the new Supporting Independent Living Service	(i) an evaluation of the effectiveness of the new service in assisting and supporting vulnerable people to live independently in the community; and (ii) Examination of the proposed procurement model for purchasing future SIL services	Phil Gilroy/Katie Newe/John Sweeney May 2014 (rescheduled January 2015)
	Councillor Huw LI Jones	2	Denbighshire's Youth Service [Education]	To outline the results of the Youth Service Review and the progress with the community mapping process, highlighting key issues and themes which have arisen from the activity	(i) To help develop a fuller understanding of the community groups across the county that work with Children and Young People in order to maximise partnership working in helping children and young people achieve their potential; and (ii) identification of any challenges and potential solutions to the delivery of the above	Liz Grieve/Jamie Groves/Roger Ellerton By SCVCG April 2015
	Cllrs. Barbara Smith, David Smith & Bobby Feeley	3	Draft Housing Strategy	Pre-decision scrutiny of the draft Housing Strategy and input into the strategy and delivery plan prior to its submission to full Council	Recommendations to Council with respect of the draft Housing Strategy to support the delivery of the Corporate Plan	Graham Boase/Angela Loftus May 2015
Jon Rae	Cllr. Julian	4.	Impact of Late	To outline the	Earlier notification of available grant	Jamie By SCVCG

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
WLGA to attend	Thompson-Hill	Notification of Allocation of Central Government Grant Funding on Local Government Financial Planning and Management	difficulties caused by central governments' late allocation of specific grant funding on the local authority's budget setting process, the planning and management of its financial affairs, project management and the impact on staff and on communities	funding to ensure better planning and management of specific projects. This would assist the Council with its financial planning and management.	Groves/Richard Weigh	April 2015 in response to a request via County Council in February 2015
5 November						
17 December						
4 February 2016						
24 March						
12 May						
30 June						
8 September						

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
27 Oct 2016	Cllr. Eryl Williams	1 Review of the Home to School Transport Policy [Education]	To consider the findings of a review of the impact of the implementation of the school transport policy	An assessment of the impact of the policy's implementation will assist the Authority to determine if learners' needs are being appropriately met and identify any anomalies or areas of concern which require addressing	Jackie Walley	Cabinet September 2014
15 December						

Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Community Infrastructure Levy (CIL)	To outline the proposals for implementing the CIL in Denbighshire	The development of an appropriate and effective CIL scheme for the County	Graham Boase/Angela Loftus	February 2013

For future years

Information/Consultation Reports

Information / Consultation	Item (description / title)	Purpose of report	Author	Date Entered
Quarterly Information (Sept/Dec/Mar/June)	Rhyl Going Forward	To brief the Committee on the progress in delivering the Programme and its associated workstreams and projects, and to highlight to members areas of concern or slippages	Mark Dixon	May 2014
Information Report	Reablement Service	To detail to the Committee the:	Phil Gilroy/Anne Hughes-Jones	June 2014

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(June 2015)		(i) effectiveness of the Reablement Service in delivering the Council's corporate priority of protecting vulnerable people and helping them to live as independently as possible; (ii) efficiencies realised following the introduction of the Service. The report to include all (positive and negative) feedback from service users		
Information Report (May 2016)	Food Safety, Standards and Procurement	To detail the progress made with food hygiene and food standards compliance across the County, and with procurement and contract management of County food contracts	Graham Boase/Emlyn Jones/Stuart Andrews	May 2015

