



MEETING : OVERVIEW AND SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 2 NOVEMBER 2021
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor John Wyllie (Chairman)
Councillors S Bell, M Brady, R Buckmaster, A Curtis, I Devonshire,
H Drake, J Frecknall, M Goldspink (Vice-Chairman), D Hollebon,
D Snowdon, M Stevenson, N Symonds and A Ward-Booth

Substitutes

Conservative Group: Councillors D Andrews and I Kemp
Liberal Democrat Group: Councillor
Independent Group: Councillor

(Note: Substitution arrangements must be notified by the absent Member to Democratic Services 24 hours before the meeting)

CONTACT OFFICER: PETER MANNINGS

DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
- fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
- participate in any discussion or vote on a matter in which a Member has a DPI;
- knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

AGENDA

1. Apologies

To receive apologies for absence.

2. Minutes - 7 September 2021 (Pages 7 - 26)

To approve as a correct record the Minutes of the meeting held on 7 September 2021.

3. Chairman's Announcements

4. Declarations of Interest

To receive any Members' Declarations of Interest.

5. Proposed East Herts Private Sector Housing Assistance Policy (Pages 27 - 68)

6. Items for Information

Update reports are included on the agenda for information only so that Members can make best use of the time available. If however, Members have concerns on the content of the report, then a recommendation can be made to the Executive or a further report requested.

(A) Performance Report for Q1 & Q2 of 2021/22_(Pages 69 - 106)

(B) Communications Update_(Pages 107 - 120)

7. Overview and Scrutiny - Draft Work Programme 2021/22 (Pages 121 - 130)

8. Urgent Items

To consider such other business as, in the opinion of the Chairman of

the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

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MINUTES OF A MEETING OF THE
OVERVIEW AND SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY 7
SEPTEMBER 2021, AT 7.00 PM

PRESENT: Councillor J Wyllie (Chairman)
Councillors S Bell, M Brady, R Buckmaster,
A Curtis, H Drake, J Frecknall, M Goldspink,
D Hollebon, D Snowden, N Symonds and
A Ward-Booth

ALSO PRESENT:

Councillors E Buckmaster, C Redfern and
P Ruffles

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Scrutiny Officer
James Ellis	- Head of Legal and Democratic Services and Monitoring Officer
Jonathan Geall	- Head of Housing and Health
Helen George	- Housing Development and Strategy Manager
Jess Khanom- Metaman	- Head of Operations
Peter Mannings	- Democratic Services Officer
Katie Mogan	- Democratic

Ben Wood

Services Manager
- Head of
Communications,
Strategy and
Policy

130 APOLOGIES

Apologies for absence were submitted on behalf of Councillors Devonshire and Stevenson. It was noted that Councillor Andrews was substituting for Councillor Devonshire.

131 MINUTES - 8 JUNE 2021

Councillor Symonds proposed and Councillor Ward-Booth seconded, a motion that the Minutes of the meeting held on 8 June 2021 be confirmed as a correct record and signed by the Chairman.

After being put to the meeting and a vote taken, this motion was declared CARRIED.

RESOLVED – that the Minutes of the meeting held on 8 June 2021, be confirmed as a correct record and signed by the Chairman.

132 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members that the meeting was being webcasted and the cameras would now zoom in on individual Members as they spoke.

The Chairman asked those Members that had not yet

completed the short survey sent out by Zoe Taylor-Dixon and the IT Team to dedicate some time to completing it. He said that this should take no more than a couple of minutes.

133 DECLARATIONS OF INTEREST

There were no declarations of interest.

134 EAST HERTS TENANCY STRATEGY FOR 2021 TO 2026

The Head of Housing and Health, on behalf of the Executive Member for Neighbourhoods, submitted a report that covered the East Herts Tenancy Strategy for 2021 to 2026.

The Head of Housing and Health said that under the Localism Act 2011 having a Tenancy Strategy was a statutory requirement for any local authority that was also a housing authority. He said that the strategy document would focus the views and guidance of the authority in terms of the types of tenancies that it would like to see on offer in East Herts. Members were advised that the document would also focus on rent levels, given the tie in between rent levels and the tenancy types that were on offer.

The Housing Development and Strategy Manager said that the Tenancy Strategy document took the form of guidance in that it did not legally compel registered providers to adopt certain types of tenancies or rent levels in East Herts.

Members were advised that the document laid out

what the Council expected from registered providers. The Committee was also advised that the sharing of information served to inform registered providers on the level of housing need within the District.

The Housing Development and Strategy Manager said that recent housing research had been incorporated into the Tenancy Strategy and it was expected that rent levels set by registered providers were at the lower end of 50% to 80% of market value. Members were also advised that it was expected the length of tenancies should be for as long as possible and for a minimum of 5 years, with very few registered providers setting fixed term tenancies, and the majority now setting life-time tenancies.

The Committee was advised that the Council worked with registered provider partners via the East Herts Housing Forum and the strategy document had been presented to them at a meeting on the 29 June 2021. There had been very positive feedback from Members of the Forum.

The Housing Development and Strategy Manager said that the Tenancy Strategy was part of a suite of housing related strategies that were currently being drafted. The much broader full Housing Strategy for 2021 to 2026 was currently out for public consultation and was scheduled to be presented to Overview and Scrutiny Committee at the meeting on 2 November 2021. Members were also advised that the Homelessness Strategy and accompanying action plan would also be reviewed to bring this up to date in light of changing housing needs in East Hertfordshire.

Councillor Hollebon asked the Executive Member for Neighbourhoods to provide a comparison of housing numbers within East Hertfordshire District Council, past and present. She expressed concerns about the difficulties being experienced by the younger population in terms of getting onto the housing ladder. Councillor Hollebon also commented on the particular difficulties being experienced by single people when being considered for housing.

The Head of Housing and Health said that the Tenancy Strategy was not the document that dealt with supply. He referred to the District Plan and the Housing Strategy as the documents that covered the matter of supply. Members were advised that East Herts did relatively well in terms of the numbers of affordable homes when compared to the rest of Hertfordshire.

The Committee was further advised that the policies did work well and the Tenancy Strategy was intended to match the types of tenancies to the very real housing pressures that existed in East Herts.

Councillor Frecknall commented on the strength of the strategy and whether it was realistic that housing associations would adhere to it. The Head of Housing and Health said that the Localism Act 2011 only required registered providers to have regard to the Tenancy Strategy. He said, however, that the level of discussion and joint working with registered providers was such that the asserting of the soft influence of the Council was maximized.

The Housing Development and Strategy Manager made a number of points regarding the linkages between the Housing Strategy and the Tenancy Strategy.

The Chairman read out the question submitted by Councillor Devonshire in respect of percentage targets and the penalties the council could incur for failing to meet targets. Councillor Frecknall asked his question in relation to the numbers of affordable houses in the District being so low and also in respect of the target percentages contained within the District Plan.

The Head of Housing and Health reiterated that the Tenancy Strategy was not about delivery. He commented on the interplay between rent levels and housing development and reminded Members that planning policies dictated the amount of homes that were delivered on site. He also referred to the statistics that related to the percentage increase in affordable homes matching the percentage increase in private homes. Members were reminded that a lesser number than 40% affordable housing often had to be accepted on viability grounds by the Development Management Committee.

The Chairman read the first question from Councillor Goldspink regarding the guidance for registered providers on rent levels and whether this could lead to the levels being fixed at around 60-70% of Market Rents. The Head of Housing and Health said that social rents were set by nationally set formulae which took in account local rent levels and local incomes. He said that the Tenancy Strategy made it clear that the

Authority favoured Social Rent over Affordable Rent wherever that was possible in East Herts.

Members were advised that in respect of Affordable Rent, the national guidance was that they could be set up to a maximum of 80% of Market Rent, and the Tenancy Strategy had indicated a preference towards the lower end of the amounts referred to by Councillor Goldspink. Members were reminded again of the interplay between rent levels and the quantum of new build that was developed. The Housing Development and Strategy Manager said that flats were cheaper to build than houses and houses were also more expensive to acquire. She referred to the importance of the balance of property types in East Herts in order to meet a range of housing needs.

The Chairman read the second question from Councillor Goldspink regarding the setting of the Local Housing Allowance rates and whether this could be changed according to local circumstances (Local Housing Allowance rates are used to calculate Housing Benefits for tenants renting from private landlords). The Head of Housing and Health said that the Local Housing Allowance rates were set by the Valuation Office Agency's Rent Officers, and local authorities did not have a say on Local Housing Allowance rates. These rates are based on rent levels within Broad Rental Market Areas within local authority areas, so they take into account local housing costs.

The Housing Development and Strategy Manager said that a lot of research went into local rent levels. However, there had been freezes in Local Housing

Allowance levels over the past five years.

The Chairman read the third question from Councillor Goldspink, asking why East Herts had not performed to the same level as St Albans and Three Rivers in relation to homelessness and temporary accommodation. The Head of Housing and Health answered that the rates of assessed homeless cases per 1,000 households fluctuated for a variety of reasons. Members were given a comparison to figures from other Hertfordshire Authorities and Officers were open to comments outside of the meeting in respect of homelessness and the Council's approach.

The Chairman summarised the first question from Councillor Brady regarding why some tenancies were five years and others were lifelong. The Housing Development and Strategy Manager said that most registered providers no longer used fixed term tenancies as they never really evolved into checking whether tenancies were still required. She explained that most providers used lifetime period tenancies that just continued unless there were specific grounds, defined in legislation, for a tenancy to be ended.

The Chairman detailed the second question from Councillor Brady in respect of how East Hertfordshire District Council was addressing the shortfall in the social housing sector. The Head of Housing and Health referred back to his earlier answers regarding the Tenancy Strategy. He also referred to work that was being done with registered providers in terms of maximising work with developers regarding Section 106 agreements or options for regeneration in East

Herts.

Councillor Snowdon asked if Officers had any further background information in terms of the rising numbers of people with high levels of support needs. The Head of Housing and Health said that Officers intended the Tenancy Strategy to set out the context of the contours and shape of the housing need in the District. The Housing Development and Strategy Manager added that Officers had seen a higher level of need amongst single people during the past eighteen months. She cited the example of cases where single people were no longer able to live with family or friends due to the COVID-19 pandemic.

Councillor Curtis made a number of points that were relevant to the Tenancy Strategy, including the fact that he welcomed the efforts that were being made to limit the number of fixed term tenancies, and asked whether the 50% – 80% range should be quantified in terms of actual numbers in the strategy document.

The Head of Housing and Health referred Members to research at section 3.10 of the report and he said that there more detail in the Housing Strategy. He said that Officers had tried to demonstrate whether the percentage level of rent would be affordable or not.

Councillor Curtis asked whether there could be a Member information training session to address any confusion amongst Members regarding the Tenancy Strategy.

The Head of Housing and Health responded to a query

from Councillor Bell by referring back to his previous answers regarding affordable housing provision and the planning process. Councillor Redfern referred to the costs of people being accommodated in bed and breakfasts in East Herts. She commented on whether any consideration was being given to the provision of housing that had been built by the Council.

Councillor Curtis proposed and Councillor Hollebon seconded, a motion that the report be received and the comments of Overview Scrutiny Committee be passed onto the Executive. After being put to the meeting and a vote taken, this motion was declared CARRIED.

RESOLVED – that (A) the report be received; and

(B) comments made by Members of Overview and Scrutiny Committee be passed onto the Executive.

135 PROGRESS REPORT CORPORATE PLAN: HERTFORD
THEATRE AND HARTHAM LEISURE CENTRE

The Executive Member for Wellbeing submitted a report that invited the Members of Overview and Scrutiny Committee to review progress of the Hertford Theatre and Hartham Leisure centre capital development projects.

The Executive Member for Wellbeing set out the context for the report and said that these projects had been approved by Council and the business plans had all been approved and confirmed. He said that he

hoped any discussions at this meeting would be focussed on how the Council was delivering on those decisions.

The Executive Member said that Grange Paddocks, Bishop's Stortford was almost completed and would be opening soon and Hartham Leisure Centre was also well underway. He said that Hertford Theatre had received planning approval and demolition would commence by the end of the year subject to the receipt of tenders from contractors.

The Executive Member said that ambitions had evolved and he hoped that the constructions elements of both Hartham Leisure Centre and Hertford Theatre would achieve Building Research Establishment's Environmental Assessment Method (BREEAM) excellent ratings in terms of sustainability. He commented on the impacts of the Covid-19 pandemic and talked about other considerations including rights of way and sewers in the case of Hartham Leisure Centre.

The Executive Member said that Officers had kept the Leisure Board and Hertford Theatre Project Board fully briefed so that decisions could be made in moving the projects forward. He acknowledged that having a number of capital projects running concurrently was challenging but the Executive was committed to providing a crucial network of social infrastructure that would play a big part in delivering the Health and Wellbeing Strategy and corporate goals for the physical and mental wellbeing of residents in East Herts.

Councillor Brady asked about the costs and timing of the capital projects and whether the supplies of bulk cement at present were a cause for concern. The Executive Member took the point that there had been difficulties and he commented on the national shortage of HGV drivers. He said that Officers had worked closely with potential contractors and were working with all parties to ensure that there was a minimal impact on project delivery.

Councillor Frecknall asked a question about the timing of the closure of Hertford Theatre in June for a contract that wasn't due to be awarded until November at the earliest. He commented on the potential impact on the revenue gain for the last 6 months of 2021, including the impending pantomime season.

The Executive Member said that Hertford Theatre was closed for a considerable period of time as the nature of programming and bookings had meant that it was not easy to switch a theatre on and off. He said that a decision had been made about the next steps as it had not been possible to run the theatre at break-even. He said that asbestos removal had been scheduled to avoid delays and a lot of effort had been put in by the director of the theatre in keeping in touch with current and future users of Hertford Theatre.

Councillor Hollebon said that these projects had considerably impacted on the Council's finances. She asked if Members could be assured that the Council was getting value for money.