Note for officers – Committee Report Deadlines

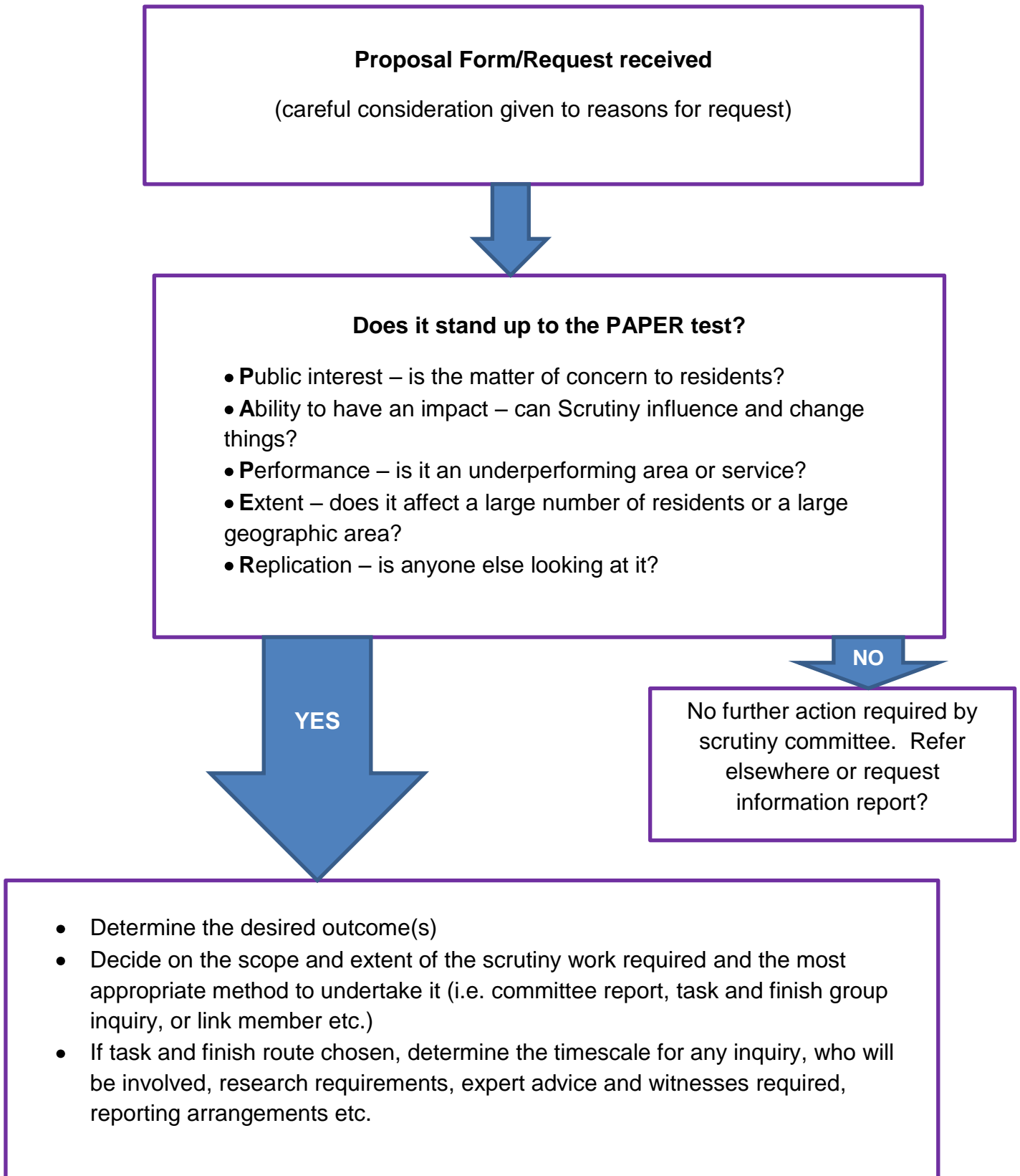
Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
10 September	27 August	5 November	22 October	17 December	3 December