The Executive Member said that this had been already

been demonstrated. He emphasised the commitment of Officers and the Executive in ensuring that the Council did get value for money.

Councillor Curtis said that he welcomed the work being done to ensure that projects were delivered in a cost effective way. He asked the Executive Member if the tenders for Hertford Theatre were estimates or hard quotes. The Executive Member for Wellbeing said that there was a budget that had been approved by Council and he could not comment on the tenders and the Council would have to deliver what was possible within the approved budget.

Councillor Symonds asked if proposed improved accessibility would include blue badge spaces within the grounds of Hertford Theatre. The Head of Operations said that Officers in the Parking Team were looking into the matter of blue badge parking.

Councillor Bell asked if any consideration had been given to the use of the grounds of Hertford Theatre in Summer 2022 for open air theatre shows. The Executive Member for Wellbeing encouraged Members to respond to the strategy consultation in respect of parks and open spaces.

The Executive Member and the Head of Operations answered a question from Councillor Goldspink in respect of a risk of sewage diversion works regarding Hartham Leisure Centre.

Councillor Andrews proposed and Councillor Hollebon seconded, a motion that Members review the Hertford

Theatre and Hartham Leisure Centre capital projects and the comments of Overview and Scrutiny Committee be passed onto the Executive. After being put to the meeting and a vote taken, this motion was declared CARRIED.

RESOLVED – that Members review the Hertford Theatre and Hartham Leisure Centre Capital Projects.

136 UPDATE ON ECONOMIC DEVELOPMENT IN EAST HERTS

The Executive Member for Planning and Growth submitted an information report that covered activities which contributed towards economic development in the District.

Councillor Hollebon asked if economic development could be reviewed annually in the form of an update report as there could be budget implications if the market was stronger or weaker one year from now.

Councillor Curtis asked what the Council was doing to promote the use of the Ware Launchpad. He also commented on possible economic development opportunities in East Herts. He referred to the corporate SEED priority entitled enabling communities and commented on a number of high profile inward investments in neighbouring authority areas in Hertfordshire.

Councillor Curtis asked what was being done to attract similar large scale inward investment projects in East Hertfordshire, and what could be done to protect

against the conversion of ground floor town centre units into residential uses.

The Head of Communications, Strategy and Policy said that the lack of larger sites available for commercial development is a challenge to securing inward investment at the scale recently seen by Sunset Studios in Broxbourne. With regards to the Ware Launchpad the facility is being marketed however he was open to a further discussion with the Ware Priory Trading Group or Ware Town Council on any further measures that could be taken.

Members received the report.

RESOLVED – that the report be received.

137 FEEDBACK ON EAST HERTS COUNCIL COMPLAINTS 2020-21

The Head of Communications, Strategy and Policy submitted a report that invited the Committee to review complaints information for 2020/21.

Councillor Hollebon said that the website needed regular updating to make it easier to get to the relevant department. The Head of Communications, Strategy and Policy confirmed that there was a frequently asked questions (FAQs) section on the website as well as a web chat facility for residents.

Councillor Frecknall said that the amount of upheld complaints had grown significantly in 2020/21. He asked if there was any learning to be taken from this in relation to working in a hybrid model to futureproof

the Council.

The Head of Communications, Strategy and Policy said that had not been able to find any correlation between the number of complaints and the fact that most Officers were working from home for a significant amount of time. People are complaining about the same things now as they did before the work from home guidance was implemented. He said that the recording of complaints had improved and Members were referred to the previous year's figure of 59 complaints which seems incredibly low. The current figure of 169 complaints seems like a more accurate reflection of the reality.

The Chairman asked about the call centre service performance in respect of the percentages of calls that were answered and the percentages of calls that were abandoned. He expressed concern about the unacceptable call abandonment rate.

The Head of Communications, Strategy and Policy said that the call centre performance had weakened due to staff turnover and also in relation to increased demand. He said that the volume of demand had also been increasing across all channels of communication used by residents to contact the Council. Members were advised that there had been "perfect storm" of fewer resources and increased demand.

Members were reminded of the call back option that is in place for customers where they can book a time slot with an officer to receive a call back on planning, benefits or housing issues. This has been popular and

allowed Officers to better manage customer demand and ensure people weren't waiting on the phone. Members received the report.

RESOLVED – that the report be received.

138 OVERVIEW AND SCRUTINY COMMITTEE – DRAFT WORK PROGRAMME

The Scrutiny Officer said that this was the usual work programme Members received at each meeting of Overview and Scrutiny Committee. She drew Members' attention to the draft work programme attached as an appendix to the report.

The Scrutiny Officer reminded Members that ideally, there should be no more than two items on an Overview and Scrutiny Committee agenda. She said that reports should be focussed on corporate SEED priorities.

Members were advised that Planning and how this service could be improved had been added to the work programme. The Scrutiny Officer said the Transformation Programme had been added to the work programme in respect of how the Council was going to deal with the new working from home and office requirements and front of house.

The Scrutiny Officer said that both of these topics aligned with the SEED priorities' "Digital by Default" objectives and Members' views were sought on update reports on both of these topics being submitted to Overview and Scrutiny Committee in November.

The Head of Legal and Democratic Services said that as the Transformation Programme was a large topic that covered many different strands, it would be helpful if Members could drill down to specific areas of work that were included in the transformation programme, as not all were suitable for the Overview and Scrutiny Committee.

The Chairman asked if Members could email him or the Vice-Chairman or the Scrutiny Officer by the middle of next week with suggestions for topics for scrutiny within the wider Transformation Programme.

Councillor Andrews suggested that waste and street cleansing be included as a topic for scrutiny. He referred to the steady increase in concerns expressed to him in respect of street cleansing by Town and Parish Councils and also by residents. He said that street cleansing was the main cause for concern and he referred to overflowing litter bins as well as the clearing and cleansing of public spaces and the clearing of detritus and litter from footways.

Councillor Curtis commented on whether there would be some value in the Committee looking at contract management more generally. The Committee was supportive of both of these items being added to the work programme.

The Chairman reminded the Committee that there was a scoping document for Members to complete with suggestions for future scrutiny.

It was moved by Councillor Snowden, and seconded by Councillor Andrews, that the draft consolidated Work Programme be approved, subject to the addition of street cleansing and contract management to a future meeting. After being put to the meeting and a vote taken, this motion was declared CARRIED.

RESOLVED – that (A) the main agenda items for the next meeting be agreed;

(B) the proposed Consolidated Work Programme, included at Appendix A, be approved, subject to the addition of street cleansing and contract management to a future meeting.

139 URGENT ITEMS

There was no urgent business.

The meeting closed at 8.34 pm

Chairman

Date

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East Herts Council Report

Overview and Scrutiny Committee

Date of Meeting: 2 November 2021

Report by: Councillor Peter Boylan – Executive Member for Neighbourhoods

Report title: Proposed East Herts Private Sector Assistance Policy

Ward(s) affected: All

Summary

- The policy details the way in which the council provides financial and other assistance to owners and occupiers of private sector housing within East Herts.

RECOMMENDATIONS FOR: Overview and Scrutiny Committee:

- A)** The Committee supports in principle the proposed new policy for private sector housing assistance; and
- B)** The Committee make any suggested amendments, additions, deletions and/or clarifications for consideration by the Executive Member for Neighbourhoods and the Head of Housing and Health prior to drafting the final proposed version, and accompanying report, for determination by Council.

1.0 Proposal(s)

- 1.1 It is proposed that a new policy covering Private Sector Housing Assistance is adopted by this Council.

- 1.2 It is proposed that the Overview and Scrutiny Committee utilises its power under the council's Constitution to 'review draft strategies' to assist in the drafting of the final revised version to be put to Council for determination in due course.

2.0 Background

- 2.1 Article 3 of The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 allows the council to give assistance for home repair, improvement and adaptation however before doing so we must have a published and adopted policy. The council's previous Private Sector Housing Assistance policy was adopted in 2003 and was last amended in 2008.
- 2.2 Since the last amendment various changes have been made including:
- the establishment of the Hertfordshire Home Improvement Agency (HHIA) and the transfer of Disabled Facilities and Discretionary Disabled Facilities Grant work to the HHIA
 - budget reductions that have led to certain grants no longer being given (Houses in Multiple Occupation (HMO) Grants and Decent Homes grants to landlords) and restricted promotion of Decent Homes Grants to owner occupiers
 - during budget setting for 2021/2022, an agreement that the council would change to offering loans instead of grants for Decent Homes.

2.3 Key changes to the policy:

- introduction of interest bearing Decent Homes loans to owner occupiers where previously Decent Homes Grants may have been offered
- introduction of a small (up to £1,000) grant for emergency repairs for home owners on certain income related benefits
- removal of grant to landlords for repairs to rental property including HMOs.

3.0 Reason(s)

- 3.1 The reason the draft revised policy is being put in front of the Overview and Scrutiny Committee is that in order to assist in the drafting of the revised policy, it is appropriate and timely that members of the Committee should exercise their scrutiny functions under the council's Constitution and in line with the Local Government Act 2000, notably to 'review draft strategies'.
- 3.2 Any issues or suggestions made by the Overview and Scrutiny Committee in connection with their review of the draft proposed policy will either be incorporated into the final draft or brought to the attention of the Executive Member for Neighbourhoods when seeking the Executive's support to put the final version to for Council, including drawing attention to the Committee's comments in the report accompanying the draft policy put in front of Council so as to aid Council's decision-making.

4.0 Options

4.1 In exercising its power to 'review draft strategies', the Overview and Scrutiny Committee has the option to:

- signal its contentment with the Policy as currently drafted. If this approach is taken, this will be relayed to the Executive and then full Council when it considers the final draft version or
- suggest amendments, additions, deletions and/or clarifications to the report. If this approach is taken, all such suggestions will be considered by the Executive Member for Neighbourhoods and the Head of Housing and Health and will either be incorporated into the final draft or brought to the Council's attention as being the views of the Committee in accompanying report to the final draft version put to Council in due course or
- consider that there is an insufficient case for the policies, whether amended or not, to be put to Council for determination. If this approach is taken, the Overview and Scrutiny Committee should make their rationale for this approach explicit so that the Executive Member for Neighbourhoods and the Head of Housing and Health can assess whether to desist from putting the policy to Council in its current form or to proceed to determination by Council in which case the Committee's views would be included in the accompanying report.

5.0 Risks

5.1 Overwhelming interest in the scheme that the council cannot satisfy; this risk appears unlikely due to the number of grants issued in previous years. The impact of this would be

moderate and may result in the lack of ability to provide the service effectively.

- 5.2 The risk of fraud is thought to be low and can be mitigated through the application process. Asking for financial and personal information in order to verify eligibility will allow the council to assess applicants as part of the means testing process.
- 5.3 There would be implications if we did not have a policy that sets out the assistance we can provide to residents in private sector housing. Vulnerable residents in the district would be more likely to live in homes in disrepair without the means to repair housing hazards. This would have knock on health implications for these vulnerable households.

6.0 Implications/Consultations

- 6.1 Consultation carried out from Monday 23 August - Sunday 19 September.

Community Safety

No

Data Protection

No

Equalities

An equalities impact assessment will be undertaken prior to consideration by Council. Initial consideration of an acceptable product under sharia law is currently underway along with the detailed terms of any loan or grant.

Environmental Sustainability

Yes – the benefit of improvements to private properties are referred to in the policy itself.

Financial

Home improvement grants and loans are both classified as Revenue Expenditure Financed as Capital Under Statute (REFCUS) so they are included in the capital and are currently financed by a charge to the revenue account. The change to loans means that over time, when properties are sold, the council will receive back the loan plus interest which is classified as a capital receipt and can only be used to finance capital expenditure or repay debt. Over time the home improvement grant funding will become predominately revolving funds lowering the annual revenue cost to the council. As the loan and interest are secured as a charge on the property and only become due when the property is sold, there is no overhead in monitoring and chasing debt payments and there is no debt balance in the balance sheet. The vast majority of local authorities in England have changed over to loans in the last decade so the council is not out of step making this change and the recycling of funds in this way ensures that the council can continue to provide assistance to owner occupiers.

With the need to make revenue savings over the medium term there is a risk that this budget could have been reduced but by changing over to loans this sets a path for this budget to be reduced as the capital receipts become a circular funding source in the future. Experience elsewhere indicates that it will be approximately 5 years before receipts start to be returned to the council but after that time the proportion of annual funding being replaced by capital receipt grows to between 50% and 75%.

Health and Safety

Improvements to the private properties that will consequently improve the risk ratings of properties are covered in the policy itself.

Human Resources

No – no implications

Human Rights

No – no implications unless equalities issues are not able to be overcome.

Legal

The council has the legal ability to provide loans as opposed to grants.

Specific Wards

No

7.0 Background papers, appendices and other relevant material

7.1 Appendix A – East Hertfordshire District Council Draft Private Sector Housing Assistance Policy

Contact Member

Councillor Peter Boylan – Executive Member for Neighbourhoods
peter.boylan@eastherts.gov.uk

Contact Officer

Jonathan Geall, Head of Housing and Health, Tel: 01992 531594.
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Amy Ditcham, Senior Officer - Environmental Health Policy and Projects Officer, Tel: 01992 531445. amy.ditcham@eastherts.gov.uk

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East Hertfordshire District Council

Private Sector Housing Assistance Policy

Organisation	East Hertfordshire District Council
Title	Private Sector Housing Assistance Policy
Author - name and title	Jane O'Brien – Senior Officer Environmental Health (Residential)
Owner - name and title	Jane O'Brien – Senior Officer Environmental Health (Residential)
Date	August 2021
Approvals	Overview and Scrutiny, Executive & Council
Version	1.0
Next Review Date	August 2031

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1.0 Introduction

- 1.1. This document details East Herts Council's Private Sector Housing Assistance Policy. It details the way in which the Council provides financial and other assistance to owners and occupiers of private sector housing within East Herts.
- 1.2. The Council's first policy relating to financial assistance, the Private Sector Housing Assistance Policy was published in 2003 and there have been a series of amendments since. This policy document replaces the previous policy dated 2008. Grants provided under the previous policy will continue to be considered under that policy and the terms and conditions of the grants applicable at the time of grant approval.
- 1.3. This policy has been adopted under Article 4 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. The order introduced powers for local authorities to provide assistance to households living in private sector housing. The Council's approach to carrying out works of repair, improvements and adaptations in order to address local needs and priorities and provide assistance to vulnerable residents is set out here.
- 1.4. Objectives
- To tackle housing conditions that represent a hazard to the health and wellbeing of the occupier, focusing on the needs of the most vulnerable households.
 - Improve the quality of life of elderly, disabled and vulnerable residents by appropriate adaptations to their homes, where they are not in the position to do so.
- 1.5 As resources are limited within each financial year a degree of flexibility is required to meet changing needs. To tackle these problems the Council aims to use its funds as fairly and effectively as possible. To achieve this, the Council has made the decision to move from grants to loans for housing repairs so that the funds can still have the same positive impact on residents' lives but also be recovered and recycled in the future to benefit more residents.

2.0 Local and National Context

2.1 This document supports and links to a number of strategies adopted by East Herts Council. It aims to support the needs of vulnerable, disabled and elderly residents and underpins a number of the Council's priorities for health and wellbeing and housing need. Relevant strategies and their link to the Private Sector Housing Assistance Policy are as follows:

- **East Herts Corporate Plan** - The corporate priority 'enabling our communities' is supported by this policy through the aim to deliver the objective 'we will support our vulnerable residents'. This policy also supports the priority to put 'sustainability at the heart of everything we do' through the provision of energy efficiency grants.
- **East Herts Health and Wellbeing Strategy** - This policy supports the aim to 'improve the health and wellbeing of our communities' by delivering the outcome 'support for our vulnerable families and individuals'. The Health and Wellbeing Strategy outlines 'access to high quality housing' as a way that the Council can enable health improvement in the district.
- **East Herts District Plan** - This policy supports the District Plan in contributing to the following:
'A key objective of the District Plan seeks to ensure that new housing is accessible to, and meets the needs and aspirations of, the District's communities. The Council also recognises that everyone should be given the opportunity to access a decent home.'
- **East Herts Housing Strategy 2021-2026** - The Housing Strategy identifies the following as two of the 'most urgent housing issues facing East Herts':
 - Housing need - Insufficient supply of special needs/supported homes for older people, people with mental health needs, people with learning disabilities, people with physical disabilities.

- Housing conditions - Ensuring good standards in the private rented sector.
- 2.2 East Herts covers the eastern third of Hertfordshire. Around three-quarters of the population live in one of the five main towns, separated by areas of rural landscapes and small villages. There are 62,116 dwellings in East Hertfordshire, 70% are owner occupied, 16% private rented and 13% social rented.
- 2.3 Residents in East Herts enjoy one of the highest qualities of life in rural Britain and enjoy a good level of health and life expectancy. While by many measures a relatively affluent district, East Herts does have its health challenges, including deprivation. The health of people in East Herts is generally better than the England average; however this tends to mask pockets of deprivation. Five of the most deprived wards account for 16% of the population, representing around 23,000 individuals.
- 2.4 East Herts has an ageing population. ONS population forecasts show that there will be 87.5% more older people (65+) by 2037. This potentially means a significant increase in the need for support services and housing with support which needs to be planned for. The District Housing Needs Survey 2014¹ asked a series of questions to understand physical or mental health issues and long term illness and their impact on housing needs. The key findings were that 16.5% of households contain somebody with a disability/limiting long term illness. The main demographic affected were over 65 years old and the main issue being around walking/mobility issues.
- 2.5 Housing is one of the major wider determinants of health and wellbeing. The impacts that housing can have on health and wellbeing are recognised by the Housing Act 2004, particularly through the Housing Health and Safety Rating System (HHSRS), by which housing of all tenures is assessed for the likelihood and severity of harm arising from a range of hazards, such as excess cold, falls, dampness, and fire.

¹ [East Hertfordshire District Council - Housing Needs Survey 2014](#)

- 2.6 In 2019, 10% of the housing stock in England had a HHSRS Category 1 hazard, down from 21% in 2009². 15% of private sector properties in East Herts have Category 1 Housing Health and Safety Rating System (HHSRS) hazards³. 14% of properties in the private rented sector have Category 1 HHSRS hazards, similar to the England average (13%)⁴. The Housing Stock Condition Report for East Herts identified concentrations of high levels of Category 1 hazards mainly in the more rural areas. Estimated costs to mitigate all Category 1 hazards in private sector stock are £27.59 million.
- 2.7 The East Herts Housing Stock Condition Report identified that a proportion of the private sector stock in East Hertfordshire could benefit from energy efficiency improvements with 26% of dwellings having un-insulated cavity walls. Furthermore, 15% of East Herts private sector stock has less than 100mm of loft insulation with 7% having no loft insulation at all. In East Herts, it is estimated that 73% of the housing stock have cavity walls, higher than the regional and national figures (50%)⁵.

3.0 Assistance Available

- 3.1 East Herts offers assistance ranging from advice, financial assistance through to enforcement in order to tackle housing hazards.

3.2 Financial Assistance

- 3.2.1 The details of the financial assistance available through either grants or loans are outlined in Table 1. These are offered subject to terms and conditions.

² [English housing survey](#)

³ BRE Integrated Dwelling Level Housing Stock Modelling and Database for East Herts District Council

⁴ [English housing survey](#)

⁵ [English housing survey](#)

Assistance available	For	Financial offer & condition of repayment	Eligibility
Decent Home Loans	Bringing the property up to the Government's Decent Homes Standard: <ul style="list-style-type: none"> • To be free from Category 1 hazards as defined by HHSRS • be in reasonable repair • have reasonably modern facilities and services • have adequate heating and insulation 	Between £1,000 and £30,000. The recipient will repay the capital upon sale or transfer of the property on which the loan was secured. Interest will be at 4.5% per annum.	Approvals are subject to a test of resources and so the amount of the loan offered will depend on an assessment of the applicant's ability to pay for the eligible works themselves or to obtain a commercial loan to cover the costs.
Small Grants for Emergency Repairs	Category 1 hazards identified under HHSRS	Up to £1,000 The recipient will repay the capital upon sale or transfer of the property on which the grant was secured.	Applicants must be in receipt of an income related benefit
Energy Efficiency Grants	To include schemes signed up to by the Council for which funding becomes available	Dependant on the scheme offer	Dependant on the scheme offer
Home Insulation Grants	Grants that go towards the cost of loft insulation works and/or cavity wall insulation	<ul style="list-style-type: none"> • 50% grant of up to £200 towards loft insulation works • 50% grant of up to £300 towards the cost of cavity 	All homeowners in East Herts

		wall insulation	
Disabled Facilities Grants (Provided through the Hertfordshire Home Improvement Agency (HHIA) and are subject to the HHIA's own policies)	Essential adaptations to homes to make them more suitable for disabled people to live in and manage independently	Up to £30,000	<ul style="list-style-type: none"> • Subject to a test of resources for applicants over 18 • Subject to an Occupational Therapist assessment • Owner occupiers, tenants and landlords on behalf of tenants can apply

Table 1. Financial Assistance Available

3.2.2 Legislation does not restrict financial assistance to private sector homeowners alone. However, East Herts would not provide financial assistance for housing repairs to housing association tenants as other mechanisms are in place to improve their homes. The Council will not fund work that is due to the failure of a landlord to meet their statutory obligations or to repair or improve property that is in poor condition as a consequence of the nature of its occupation or a deliberate act of the occupier. Home owners are expected to have buildings insurance and the Council will not fund works that are covered by insurance.

3.3 Verbal advice

3.3.1 Where financial assistance is not available under this policy, officers will look to assist a customer in other ways, such as advice on property defects or possible adaptations or alterations. This policy takes a safety net approach to protect and assist vulnerable, disabled and elderly residents who may not have the financial resources to improve or maintain their property.

3.3.2 Advice may also include referral to partners, for example directing enquiries to Herts Home Improvement Agency or direction to alternative sources for energy efficiency home adaptations.

3.4 Enforcement

3.4.1 Enforcement action will not generally be the first response to minor contraventions of legislation, and any enforcement action will be undertaken in accordance with the Environmental Health Enforcement Policy. The need for formal enforcement may be brought about by various factors such as the severity of a problem, imminent risk, previous history, confidence in a landlord, public interest etc.

3.4.2 Where a property is found to have a Category 1 hazard under the Housing Act 2004 the Council does have a duty to take action. We therefore require that following the works funded under a Decent Home Loan the property must be left free from Category 1 hazards. Where an owner is not prepared to have work completed to remove all such hazards the Council will not approve a loan and may need to take enforcement action. Where there are works needed that justify a grant for emergency repairs further works to remove remaining Category 1 hazards should be completed within a reasonable timescale whether through loan funding or otherwise.

4.0 Details of financial assistance available

4.1 Decent home loans

4.1.1 Works that can be included

- These are discretionary towards the cost of works to help homes meet the Government's Decent Homes Standard, i.e., to be free from Category 1 hazards as defined by the Housing Health and Safety Rating System, (Housing Act 2004 Pt 1) be in reasonable repair, have reasonably modern facilities and services, and have adequate heating and insulation. Eligible premises will therefore be failing any of these criteria.

- Below is a non-exhaustive list of example eligible works:
 - Essential repairs, such as to make the property wind and weathertight, or to repair dangerous electrical installations. Seriously defective boilers and sanitary facilities may also be dealt with under this disrepair criterion. Reasonable repair will be considered in relation to the age, character and location of the property.
 - Upgrading of facilities and services such as kitchens and bathrooms where there are 3 or more significant failures under this definition within the standard, or where necessary to make the house fit and in reasonable repair. (Kitchen and bathroom facilities will not be assessed purely on age but to qualify must include significant wear or disrepair).
 - Home safety/security improvements, such as the provision of door chains, door viewers, door bolts, window/patio door locks and home safety. Where these are needed to remove a Category 1 hazard or in addition to other works
- In all cases, the Council will determine whether the works are reasonable and practicable, and whether assistance is appropriate.
- Loans will not be available for any works undertaken before approval of the loan is given.

4.1.2 Who can apply?

- The Council will consider applications for decent home loans from owner occupiers and qualifying tenants. The loan is only available subject to a test of resources which looks at people's income and savings. The test of resources will calculate the level of contribution to the works expected from the applicant, where this contribution is £5,000 or less this amount can be added to the loan amount up to a total loan amount of £30,000. All applications will be considered on a case by case basis.

- No properties built or converted within the previous eleven years will be considered for assistance and the owner must have owned the property or been a qualifying tenant for at least one year prior to the date of application before assistance will be considered.

4.1.3 Summary of terms and conditions

- Full terms and conditions are laid out in Appendix B – Part 1.
- The Council will consider the cost of all proposed work in the light of eligibility of work and reasonableness of costed items on estimates/quotations, subject to a maximum limit for assistance in any three years, of £30,000.
- Certain preliminary or ancillary fees including the costs of an agent/surveyor may be included within the total assistance subject to the maximum assistance amount of £30,000. However the payment of any such fees is conditional on the loan approval and on completion of the specified works.
- The Council will place a local land charge on the property for the works carried out. This uses the recipient's house as security on the loan. Interest will be added to the loan amount on an annual basis (prorated for any loan period less than one full year). Interest will be at 4.5% per annum at the time of approval of this policy but this rate may be amended in the future. Any such amendments will be advertised on the East Herts website and will be made clear in the loan agreement. The interest rate set on signing the loan agreement will remain for the duration of the loan. The recipient repays the capital when they sell or transfer the property on which the loan was secured. Repayment of the loan and interest may be made either in whole or part at any time during the loan period which will end on the completion of sale or qualifying transfer of the property at which point the full repayment of loan and interest will become due.
- To help ensure that customers maintain their properties after improvement/ repair works have been carried out with Council

assistance, the Council will expect customers to obtain and maintain sufficient Buildings Insurance for the property.

4.2 Small grants for emergency repairs

4.2.1 Works that can be included

- Housing hazards identified as a Category 1 hazard under the HHSRS where there is an imminent risk to the occupier or visitors to the property.

4.2.2 Who can apply?

- The Council will consider applications from owner occupiers and qualifying tenants. All applications will be considered on a case by case basis.
- Applicants must be in receipt of an income related benefit including:
 - Child Tax Credit
 - Housing Benefit
 - Income Support
 - Income-based Jobseeker's Allowance (JSA)
 - Income-related Employment and Support Allowance (ESA)
 - Pension Guarantee Credit
 - Universal Credit
 - Working Tax Credit
- No properties built or converted within the previous eleven years will be considered for assistance and the owner must have owned the property or been a qualifying tenant for at least one year prior to the date of application before assistance will be considered.

4.2.3 Summary of terms and conditions

- Full terms and conditions are laid out in Appendix B - Part 2.
- These grants are for emergency repairs that cover Category 1 hazards. Total grant amount will be up to £1,000 in any three year period. The

Council will place a local land charge on the property for the works carried out. The recipient repays the capital when they sell or transfer the property on which the grant was secured.

4.3 Energy efficiency grants

- Grants and funding rounds to make properties in the district as energy efficient as possible will be advertised when they are made available through local or central government funds. Advice on how to increase the energy efficiency of your home and details of funding rounds (including terms and conditions) will be on the Council's website.