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29/06/15 RhE

Member Proposal Form for Scrutiny Forward Work Programme	
NAME OF SCRUTINY COMMITTEE	
TIMESCALE FOR CONSIDERATION	
TOPIC	
What needs to be scrutinised (and why)?	
Is the matter one of concern to residents/local businesses?	YES/NO
Can Scrutiny influence and change things? (if 'yes' please state how you think scrutiny can influence or change things)	YES/NO
Does the matter relate to an underperforming service or area?	YES/NO
Does the matter affect a large number of residents or a large geographical area of the County (if 'yes' please give an indication of the size of the affected group or area)	YES/NO
Is the matter linked to the Council's Corporate priorities (if 'yes' please state which priority/priorities)	YES/NO
To your knowledge is anyone else looking at this matter? (If 'yes', please say who is looking at it)	YES/NO
If the topic is accepted for scrutiny who would you want to invite to attend e.g. Lead Member, officers, external experts, service-users?	
Name of Councillor/Co-opted Member	
Date	

Consideration of a topic's suitability for scrutiny



Cabinet Forward Work Plan

Appendix 3

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
28 July	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	The Future of In-house Care Services	To consider the results of the consultation with existing users of in-house care services	Yes	Councillor Bobby Feeley / Phil Gilroy
	3	Car Park Charges	To give members the opportunity to decide which car park charging regime they would like to see implemented across the county.	Tbc	Councillor David Smith / Steve Parker / Mike Jones
	4	Business Rates Write Offs	To seek approval for uncollectible Business Rates Debts to be written off	Yes	Cllr Julian Thompson-Hill / Rod Urquhart
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
29 September	1	Finance Report	To update Cabinet on the current financial position of	Tbc	Councillor Julian Thompson-Hill /

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			the Council		Richard Weigh
	2	Ruthin Primary Proposals – Ysgol Rhewl	To consider the objections received for the closure of Ysgol Rhewl and whether to approve implementation of the proposal	Yes	Councillor Eryl Williams / Jackie Walley
	3	Ruthin Primary Proposals – Ysgol Llanfair DC and Ysgol Pentrecelyn	To consider the objections received for the closure of Ysgol Llanfair DC and Ysgol Pentrecelyn and the opening of a new area school to serve the area of Llanfair DC and Pentrecelyn, and whether to approve implementation of the proposal	Yes	Councillor Eryl Williams / Jackie Walley
	4	Ruthin Primary Proposals – Ysgol Llanbedr	To consider the formal consultation report following the publication of proposals for the closure of Ysgol Llanbedr and to consider whether to publish the relevant statutory notice	Yes	Councillor Eryl Williams / Jackie Walley
	5	Ysgol Glan Clwyd (Part II report)	To seek authority to award the construction contract for the extension and	Yes	Councillor Eryl Williams / Jackie Walley

Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			refurbishment works at Ysgol Glan Clwyd		
	6	Corporate Plan Performance Report 2015/16 Q1	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	7	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
27 October	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
24 November	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator
15 December	1	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Councillor Julian Thompson-Hill / Richard Weigh

Cabinet Forward Work Plan

Meeting	Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
	2 Corporate Plan Performance Report 2015/16 Q2	To consider progress against the Corporate Plan	Tbc	Cllr Julian Thompson-Hill / Liz Grieve
	3 Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Scrutiny Coordinator

Note for officers – Cabinet Report Deadlines

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>July</i>	<i>14 July</i>	<i>September</i>	<i>15 September</i>	<i>October</i>	<i>13 October</i>

Updated 01/07/15 - KEJ

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Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
28 May 2015	6. Conclusions and Recommendations from the Affordable Housing Task and Finish Group	Resolved: <i>(i) subject to the above observations, to receive the conclusions and recommendations put forward by the Affordable Housing Task and Finish Group; and(ii) that the Council's draft Housing Strategy be submitted to the Committee for examination at its September 2015 meeting, prior to its submission to County Council for approval and adoption in October 2015</i>	See Appendix 1 – draft strategy scheduled into the Committee’s forward work programme for the meeting on 10 September 2015
	7. Food Safety, Standards and Procurement - Update	Resolved: <i>(i) subject to the above observations to receive the report and note the progress made against each of the recommendations in the Task and Finish Group's report; and (ii) that an information report be presented to the Committee in twelve months' time on the progress made during 2015/16 with food safety, standards and procurement.</i>	An information report has been scheduled into the Committee’s forward work programme for May 2016 – see Appendix 1

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