4.4 Home insulation grants

4.4.1 Works that can be included

- The Council can help towards the cost of home insulation by providing the following:
 - 50% grant of up to £200 towards loft insulation works which provides 270mm depth loft insulation and
 - 50% grant of up to £300 towards the cost of cavity wall insulation
- Applicants must provide the Council with two formal quotes on Contractor's company headed paper for the proposed works. The following can be included in the quotes:
 - Loft clearance to enable installation
 - Installation of access platforms and tank walkways
 - Pipe insulation and Tank Lagging (in roof space)
 - Loft Hatch insulation (if part of main loft insulation measures)
- The following cannot be included in the quotes:
 - DIY installations
 - properties requiring an insulation top up where there is more than 6" or 150mm of existing insulation

The Council will review the quotes received and may reduce the grant payment where a quote appears to be excessive.

4.4.2 Who can apply?

- The grant scheme is open to all homeowners in East Herts.

4.4.3 Terms and conditions

- Grants cannot be applied for retrospectively. A competent company should carry out the proposed works. The Council will not normally give assistance towards work which, in their opinion, might not be completed to a satisfactory standard.
- Home insulation grants can be applied for by completing the application form on the Council's website.
- Before undertaking any works applicants need to:
 - complete and submit an application form using the Council's prescribed form
 - provide two formal quotes on Contractor's company headed paper (grant payments will be based on the lowest quote)

4.5 Disabled Facilities Grants

- East Herts Council is a partner in the Hertfordshire Home Improvement Agency, which now delivers the Council's responsibilities in relation to Disabled Facilities Grants.
- From April 2015, funding for Disabled Facilities Grants transferred to the Better Care Fund, which is paid to Hertfordshire County Council, rather than District Councils. The Government's 2013 Spending Review created this single pooled budget to incentivise innovation and integration across the NHS and Local Government, 'to deliver better outcomes and greater efficiencies through more integrated services for older and disabled people'.
- East Herts are therefore working with Hertfordshire County Council to ensure Better Care Fund plans make adequate provision to meet local needs and statutory obligations for Disabled Facilities Grants. Further details can be found on the [Hertfordshire Home Improvement Agency](#)

[website](#).

4.5.1 Works that can be included

- Disabled Facilities Grants are for adaptations to homes to make them more suitable for disabled people to live in and manage independently.
- Below is a non-exhaustive list of example eligible works:
 - Widening doors
 - Installing ramps
 - Improving access to rooms and facilities – e.g. installing stair lifts
 - Providing access to the garden
 - Providing a downstairs bathroom or wet room
 - Providing a heating system suitable for an applicant's needs
 - Adapting heating or lighting controls to make them easier for applicants to use

4.5.2 Who can apply?

- The grants are available nationally with criteria set outside of this policy. They are subject to conditions and eligibility (which includes a test of resources, except in case where eligible works are for a child or young person under the age of 19 where no means test is required). They are available to people who are registered, or registerable, as disabled.
- Owner occupiers, tenants and landlords on behalf of tenants can apply.

4.5.3 Terms and conditions

- The terms on which Disabled Facilities Grants are provided are set out in the Hertfordshire Home Improvement Agency's mandatory and discretionary grants policies. Further details can be found on the [Hertfordshire Home Improvement Agency website](#).

Appendix A – How to apply for assistance

A person may (amongst other routes) access the assistance and services outlined in this policy by:

- Contacting Environmental Health directly.
- By being referred to the service by another agency or internal service area.
- By being brought to the attention of Environmental Health as the result of a complaint
- By proactive contact by Environmental Health.

Applications for financial assistance will only be accepted on the Council's prescribed forms. The initial enquiry form will be made available on the Council's website along with sample grant and loan agreements.

Where applicants have legitimate concerns about taking out an interest-bearing loan as a result of religious beliefs, an alternative route with a leasing scheme may be considered.

Appendix B – Terms and conditions

These terms and conditions do not apply to the following types of financial assistance as they each have specific eligibility criteria set out separately:

- Energy efficiency grants (see section 4.3)
- Home insulation grants (see section 4.4)
- Disabled facilities grants (see section 4.5)

In developing this policy, the Council takes into account the responsibility of owners to maintain their own properties, but also considers ability to do so and vulnerability of different groups, as well as other factors in determining eligibility criteria and terms and conditions.

The terms and conditions for financial assistance detailed within this policy will be set down in writing for all applicants.

Part 1 – Terms and conditions for loans

- In making an application for assistance, when applicants sign the application form they are agreeing to all the terms and conditions as detailed by the Council.
- Information provided to the Council by applicants as part of the application process will be checked thoroughly and may be shared with other departments of the Council and other organisations involved in any aspect of handling public funds to prevent and detect fraud or in investigation of other possible criminal activities.
- Applications or enquiries will only be accepted on the prescribed forms of the Council.
- An application will only be considered to be complete if it includes all the information required with the signature of the applicant.
- Applicants must be 18 years of age or older at the date of application and in the case of joint applications one must be over 18 at the date of application.

- It is a condition of all forms of assistance that repayment is received in accordance with the terms of approval of the financial assistance.
- Applicants for loans which require a means test or an enquiry to be made of the commercial financial markets for availability of loans or equity release etc., will be required to complete details of financial circumstances on a form provided by the Council requiring answers to pre-set questions. In completing this form applicants will be required to sign a declaration as to the accuracy of information provided and that of supporting paperwork, e.g., wage slips and accounts etc. The Council will routinely carry out cross checks on information provided. Applicants who have within the previous 12 months applied for an income related benefit will be asked to authorise the provision by the relevant agency of the full statement of calculation of the benefit entitlement.
- No application will be accepted for works required to reinstate any dwelling designated as defective under Section 528 or 559 of the Housing Act 1985, although applications for other types of work to defective dwellings will be considered, e.g., for a disabled facilities grant.
- All applications for assistance must be accompanied by an owner/occupation certificate which state the applicant has or proposes to acquire a qualifying interest in the property subject to the application for assistance. In addition to the following:
 - Owner Occupation Certificate: that throughout a period of 10 years from the completion date she/he or a member of the family intends to live in the dwelling as their only or main residence.
 - Proof of title shall also be required to enable property ownership to be confirmed, and consent of any mortgagee will be needed.
- It is the applicant who employs the builder to undertake agreed works and the Council has no contractual liabilities in that relationship as its role is only to administer the grant/loan process.
- The applicant is ultimately responsible for ensuring the quality of the completed works; the responsibility can be passed on to an agent of the applicant, e.g., an architect or a Home Improvement Agency.

- If an applicant submits an estimate/quote from a member of their family who then carries out the agreed works the loan will only be paid on the basis of the cost of materials and not labour.
- Upon conclusion of discretionary decent home loans it will be expected that the property is free from significant hazards; any exception to this will require the authority of the Service Manager - Environmental Health.
- Applications from tenants for decent home loans must be from qualifying tenants who according to the terms of their lease are responsible for the work for which assistance is being sought.
- In the case of applications initiated by a qualifying tenant they must be accompanied by a tenants certificate stating that the applicant is a qualifying tenant of the dwelling and that she/he or a member of the family intends to live in the dwelling as their only or main residence. A tenant's application must also be supported by the landlord's completion of a certificate of intended letting unless such is not forthcoming and the works are required to remove risk to the tenant's health and/or safety. In all other circumstances work to a property will require the owner's written authority and that of the mortgagee.
- An application for assistance towards works that have already been completed will not be processed. Any part of works not commenced, which would otherwise have been considered for assistance may be processed for possible financial assistance as long as work is not commenced prior to formal approval.
- The amount of financial assistance payable shall be the actual cost of undertaking the works plus any associated fees, less any owner's etc. contribution, up to the total value of the assistance approved. Additional funding will only be provided above the original approval level in the event of unforeseen work being needed to allow completion of eligible works or associated works of a nature to protect the health and safety of occupiers, or evidenced increases in costs to the contractor from their suppliers etc. A formal re-approval to a higher level of assistance will be required before any

payment above the originally approved level is paid.

- All payments shall be conditional upon receipt of an acceptable invoice and made direct to the appropriate contractor following agreement with the applicant that works to the appropriate stage have been satisfactorily completed. In a situation of dispute between the applicant and contractor, which is not resolved in a reasonable time period the loan, or part thereof, may be paid to the applicant, agent or contractor at the discretion of the Council.
- The Council will include the cost of preliminary or ancillary services fees and charges within the calculation of assistance; each submission of fees will be individually considered for reasonableness. The payment of any such fees is conditional on a loan being approved and the completion of all specified works, otherwise the Council will not be held responsible for any fees incurred before or after approval.
- The Council will consider requests for interim payments such that no interim payment will normally be for more than 90% of the cost of completed work and in aggregate no more than 90% of the total approved amount before final completion.
- The Council will determine on each approval document the time period allowed for works to be completed, which will not normally exceed 12 months and may be significantly shorter for small items of work.
- The works must be carried out by one of the contractors whose estimates/quotations were submitted as part of the application process, unless otherwise agreed by the Council, the loan/grant having been calculated using the lowest priced estimate/quotation.
- The number of estimates/quotations accompanying an application for a loan shall be at least two. Three quotations will normally be sought for works costing more than £5,000. The Council reserve the right to ask for more estimates/quotations if they are not satisfied with those submitted, or to accept a single quotation where two would normally be required for work from specialist contractors, or for works of less than £5,000, where the

Service Manager - Environmental Health is satisfied that best value is achieved and obtaining more quotations is not necessary or practical in the circumstances.

- Applicants should contact the Council to report a change in personal and/or financial circumstance. Where an applicant's circumstances change or are confirmed as different from originally stated, after approval is issued, such that approval would no longer be given, then the loan approval will be cancelled and no payments will be made, or no further payments will be made where interim payments have already been paid, except in exceptional circumstances when the Head of Housing and Health may give authority to provide further funding so as to conclude work at a suitable and appropriate stage. Where payments have been made, the local authority may demand repayment together with compound interest from the date on which payment was made until repayment, at such reasonable rate as the Council may determine.
- In any case where financial circumstances at the time of application are later confirmed differently to those submitted by the applicant/s such that after approval a new processing of information would lead to reduced assistance or denial of assistance then the original approval will be amended/cancelled and the local authority may demand repayment together with compound interest from the date on which payment was made until repayment, at such reasonable rate as the Council may determine to recover any over payment. In such circumstances the local authority may choose to cancel the whole approval or demand repayment of all monies paid, plus compound interest, despite the fact that a reduced level of assistance would have been approved, where it is felt the degree of error in the applicant completing the original means test forms is such to suggest a deliberate attempt to deceive.
- In certain circumstances where the Council believe that actions of applicants may have been taken to deliberately defraud the Council a file will be passed to the Police for investigation.
- In the 10 year period following final payment of assistance monies the applicant shall upon written request from the Council, reply in writing, within 21 days of the date of the request stating how they are complying with any of

the terms and conditions of the assistance enquired about. Failure to comply with this item will be deemed a failure of assistance conditions requiring total repayment of financial assistance plus compound interest at a reasonable rate determined by the Council.

- In the event of a recipient of assistance pursuing a successful insurance claim, action for legal damages etc. which covers the cost of works for which assistance was previously paid, the applicant will on demand repay the total value of assistance paid relating to such works or the value of the insurance payment/legal damages if lower.
- The Council will not undertake works on behalf of applicants, except where works may be due in default of an owner's, tenants etc. failure to comply with a statutory notice.
- The Council or their agents will hold final authority to determine what works are agreed works although it is acceptable for owners, tenants or their agents etc. to draw up initial schedules of work which may be reduced or added to by the Council in terms of work qualifying for possible assistance.
- The payment of any assistance approved will normally only be considered after any applicants contribution has been accounted for in the value of invoices submitted.
- The responsibility to gain all necessary approvals for works to be undertaken with assistance rests with the applicant or their agent, such approvals may be Planning Permission or Building Regulation Approval or any of the matters raised within the terms and conditions of assistance.
- Financial assistance will only be approved for the benefit of applicants who are able to provide evidence of a valid National Insurance Number.
- The financial assistance the Council awards are all subject to levels of available funding in each financial year and as such the Council reserves the right to defer approval, or even consideration, of applications for periods of time of its own choosing in order to properly manage its budgets.

- In considering applications for the benefit of people with disabilities the Council may choose not to grant aid adaptations for which County Council Social Services are responsible under the Chronically Sick and Disabled Persons Act 1970.
- The Council may from time to time utilise special funding from central government, or other sources, aimed at specific subjects to target issues of local and national concern in accordance with any special conditions, e.g., replacement of inefficient boilers. Any special terms and conditions applicable to such initiatives will be appended to the Private Sector Housing Assistance Policy as they will not significantly alter the Council's primary approach to the subject.
- The Council may not consider applications from persons, organisations etc. where there is a possible alternative source of funding for maintaining properties, e.g., the NHS.

The Council reserves the right to re-consider any individual application against any of these terms and conditions upon the authority of the Head of Housing and Health.

Part 2 – Terms and conditions for grants

- In making an application for assistance, when applicants sign the application form they are agreeing to all the terms and conditions as detailed by the Council.
- Information provided to the Council by applicants as part of the application process will be checked thoroughly and may be shared with other departments of the Council and other organisations involved in any aspect of handling public funds to prevent and detect fraud or in investigation of other possible criminal activities.
- Applications or enquiries will only be accepted on the prescribed forms of the Council.

- An application will only be considered to be complete if it includes all the information required with the signature of the applicant.
- Applicants must be 18 years of age or older at the date of application and in the case of joint applications one must be over 18 at the date of application.
- It is a condition of all forms of assistance that repayment is received in accordance with the terms of approval of the financial assistance.
- Applicants for assistance which require a means test or an enquiry to be made of the commercial financial markets for availability of loans or equity release etc., will be required to complete details of financial circumstances on a form provided by the Council requiring answers to pre-set questions. In completing this form applicants will be required to sign a declaration as to the accuracy of information provided and that of supporting paperwork, e.g., wage slips and accounts etc. The Council will routinely carry out cross checks on information provided. Applicants who have within the previous 12 months applied for an income related benefit will be asked to authorise the provision by the relevant agency of the full statement of calculation of the benefit entitlement.
- No application will be accepted for works required to reinstate any dwelling designated as defective under Section 528 or 559 of the Housing Act 1985, although applications for other types of work to defective dwellings will be considered, e.g., for a disabled facilities grant.
- All applications for assistance must be accompanied by an owner/occupation certificate which state the applicant has or proposes to acquire a qualifying interest in the property subject to the application for assistance. In addition to the following:
 - Owner Occupation Certificate: that throughout a period of 10 years from the completion date she/he or a member of the family intends to live in the dwelling as their only or main residence.
 Proof of title shall also be required to enable property ownership to be confirmed, and consent of any mortgagee will be needed.

- It is the applicant who employs the builder to undertake agreed works and the Council has no contractual liabilities in that relationship as its role is only to administer the grant process.
- The applicant is ultimately responsible for ensuring the quality of the completed works; the responsibility can be passed on to an agent of the applicant, e.g., an architect or a Home Improvement Agency.
- If an applicant submits an estimate/quote from a member of their family who then carries out the agreed works the grant will only be paid on the basis of the cost of materials and not labour.
- Applications must be from qualifying tenants who according to the terms of their lease are responsible for the work for which assistance is being sought.
- In the case of applications initiated by a qualifying tenant they must be accompanied by a tenants certificate stating that the applicant is a qualifying tenant of the dwelling and that she/he or a member of the family intends to live in the dwelling as their only or main residence. A tenant's application must also be supported by the landlord's completion of a certificate of intended letting unless such is not forthcoming and the works are required to remove risk to the tenant's health and/or safety. In all other circumstances work to a property will require the owner's written authority and that of the mortgagee.
- An application for assistance towards works that have already been completed will not be processed. Any part of works not commenced, which would otherwise have been considered for assistance may be processed for possible financial assistance as long as work is not commenced prior to formal approval.
- The amount of financial assistance payable shall be the actual cost of undertaking the works plus any associated fees, less any owner's etc. contribution, up to the total value of the assistance approved. Additional funding will only be provided above the original approval level in the event of unforeseen work being needed to allow completion of eligible works or associated works of a nature to protect the health and safety of occupiers, or

evidenced increases in costs to the contractor from their suppliers etc. A formal re-approval to a higher level of assistance will be required before any payment above the originally approved level is paid.

- All payments shall be conditional upon receipt of an acceptable invoice and made direct to the appropriate contractor following agreement with the applicant that works to the appropriate stage have been satisfactorily completed. In a situation of dispute between the applicant and contractor, which is not resolved in a reasonable time period the grant, or part thereof, may be paid to the applicant, agent or contractor at the discretion of the Council.
- The Council will include the cost of preliminary or ancillary services fees and charges within the calculation of assistance; each submission of fees will be individually considered for reasonableness. The payment of any such fees is conditional on a grant being approved and the completion of all specified works, otherwise the Council will not be held responsible for any fees incurred before or after approval.
- The Council will consider requests for interim payments such that no interim payment will normally be for more than 90% of the cost of completed work and in aggregate no more than 90% of the total approved amount before final completion.
- The Council will determine on each approval document the time period allowed for works to be completed, which will not normally exceed 12 months and may be significantly shorter for small items of work, in particular for small grants for emergency repairs.
- The works must be carried out by one of the contractors whose estimates/quotations were submitted as part of the application process, unless otherwise agreed by the Council, the loan/grant having been calculated using the lowest priced estimate/quotation.
- The number of estimates/quotations accompanying an application for a grant for works costing in up to of £1,000 shall be at least one estimate/quotation, but normally two, shall be provided. The Council reserve

the right to ask for more estimates/quotations if they are not satisfied with those submitted, or to accept a single quotation where two would normally be required for work from specialist contractors where the Service Manager - Environmental Health is satisfied that best value is achieved and obtaining more quotations is not necessary or practical in the circumstances.

- Applicants should contact the Council to report a change in personal and/or financial circumstance. Where an applicant's circumstances change or are confirmed as different from originally stated, after approval is issued, such that approval would no longer be given, then the grant approval will be cancelled and no payments will be made, or no further payments will be made where interim payments have already been paid, except in exceptional circumstances when the Head of Housing and Health may give authority to provide further funding so as to conclude work at a suitable and appropriate stage. Where payments have been made, the local authority may demand repayment together with compound interest from the date on which payment was made until repayment, at such reasonable rate as the Council may determine.
- In any case where financial circumstances at the time of application are later confirmed differently to those submitted by the applicant/s such that after approval a new processing of information would lead to reduced assistance or denial of assistance then the original approval will be amended/cancelled and the local authority may demand repayment together with compound interest from the date on which payment was made until repayment, at such reasonable rate as the Council may determine to recover any over payment. In such circumstances the local authority may choose to cancel the whole approval or demand repayment of all monies paid, plus compound interest, despite the fact that a reduced level of assistance would have been approved, where it is felt the degree of error in the applicant completing the original means test forms is such to suggest a deliberate attempt to deceive.
- In certain circumstances where the Council believe that actions of applicants may have been taken to deliberately defraud the Council a file will be passed to the Police for investigation.

- In the 10 year period following final payment of assistance monies the applicant shall upon written request from the Council, reply in writing, within 21 days of the date of the request stating how they are complying with any of the terms and conditions of the assistance enquired about. Failure to comply with this item will be deemed a failure of assistance conditions requiring total repayment of financial assistance plus compound interest at a reasonable rate determined by the Council.
- In the event of a recipient of assistance pursuing a successful insurance claim, action for legal damages etc. which covers the cost of works for which assistance was previously paid, the applicant will on demand repay the total value of assistance paid relating to such works or the value of the insurance payment/legal damages if lower.
- The Council will not undertake works on behalf of applicants, except where works may be due in default of an owner's, tenants etc. failure to comply with a statutory notice.
- The Council or their agents will hold final authority to determine what works are agreed works although it is acceptable for owners, tenants or their agents etc. to draw up initial schedules of work which may be reduced or added to by the Council in terms of work qualifying for possible assistance.
- The payment of any assistance approved will normally only be considered after any applicants contribution has been accounted for in the value of invoices submitted.
- The responsibility to gain all necessary approvals for works to be undertaken with assistance rests with the applicant or their agent, such approvals may be Planning Permission or Building Regulation Approval or any of the matters raised within the terms and conditions of assistance.
- Financial assistance will only be approved for the benefit of applicants who are able to provide evidence of a valid National Insurance Number.
- The financial assistance the Council awards are all subject to levels of available funding in each financial year and as such the Council reserves the

right to defer approval, or even consideration, of applications for periods of time of its own choosing in order to properly manage its budgets.

- In considering applications for the benefit of people with disabilities the Council may choose not to grant aid adaptations for which County Council Social Services are responsible under the Chronically Sick and Disabled Persons Act 1970.
- The Council may from time to time utilise special funding from central government, or other sources, aimed at specific subjects to target issues of local and national concern in accordance with any special conditions, e.g., replacement of inefficient boilers. Any special terms and conditions applicable to such initiatives will be appended to the Private Sector Housing Assistance Policy as they will not significantly alter the Council's primary approach to the subject.
- The Council may not consider applications from persons, organisations etc. where there is a possible alternative source of funding for maintaining properties, e.g., the NHS.
- The Council reserves the right to re-consider any individual application against any of these terms and conditions upon the authority of the Head of Housing and Health.

Appendix C – Definitions

Administration Charge will be imposed by the Council to cover the cost (plus VAT) of its officers organising works in default of an owner, e.g., after a statutory notice has not been complied with or when a responsible person requests the Council to organise works.

Agreed Works are those works appearing on a schedule produced or authorised by the Council.

Category 1 hazards are the most serious risks and hazards to health and safety from any deficiencies identified in dwellings. Local authorities use the housing health and safety rating system (HHSRS) risk-based evaluation tool to identify and categorise these hazards.

Charge on a Property is where the local authority legally places a debt on the record of a property and recovers the debt, plus interest, upon its sale if not settled beforehand.

A **Decent Home** is one that meets the following requirements:

- It is free of Category 1 hazards.
- It is in a reasonable state of repair.
- It has reasonably modern facilities and services.
- It provides a reasonable degree of thermal comfort.

Housing Health and Safety Rating System (HHSRS) is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings introduced under the Housing Act 2004.

Household Income means the amount of money the financial markets will consider available from a household to fund a loan, but will not include income from children etc. residing in the home, but purely from owner/s and any spouse or partner living in the property.

Means Tested Benefits is any specified income based benefit received by an applicant.

Member of the family includes spouses, persons who live together as husband and wife, parents, grandparents, children, grandchildren, brothers, sisters, uncles, aunts, nephews and nieces.

Person with a disability/people with disabilities means an individual is registered as a person with a disability or, in the opinion of the Social Services Authority is registerable as a person with a disability. This definition recognises the fact that the majority of people will not be on a register.

Preliminary or Ancillary Services, Fees and Charges which may be included in a grant application are:

- Technical and structural surveys;
- design and preparation of plans and drawings; and preparation of schedules of works;
- obtaining of estimates and valuations;
- applications for building regulations approval and planning permission;
- supervision of works;
- disconnection and reconnection of electricity, gas, water and drainage utilities made necessary by the works (but no charges arising out of non-payment of bills);
- advice on contracts and on financing the cost of works.

Including such services given by or through home improvement agencies.

Qualifying Tenant means a tenant who within their tenancy agreement has the responsibility to repair or maintain the element of a structure for which they are seeking assistance.

Reasonable Repair means the Council shall have due regard to the age and character of a dwelling and the locality in which it is situated, but not its state of internal decoration, when considering its condition.

Works in Default means works that the Council organise and possibly carry out as a result of the recipient of a statutory notice failing to comply with its requirements within a reasonable period of time.

Appendix D – Comments, Compliments and Complaints

If anyone is unhappy with the service provided they should first seek the assistance of the person who has been dealing with their case and give them the opportunity to improve matters or explain why things have happened as they have.

If after contact with the officer dealing with the case a customer is still dissatisfied and wishes to explore the matter further they should contact the Head of Housing and Health, at Wallfields, Pegs Lane, Hertford, SG13 8EQ, telephone 01279 655261, who will provide a full written response within 10 working days of becoming aware of the matter. In the event of all enquiries not being complete to enable a full response within 10 working days an interim response will be made indicating when a full response may be expected.

If after speaking to the Head of Housing and Health the customer is still dissatisfied, the Council's complaints procedure should be followed. For more information, see the [Comments, Compliments and Complaints page](#) on our website.

If you would like to provide feedback to the Council then please see our [Comments, Compliments and Complaints page](#) for the appropriate online form.

If you are unable to fill forms in online, please send a letter into East Herts Council, Wallfields, Pegs Lane, Hertford, SG13 8EQ.

If you have followed our complaints procedure and you are still not happy, you may contact the Local Government Ombudsman's Helpline Team (Tel. 0300 061 0614).

The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH

Appendix E – Diversity

The Council is committed to equality of access to its services and has adopted a 'Diversity and Equality Policy'. This policy will be followed by officers when carrying out their duties. The policy statement reads as follows:

'East Herts Council is firmly committed to providing and promoting equality for all its employees and the wider community. The Council has adopted this policy to ensure equality influences the way we provide services and the employment of staff. To achieve this we will endeavour to create an environment in which there is respect for every individual and recognition that no member of the public, employee, potential employee, service user or Councillor will be discriminated against irrespective of their gender, race, ethnicity, colour, marital status, disability, age, sexuality, family responsibilities, religion, trade union involvement or political beliefs. Neither shall they be disadvantaged by conditions or requirements that cannot be shown to be justifiable for health and safety or legal reasons. This is not an exhaustive list and the Council recognises that there are other groups who may face unlawful discrimination.

In respect of race equality the Council has adopted the McPherson's definition of a racist incident 'a racial incident is any incident which is perceived to be racist by the victim or any other person'.

The Council follows the Codes of Practice of the Commission for Racial Equality and Equal Opportunity Commission, and it is committed to achieving the Equality Standard for local government.

We believe in the need to eliminate unlawful discrimination and to promote equality of opportunity in all that we do. We recognise the rich diversity of East Hertfordshire's population as a strength and we aim to treat all people with dignity and respect whilst recognising the value of each individual and the positive contribution they make to the diverse community and workforce.'

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East Herts Council Report

Overview and Scrutiny Committee

Date of meeting: 2 November 2021

Report by: Councillor Geoffrey Williamson, Executive Member for Financial Sustainability

Report title: Performance Update

Ward(s) affected: All

Summary –This paper provides an update on progress towards the 4 SEED themes set out in the Council’s Corporate Plan.

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE:

- a) To note the report

1.0 Proposal(s)

1.1 That Committee Members note the report

2.0 Background

2.1 The Council’s Corporate Plan, “East Herts: A Place to Grow” was originally adopted in January 2020 and a refreshed version agreed by Council in July of this year. The plan sets out a series

of actions against the four SEED themes and a set of indicators to help measure progress towards them. The full plan can be found here:

<http://democracy.eastherts.gov.uk/ieListDocuments.aspx?CId=158&MId=3914&J=2>

- 2.2 As part of 2021-22 year there are 85 actions and 75 Performance Indicators to help The Council monitor progress against the “Enabling Communities”, “Encouraging Economic Growth” and “Digital by Default” themes (the “EED” in SEED). 15 actions have now been completed with a further 62 in progress and on target to be completed within set deadlines, accounting for 91% of actions set out at the start of the 21/22 period
- 2.3 Four corporate actions have now slipped past their original due date with a further four now cancelled. Detailed summaries of progress of each action can be found in Appendix A.
- 2.4 Of the 75 indicators, 55 of these indicators are updated Monthly (21) and Quarterly (34) with the remaining 20 updated annually. 31 are trend only which we monitor with the remaining 20 having specific targets that we strive to meet or exceed / fall within. Eight of these 20 Indicators have not met our set targets in the latest reporting period. Further details and context can be seen within Appendix B
- 2.5 The Sustainability at the Heart of everything we do theme (the “S” in SEED) is monitored on a monthly basis and the details can be found here: <https://www.eastherts.gov.uk/about-east-herts-0/environmental-sustainability/environmental-sustainability-action-plan>

3.0 Reason(s)

- 3.1 The report covers the first six months of 2021/22 and is therefore an appropriate time to review progress towards overall Corporate Plan objectives.

4.0 Options

- 4.1 N/A

5.0 Risks

- 5.1 None

6.0 Implications/Consultations

Community Safety

No

Data Protection

No – report only consists of metadata (no personalised information)

Equalities

No

Environmental Sustainability

No

Financial

No.

Health and Safety

No

Human Resources

No

Human Rights

No

Legal

No

Specific Wards

No

7.0 Background papers, appendices and other relevant material

Appendix A – Action update

Appendix B – Performance Indicator update

Contact Member

Councillor Geoffrey Williamson, Executive
Member for Financial Sustainability

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Q2 Corporate Actions Update

Digital By Design Theme

Sub Theme - Implement agile working across the organisation

Action Code & Title	Status	Progress %	Latest Note	Due Date	Dates Completed
DD CSP Roll out MS Teams for all staff	In Progress	25%	East Herts currently has some MS functionality to make calls, chat function etc but is dependent on a major IT upgrade to enable the full functionality of MS Teams. It is anticipated this will be rolled out before the end of the financial year	31-Mar-22	
DD HR Agree an agile working policy with staff	Overdue	70%	The "blended working policy" has been shared with staff.	30-Sep-21	
DD SFP Agree a business case for creating modern workspaces	In Progress	5%	<p>First initial Zoom Sessions held by James Ellis on the Modern Workspaces strand of the Transforming East Herts programme. Once the feed back from the session is complete we will complete the business case for the adaptation, decorations and equipment required so the office space is equipped for the modern Blended Work force.</p> <p>BW has confirmed we have been successful in our HCC grant which will pay for some of the furniture and equipment for meeting space, screens and pods, which can be implemented before March 2022.</p>	31-Mar-22	

Sub Theme -We will improve the customer experience for those who use council services

Action Code & Title	Status		Latest Note	Due Date	Dates Completed Date
DD CSP Deliver an effective complaints and member query management system	In Progress	50%	Currently ongoing	31-Mar-22	
DD CSP Implement a central business support function	In Progress	25%	Central admin project has been launched with all stakeholders, PID agreed and activity mapping will begin in October.	31-Mar-22	
DD CSP Implement a front of house offering at Hertford and Bishop's Stortford aimed at maximising self-service	Overdue	25%	Tentative discussions have taken place with BS Town Council regarding the use of their reception area as a one stop shop for district and town front of house contacts. This needs to be finalised when timescales for demolition of Charrington's House are known.	30-Sep-20	
DD CSP Implement a new core digital platform	In Progress	33%	IT has transitioned to the new network with 99% of single points of failure eliminated. New network is expected to be more resilient and less prone to downtime. Next steps are building the virtual servers to roll out new version of Horizon VDI and Microsoft 365 roll out.	31-Mar-24	
DD CSP Implement new conditions of contract for customer services team	Cancelled	0%	Action was paused pending Covid-19 restrictions and closure of receptions. Work planned for 21/22 to redefine customer service offering. £50k revenue savings made this financial year	30-Sep-20	
DD CSP Launch new Member case management system	Completed	100%	The new system was launched on 29 June in conjunction with the portfolio holder for Corporate Services	30-Jun-20	30-Jun-20
DD CSP Maintain website accessibility (WCAG 2.1) standards	Completed	100%	Our website has been independently tested and is partially compliant with said standards. Historical PDFs and external websites are the reason our website is not fully compliant. Accessibility training has been carried out by an external supplier and offered to regular web editors. There are future plans for rolling out this training organisation wide to ensure that all pages and pdfs now being put on our site meets these basic standards.	30-Jun-21	07-Oct-21
DD DCX Sign up to the MHCLG Digital Declaration	Completed	100%	East Herts signed up to the MHCLG Digital Declaration on 8th July - Action Complete	30-Sep-20	
DD HROD Develop and implement customer service standards/behaviours as part of core competency behavioural development	Completed	100%	This action will be updated under the East Herts Together work stream	30-Sep-20	19-Jul-21

DD RB Develop and publish the East Herts Customer Charter	Completed	100%	Completed and cleared for publication 20.7.20	01-Jul-20	21-Jul-20
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Sub Theme -We will work with partners to ensure our communities are digitally enabled

Action Code & Title	Status		Latest Note	Due Date	Dates Completed Date
DD CSP Provide a programme of business networking and awareness raising on GDPR and cyber-security	Completed	100%	All COVID related grants dispersed or in the process of being dispersed. Plans being discussed re use of ARG, Levelling up fund and Welcome back fund to provide a comprehensive support package for the local economy and business in 2021/2	31-Mar-21	
DD DCX Support the Digital Innovation Zone to lobby for investment in our towns and villages	In Progress	65%	Work continues through the CZA with the latest project of getting a common database for vacant commercial space and units across the area in place	30-Jun-24	
DD PBC Ensure fibre to the premise (FTTP) is provided on all new developments	In Progress	50%	Ongoing as part of the planning application process for Gilston.	31-Mar-25	
DD PBC Support joint delivery of Harlow and Gilston Garden Town as a fully sustainable and digital 'place'	In Progress	30%	Good progress continues to be made on the planning for the HGGT. Progress continues to be made on the planning applications currently submitted.	31-Mar-25	

Enabling Communities Theme

Sub Theme - Keeping Communities Safe

Action Code & Title	Status		Latest Note	Due Date	Dates Completed Date
EC CSP Provision of Covid marshals in town centres, neighbourhood shopping centres and green spaces	Completed	100%	Marshals have changed from providing 140 hours per week of support to 24 hours per week from 19th July, focusing on supporting the police and EH	30-Jun-21	19-Jul-21

EC CSP Support national and county led campaigns on vaccine roll out and vaccine hesitancy	In Progress	50%	<p>We are supporting the NHS winter vaccination roll out - including covid booster and flu jabs. This includes social media posts, content in the resident e-newsletter and a refresh of the covid information on our website. A 'newsflash' on the website homepage directs people to vaccination information.</p> <p>We are also posting weekly updates about vaccination walk-in centres and supporting the county campaign to encourage uptake among younger people.</p>	31-Mar-22	
EC HH Provide regulatory advice and support to businesses for safe re-opening	In Progress	50%	September 2021 - Target Exceeded. 99% of Environmental Health requests for service were responded to within target times. This equates to 13 requests for service missing their first responses since April 2021. 1460 requests for service have been received since April 2021.	31-Mar-22	
EC SFP Support roll out of testing and vaccination centres	In Progress	99%	This action will remain open as although covid sites have now ceased and are being covered off with HCC sites and NHS/Health site provisions. If there is a further increase in cases locally we may need to assist further.	31-Mar-22	

Sub Theme -We will ensure all voices in the community are heard

Action Code & Title	Status		Latest Note	Due Date	Dates Completed Date
EC CSP Agree and implement a new Equalities, Diversity and Inclusion Strategy	Completed	100%	Strategy was adopted by full council in July. Work has begun on delivering the actions including refreshed training for staff on EIAs, promotional video of the Thomas Clarke memorial near high cross and the black history month quiz for Members	28-Jul-21	06-Oct-21

EC CSP Evaluate the impact of any comms and campaigns	In Progress	50%	We are preparing a new comms strategy, which will include a method of evaluation for all comms campaigns. This will be based on the Government Communications Service's OASIS model. September's 'Welcome Back' social media campaign to encourage people in our town centres reached over 10,000 people and generated over 200 engagements. Communications activity to promote the results of the Old River Lane consultation, whilst ongoing, has already reached 7,000 people and generated over 600 engagements.	31-Mar-22	
EC CSP Grow our digital communication channels	In Progress	50%	steady growth of our digital channels continues and will be at the heart of the council's new communications strategy,	31-Mar-22	
EC CSP Trial new communication and engagement tools with different audiences	In Progress	50%	We are trialling Silktime - a continuous monitoring tool for the website that automatically lets us know when there are problems or opportunities to improve content.	31-Mar-22	
EC PBC Support local communities with the neighbourhood planning process	In Progress	70%	Support to neighbourhood planning continues to be provided	31-Mar-22	

Sub Theme -We will invest in our places

Action Code & Title	Status		Latest Note	Due Date	Dates Completed Date
EC CSP Maintain the register of community assets	In Progress	62%	Paper taken to Audit and Governance Committee in September on Assets of Community Value	31-Mar-22	
EC HH Deliver the community grants scheme	In Progress	90%	First funding round of the 2021-22 community grants scheme completed. This was again oversubscribed. Monies have been allocated and the second funding round opened in October 2021	31-Mar-22	
EC HH Deliver the cultural strategy	In Progress	50%	Cultural Strategy signed off in March 2021. Strategic group, bringing together EHC with community organisations, is taking oversight of the delivery of the cultural strategy. An engagement event is due to be held in October 2021 to help understand the current activity of, and challenges for, cultural organisation in East Herts. Information from this session will be used to help develop the Cultural Strategy Action Plan	31-Mar-22	

EC HH Produce a business case for the refurbishment and extension of Pinehurst Community Centre	Overdue	70%	Corporate Property Services have met with the Pinehurst Tenants Association a number of times over the last 18 months. Currently we have not been able to reach agreement with the residents association of the value and scope of the refurbishment and extension in line with the Council's finance available for the project. We have Approx £158k available for the project. The tenants association rejected a project to this level of funding and are currently willing to accept a project value of £300k. The head of Strategic finance and Property is exploring routes to increase the budget level available for the project and a meeting will be set up to confirm the maximum level of funding available for the project so that heads of terms can be hopefully agreed with the tenants association to take on the management lease for the Centre.	31-Mar-21	
EC HH Set up a Charitable Incorporated Organisation with residents to repurpose a council allotment site into a community garden	In Progress	35%	Group has been constituted and a bank account set up. The Thieves Lane Community Garden is still waiting to hear from the Charities Commission re its application to become a CIO. Clearance of the site yet to commence.	31-Mar-22	
EC HH Undertake a review of the EHC owned Community Centres in East Herts	In Progress	40%	The EHC assets team are working with community centres across the District and there has been progress particularly in community centres in Hertford. Sele Community Hub (repurposed betting shop) has an official opening on the 19th October and has been awarded funding to cover rental costs for next 12 months - which will enable community groups and service providers such as the CAB to use the hub free of charge.	31-Mar-22	
EC OPS Complete construction of new Grange Paddocks Leisure Centre	In Progress	90%	Phase one has now been completed as detailed in previous updates with public opening on the 23rd October. Phase 2 of the project is to build a 3G build on the site of the original centre and this is due to be completed next year	30-Sep-22	

EC OPS Complete construction of a refurbished and extended Hartham Leisure Centre	In Progress	35%	The phase 1 pool hall refurb has been delayed due to a combination of covid, "pingdemic", Brexit and HGV driver shortage. The impact of this on the whole programme has been mitigated by giving back the pool changing room before the pool hall is finished which allows phase 2 dry change refurb to go ahead in line with the programme. There is still some issues to resolve around the sewer diversion which may impact the project completion date.	30-Sep-22	
EC OPS Deliver £20m investment in Hertford Theatre	In Progress	50%	Due to increased costs in quoted works for the theatre as a result of global supply chain issues, we are re-tendering the contract via an open procurement process to ensure the scope of works can be delivered within agreed costs	31-Mar-23	
EC OPS Deliver the Castle Park Heritage Lottery Funded project	In Progress	50%	Project went out for tender but final submissions came in over budget due in part to covid and supply chain issues. This has now been put out for re-tender using an open process with a hope of outlining a wider range of potential bids. We have submitted an application for extra funds from the National Lottery with a decision due in Jan and this will be in conjunction with looking at ways we can reduce costings of the project	31-Mar-23	
EC OPS Maintain standards of cleanliness in our streets	In Progress	50%	This is being monitored by our PI 300 Indicator which is being developed	31-Mar-22	
EC OPS Respond to fly-tipping in a timely manner	In Progress	50%	This continues to be monitored by a KPI (% of fly tips removed completed within our 2 day SLA) and this has achieved 100% this quarter	31-Mar-22	

Sub Theme -We will support our vulnerable residents

Action Code & Title	Status		Latest Note	Due Date	Dates Completed Date
EC HH Deal with nuisance and noise cases	In Progress	50%	September 2021 - Below Target. 94% of noise and pollution related requests for service were responded to within target times. This equates to 34 requests for service missing their first responses since April 2021. 586 requests for service have been received since April 2021; this compares with 661 requests for service received on average, over the last three years, for the same period.	31-Mar-22	

EC HH Identify community assets that are managed via a third party and investigate SLAs and appropriate policies are in place (eg. safeguarding)	In Progress	30%	To date, 9 community assets have been identified and we are currently examining what, if any, SLAs are in place	31-Mar-22	
EC HH Inspection, licensing and regulation of HMOs	In Progress	50%	September 2021 - Below Target. 23% of applications determined within the last twelve months have been determined within target times; this equates to 7 applications. 12 applications are still to be determined (7 of which have already exceeded target times). Over the last 12 months, 23 licences have been granted. On average, these applications have taken 9 months to determine; this compares with 7.8 months for the previous period (October 2019 to September 2020). In addition to the licensing inspections, the team have also investigated 8 complaints about HMOs since April).	31-Mar-22	
EC HH Manage the SLA with the Citizens Advice Service	In Progress	90%	Citizens Advice SLA agreed for 2021, building on the existing SLA and adding criteria to help understand and address Covid recovery challenges in community organisations. Next monitoring meeting to take place in October	31-Mar-22	
EC HH Manage the SLA with the CVS to deliver support to voluntary and community organisations and community transport	In Progress	80%	CVS SLA agreed for 2021, building on the existing SLA and adding criteria to help understand and address Covid recovery challenges in community organisations.	31-Mar-22	
EC HH Provide support to hoarding cases	In Progress	50%	September 2021 - Target Exceeded. 100% of hoarding and/or filthy and verminous related requests for service were responded to within target times. This equates to 0 requests for service missing their first responses since April 2021. 5 requests for service have been received since April 2021; this compares with 7 requests for service received on average, over the last three years, for the same period.	31-Mar-22	
EC HH Provide temporary accommodation to those in need	In Progress	50%	At the end of September 2021 the council was providing 41 households with temporary accommodation under statutory homeless duties	31-Mar-22	
EC HH Provide training and support for third parties who manage community centres to engage effectively with wider community, including vulnerable residents.	In Progress	10%	Officers plan to ask third parties what type of training they would like and then refer them to existing training being offered via CDA and CVS. Representatives from all centres are invited to attend East Herts Village Halls and Community Centres Consortium peer support meetings.	31-Mar-22	

EC HH Relaunch the East Herts Healthy Hub to promote easier access to health and wellbeing advice and support	In Progress	50%	Healthy Hubs re-launched as virtually during the pandemic but, similar to other Healthy Hubs across the county, has struggled for engagement. A new approach to the Healthy Hub has been created which will see a targeted marketing campaign promoting the Hub and encouraging sign up as well as a model that commissions community providers to deliver wellbeing activities on behalf of the Hub increasing engagement with the Healthy Hub	31-Mar-22	
EC HH Review CCTV provision and management arrangements	In Progress	90%	On-going discussions with Town Councils have taken place. Town Councils are approaching a final decision on their preferred way forward	31-Mar-22	
EC HH Support community safety	In Progress	90%	New priorities for 2021-22 agreed. The action plan to support the delivery of these priorities has been developed. These include diversionary activities for young people in the summer holidays, improving partner response to cuckooing, developing ways to engage with communities and a focus on the night time economy as Covid restrictions ease. Actions being monitored through the JAG	31-Mar-22	
EC HH Support delivery of chatter tables	In Progress	75%	Buntingford Chatter table set to re-launch in October 2021. Discussions underway to re-open Sawbridgeworth and Ware Chatter tables. Hertford and Bishops Stortford to follow.	31-Mar-22	
EC HH Support the East Herts Dementia Friendly Action Group	In Progress	90%	Dementia network continues to be well attended. Delivery of sessions has paused while the new action plan was set up. Further training sessions to begin again from 19th October. Discussions regarding re-opening Chatter Tables are underway with Buntingford the first one set to reopen on 18th October.	31-Mar-22	
EC HH Undertake public burials	In Progress	50%	September 2021 - Target Exceeded. 100% of public health burial requests were responded to within target times. This equates to 0 request(s) missing their first responses since April 2021. 9 requests for service have been received since April 2021; this compares with 2 requests for service received on average, over the last three years, for the same period.	31-Mar-22	
EC RB Continue to administer self-isolation grants	In Progress	50%		31-Mar-22	
EC RB Ensure all new applications for Housing Benefit and/or Council Tax support are processed on average within 10 days	In Progress	50%		31-Mar-22	

Enabling Encouraging Growth Theme

Sub Theme -We will develop new sources of income

Action Code & Title	Status		Latest Note	Due Date	Dates Completed Date
EE CSP Grow revenues from trading companies	In Progress	50%	Herts Building Control continues to be viable however the CCTV company made a loss in 20/21. The Company Directors have appointed a sales manager to bring in new contracts in 21/22. If, after 12 months, this is not successful the future of the company will be considered by shareholders.	31-Mar-22	
EE HH Deliver the Millstream Property Investment Ltd's Business plan	In Progress	25%	The Rectory Hall acquisition is not now proceeding as a Millstream scheme; the council has decided to purchase the property directly. There will be no substitute for this scheme within the business plan as the council has vired the monies to fund its own acquisition. The business plan included plans to acquire 10 individual properties. In response to Covid 19, the directors have decided to proceed with purchasing five properties, while keeping market conditions under review. To date, two of the five have been acquired, with an offer accepted on a third. The business plan also included the Watton-at-Stone development scheme. Initial works are timetabled to commence in quarter 3. This is on track	31-Mar-22	
EE HH Grow the East Herts Lottery	Completed	100%	The 12 month forecast, as of 31.03.21 was £46,831, showing continued growth of the East Herts lottery every quarter.	31-Mar-21	20-Apr-21
EE HH Supporting the crowdfunding platform for community causes	Completed	100%	Five campaigns have signed up through the platform with 2 successfully receiving a pledge of £2,000 so far.	31-Mar-21	31-Mar-21
EE SFP Develop a new Asset Management Strategy	Overdue	95%	Asset Management Strategy draft document completed and was in the process for circulation with LT as the Covid Pandemic hit. The Asset management strategy now sits was one of the 6 transformation strands under the modern workplace strand and is being led by Steven Linnett. My draft document will be used and will require some updating to take into account the affects of the Pandemic and the new blended work pattern and the council reduced need for office space, and for the need to modernise the existing space to be fit for purpose for the blended work pattern.	30-Jun-21	

EE SFP Develop financial Sustainability Group acquisitions/ investments	Completed	100%	Financial Sustainability Committee, ceased as a committee in February 2021 following the changes to the Public Works Loan Boards change in policy on loans for revenue based projects. This prevented the Council buying investment properties.	31-Mar-22	01-Sep-21
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Sub Theme -We will create viable places

Action Code & Title	Status		Latest Note	Due Date	Dates Completed Date
EE CSP Adopt a policy on viability and intervention on commercial schemes on new developments including BS South, BS North, Caxton Hill, NE of Ware	Cancelled	25%	Action on hold pending changes to national planning legislation and consultation in 20/21 (particularly with regards to PDR)	31-Mar-21	
EE CSP Ensure Section 106 contributions are allocated in accordance with agreements	In Progress	90%	<p>S106 Contribution Collection - Significant work has been undertaken to ensure all triggered S106 contributions have been identified, indexed and collected inline with the individual S106 agreements. A total of £2,191,613.16 has been collected so far this financial year (April 2021 to October 2021).</p> <p>S106 Contribution Allocation - Again significant work has been undertaken with identified recipients of collected S106 contributions and with groups/organisations eligible to bid for S106 funding to allocate the collected and currently held funds to them in accordance with the legal requirements of the individual agreements. To date in this financial year (April 2021 to October 2021) a total of £1,652,730.42 has been allocated or identified for allocation by the end of this financial year (31/03/2022).</p> <p>Infrastructure Funding Statement update - Full details of new S106 agreements, contribution identification, collection and allocation for the previous financial year (2020/21) have been collated in to the required report and will be published on the council's website before 31/12/2021 in accordance with the Legislation.</p>	31-Mar-22	
EE CSP Implement Article 4 Directions on designated employment sites	Completed	100%	Conformation of Direction signed off 1/4/21 retrospectively to a start date of 2/1/21.	31-Mar-21	

EE CSP Support Cityheart with progressing a planning application for the Old River Lane Site (including preparing the masterplan and an SPD) and cinema led arts centre	In Progress	50%	A recent consultation on design concepts for the cinema led ORL scheme has been positive in terms of proposed usage. Work on masterplanning / SPD will begin in Q3	31-Mar-22	
EE CX Support the Herts Growth Board with presenting a case for additional infrastructure investment in Hertfordshire	In Progress	50%	Herts Growth Board work continues - focusing on the Hertfordshire "offer" to central government. A new Hertfordshire Development Board has been set up and will be chaired by the Leader of East Herts	31-Mar-22	
EE ORL Complete construction of the multi-story car park on the Old River Lane site (72 week build)	In Progress	50%	Completion on track for May 2022	31-Mar-22	
EE PBC Agree masterplans on: the Gilston Area Villages 1-7; NE of Ware; East of Welwyn Garden City; significant windfall development sites through collaborative process with developers and Members	In Progress	60%	Work on the Strategic Landscape Masterplan for the Gilston Area and the Masterplan for Village 1 is underway in line with agreed planning and HIG milestones.	31-Mar-22	
EE PBC Deliver a fit for purpose planning service including provision of pre-application advice, determination of planning applications and approval of the strategic sites allocated in the District Plan in accordance with the housing trajectory	In Progress	40%	The Planning Service Review underway in line with the Council's Transformation Programme. An operational improvement programme has been agreed. The restructure of the service is due to be completed by March 2022.	31-Mar-22	
EE PBC Ensure housing development meets the needs of the district population	In Progress	50%	Ongoing in line with the policies and proposals set out in the District Plan.	31-Mar-22	
EE PBC Undertake planning enforcement activity where required in keeping with the district plan and NPPF	In Progress	50%	This is part of normal working operations	31-Mar-22	


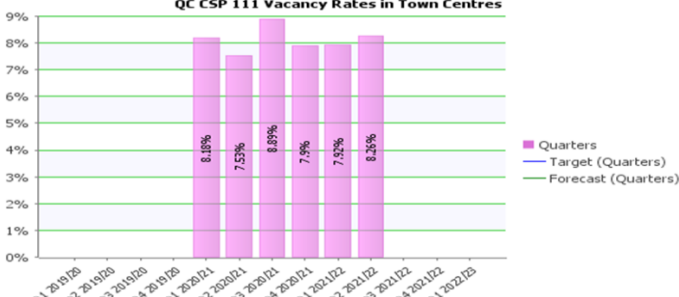
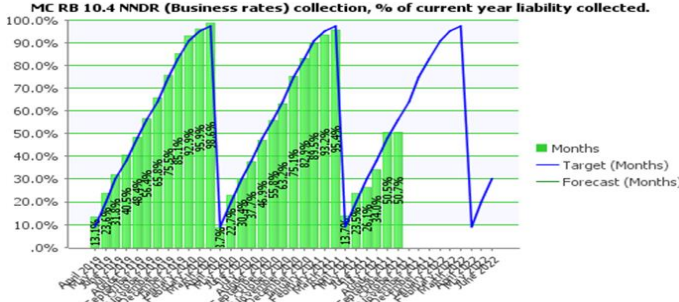
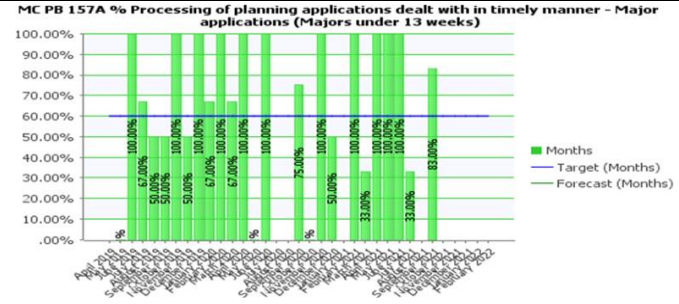
Sub Theme -We will support businesses and town centres with post Covid recovery

Action Code & Title	Status		Latest Note	Due Date	Dates Completed Date
EE CSP Continue to administer business grants including the Restart Grants and Additional Restriction (discretionary) grants	In Progress	50%		31-Mar-22	

EE CSP Deliver the 3 year ERDF Funded SME Competitiveness project focusing on expanding the Stortford and Ware Launchpads and supporting the bio-science, social enterprise and Airport MRO sectors	In Progress	50%	Offering has been expanded to law sectors	31-Mar-23	
EE CSP Deliver the Jobsmart employment support programme	In Progress	50%	As at 30 September, 263 referrals from East Herts residents had been made for support. This is well above the level of Broxbourne (170) and demonstrates that the scheme is addressing a gap in the market for the newly unemployed as a result of Covid.	31-Mar-22	
EE CSP Find alternative accommodation for the BS Launchpad	In Progress	50%	Alternative premises are being investigated. We expect this to be concluded within its target	31-Mar-22	
EE CSP Implement grant scheme to support businesses taking up vacant retail, commercial and industrial premises	In Progress	50%	Currently 17 grant applications being processed. We expect to use the initial grant allocations by November 2021. We have applied for an extra 100k to extend the scheme	31-Mar-22	
EE CSP Provide a programme of business networking and support activities	Completed	100%	Launchpad continues to run services for members and EHC ED signposting companies to appropriate schemes and providers of info including the Growth Hub and LEP programmes.	31-Mar-21	09-Apr-21
EE CSP Provide discretionary business rate grants to incentivise new businesses to set up/ existing businesses to expand	Cancelled	90%	The scheme was made redundant following the covid-19 restrictions and government support for businesses. East Herts administered £18m in rate reliefs and £27m in grants to over 2200 businesses in the district between April - June 2020	31-Mar-21	
EE CSP Provide support for local business representative organisations including Chambers of Commerce and the Bishop's Stortford BID	In Progress	50%	This support is ongoing	31-Mar-22	
EE CSP Provision of advice and support around licensing function (alcohol, food, noise) and processing pavement licences to support town centres	In Progress	50%	All licence holders kept up to date with current information and new applicants assisted with compliance to ensure swift granting of permissions.	31-Mar-22	
EE CSP Undertake a pilot project with stakeholders on Hertford Town Centre to get a vision and strategy in place	Cancelled	99%	Replaced by new action on town centre plans through Welcome Back	31-Mar-21	
EE CSP Work in partnership to support recovery of town centres and deploy 'Welcome Back' funding	In Progress	60%	RHSS nearly complete. WBF parish requests logged and monitoring Scheme Purchased. Development Plan in Hertford underway. Other towns to follow.	31-Mar-22	

EE CSP Work in partnership with the LSCC (Innovation Corridor) and Central Zone Alliance to lobby for inward investment	Completed	100%	Innovation core brochure has been produced	31-Mar-21	09-Apr-21
EE CSP Work with Visit Herts to ensure local businesses and venues are supported	Completed	100%	VH have continued their information and funding admin support for the hospitality industry. They have just restarted face to face events and are planning a return to more normal activities. Big Weekend to take place in autumn 21.	31-Mar-22	02-Aug-21
EE HH Support the Better Business for All Partnership	In Progress	50%	East Herts continues to actively support the initiative. East Herts, in conjunction with Broxbourne, Stevenage, WelHat and North Herts have secured £65,000 through the HPB to employ a temporary Economic Development officer (20k) to set up and hold business support events (45k) in and around these Districts.	31-Mar-22	
EE RB Ensure all business rate reliefs are applied in a timely manner	In Progress	50%		31-Mar-22	


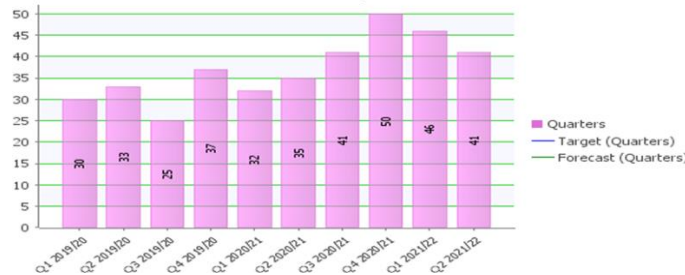

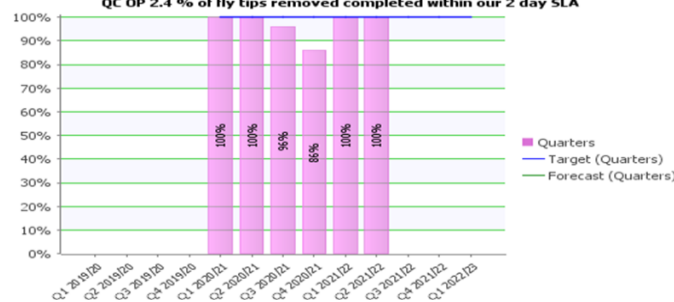

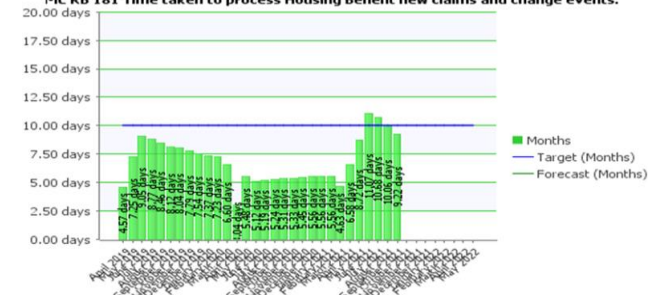
Theme: Encouraging Economic Growth

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
QC CSP 111 Vacancy Rates in Town Centres	8.26%	7.92%	Trend Only		 <p>QC CSP 111 Vacancy Rates in Town Centres</p> <p>Quarters Target (Quarters) Forecast (Quarters)</p>	Slight rise across some town as businesses realign post Covid. NB smaller town vacancies skewed by multi-unit redevelopment
MC RB 10.4: NNDR (Business rates) collection, % of current year liability collected	50.70%	50.50%	56.00%	Cumulative over year	 <p>MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.</p> <p>Months Target (Months) Forecast (Months)</p>	Business rates collection % is less than at the same period last year by 6%
MC PB 157A: % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)	83.00%	n/a	60.00%	n/a	 <p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p> <p>Months Target (Months) Forecast (Months)</p>	5 out of 6 applications this month. There was no applications the previous month

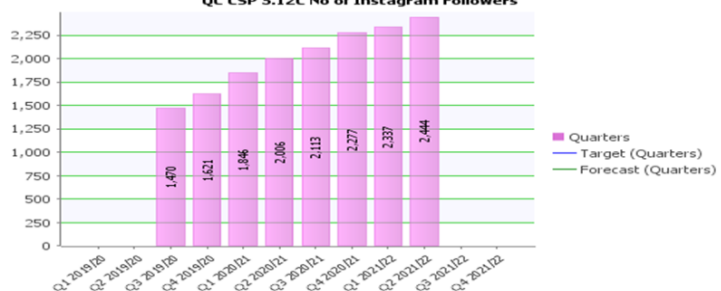

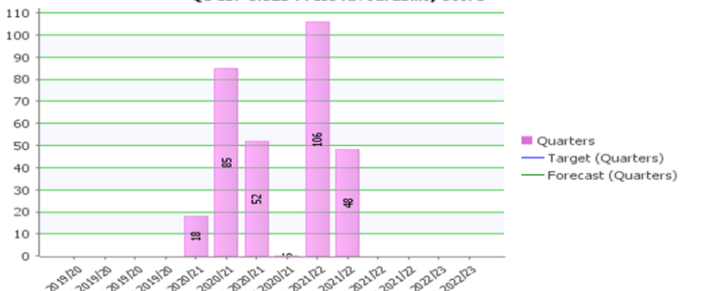
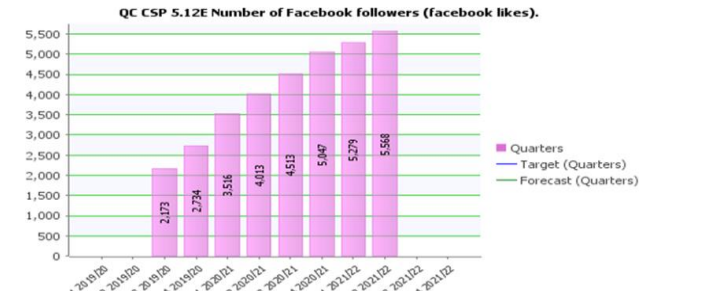
Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC PB 157B: % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks)	56.00%	67.00%	80.00%	↓	MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks). 	9 out of 16 applications this month which again fell on the previous month and missed target. The Council has received a record number of planning applications in 2021. This increase is not unique to East Herts and is being experienced nationwide as a result of COVID 19 with people looking to improve their living environments. This increase in planning applications has also coincided with some staff turnover during a very short period of time mainly due to retirement and change in individual circumstances. As a result this has meant that applications are taking longer to determine. An action plan is in place to assist with this. Recent recruitment has been successful and every effort is being made by staff to try and maintain normal operational measures but these changes are having an impact on timescales and services provided. However, the measures in place should mean that we will be better placed to meet these targets in coming months.
MC PB 157C: % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks).	78.00%	70.00%	90.00%	↑	MC PB 157C % Processing of planning applications dealt with in timely manner- Other applications (Others under 8 weeks). 	99 of 127 applications this month which was an improvement on the previous month but still is not reaching targets. Please see above for reasoning
QC HH 155 Number of affordable homes delivered and advertised through housing associations	55	38	Trend Only	↑	QC HH 155 Number of affordable homes delivered and advertised through housing associations 	To the end of September 2021 a total of 55 new affordable homes (49 affordable rented homes and 9 shared ownership) that were completed and advertised through the council's Choice Based Lettings Service or Home Buy Agent. A further 7 properties were due to completed for affordable rent but have been delayed on site due to an issue with building materials. All of the properties were developed as part of Section 106 planning obligations We will consider assigning targets for future reporting periods as targets have not been set for this indicator for a year or so

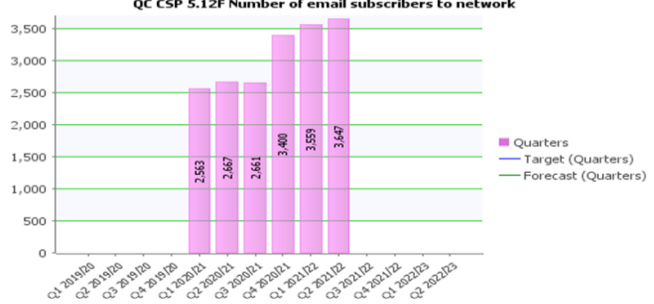

Theme: Enabling Communities

Performance Indicator	Latest performance	Previous reporting period	Performance target	Increase / Decrease from	Performance Data Trend	Notes & History
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Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																																																																												
QC HH 151: Number of homeless households living in temporary accommodation at the end of the quarter	41	46	Trend Only		QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.  <table><caption>QC HH 151 Data (Estimated)</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>30</td></tr><tr><td>Q2 2019/20</td><td>33</td></tr><tr><td>Q3 2019/20</td><td>25</td></tr><tr><td>Q4 2019/20</td><td>37</td></tr><tr><td>Q1 2020/21</td><td>32</td></tr><tr><td>Q2 2020/21</td><td>35</td></tr><tr><td>Q3 2020/21</td><td>41</td></tr><tr><td>Q4 2020/21</td><td>50</td></tr><tr><td>Q1 2021/22</td><td>48</td></tr><tr><td>Q2 2021/22</td><td>41</td></tr></tbody></table>	Quarter	Value	Q1 2019/20	30	Q2 2019/20	33	Q3 2019/20	25	Q4 2019/20	37	Q1 2020/21	32	Q2 2020/21	35	Q3 2020/21	41	Q4 2020/21	50	Q1 2021/22	48	Q2 2021/22	41	At the end of September 2021 the council had 41 households in temporary accommodation under statutory homeless duties. 19 were accommodated in the council's hostel provision, 7 were in private sector leased accommodation and a further 15 were in B&B accommodation.																																																						
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QC OP 2.4 % of fly tips removed completed within our 2 day SLA	100%	100%	100%		QC OP 2.4 % of fly tips removed completed within our 2 day SLA  <table><caption>QC OP 2.4 Data (Estimated)</caption><thead><tr><th>Quarter</th><th>Value (%)</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>100%</td></tr><tr><td>Q2 2019/20</td><td>100%</td></tr><tr><td>Q3 2019/20</td><td>100%</td></tr><tr><td>Q4 2019/20</td><td>100%</td></tr><tr><td>Q1 2020/21</td><td>100%</td></tr><tr><td>Q2 2020/21</td><td>100%</td></tr><tr><td>Q3 2020/21</td><td>95%</td></tr><tr><td>Q4 2020/21</td><td>85%</td></tr><tr><td>Q1 2021/22</td><td>100%</td></tr><tr><td>Q2 2021/22</td><td>100%</td></tr><tr><td>Q3 2021/22</td><td>100%</td></tr><tr><td>Q4 2021/22</td><td>100%</td></tr><tr><td>Q1 2022/23</td><td>100%</td></tr></tbody></table>	Quarter	Value (%)	Q1 2019/20	100%	Q2 2019/20	100%	Q3 2019/20	100%	Q4 2019/20	100%	Q1 2020/21	100%	Q2 2020/21	100%	Q3 2020/21	95%	Q4 2020/21	85%	Q1 2021/22	100%	Q2 2021/22	100%	Q3 2021/22	100%	Q4 2021/22	100%	Q1 2022/23	100%	This is a new indicator that replaces 'average time taken to remove any fly tips' as this was considered a more insightful measure																																																
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MC RB 181: Time taken to process Housing Benefit new claims and change events	9.2 days	10.6 days	10 days		MC RB 181 Time taken to process Housing Benefit new claims and change events.  <table><caption>MC RB 181 Data (Estimated)</caption><thead><tr><th>Month</th><th>Value (days)</th></tr></thead><tbody><tr><td>April 2019</td><td>4.57</td></tr><tr><td>May 2019</td><td>7.17</td></tr><tr><td>June 2019</td><td>8.15</td></tr><tr><td>July 2019</td><td>8.15</td></tr><tr><td>August 2019</td><td>8.15</td></tr><tr><td>September 2019</td><td>8.15</td></tr><tr><td>October 2019</td><td>8.15</td></tr><tr><td>November 2019</td><td>8.15</td></tr><tr><td>December 2019</td><td>8.15</td></tr><tr><td>January 2020</td><td>8.15</td></tr><tr><td>February 2020</td><td>8.15</td></tr><tr><td>March 2020</td><td>8.15</td></tr><tr><td>April 2020</td><td>8.15</td></tr><tr><td>May 2020</td><td>8.15</td></tr><tr><td>June 2020</td><td>8.15</td></tr><tr><td>July 2020</td><td>8.15</td></tr><tr><td>August 2020</td><td>8.15</td></tr><tr><td>September 2020</td><td>8.15</td></tr><tr><td>October 2020</td><td>8.15</td></tr><tr><td>November 2020</td><td>8.15</td></tr><tr><td>December 2020</td><td>8.15</td></tr><tr><td>January 2021</td><td>8.15</td></tr><tr><td>February 2021</td><td>8.15</td></tr><tr><td>March 2021</td><td>8.15</td></tr><tr><td>April 2021</td><td>8.15</td></tr><tr><td>May 2021</td><td>8.15</td></tr><tr><td>June 2021</td><td>8.15</td></tr><tr><td>July 2021</td><td>8.15</td></tr><tr><td>August 2021</td><td>8.15</td></tr><tr><td>September 2021</td><td>8.15</td></tr><tr><td>October 2021</td><td>8.15</td></tr><tr><td>November 2021</td><td>8.15</td></tr><tr><td>December 2021</td><td>8.15</td></tr><tr><td>January 2022</td><td>8.15</td></tr><tr><td>February 2022</td><td>8.15</td></tr><tr><td>March 2022</td><td>8.15</td></tr><tr><td>April 2022</td><td>9.2</td></tr></tbody></table>	Month	Value (days)	April 2019	4.57	May 2019	7.17	June 2019	8.15	July 2019	8.15	August 2019	8.15	September 2019	8.15	October 2019	8.15	November 2019	8.15	December 2019	8.15	January 2020	8.15	February 2020	8.15	March 2020	8.15	April 2020	8.15	May 2020	8.15	June 2020	8.15	July 2020	8.15	August 2020	8.15	September 2020	8.15	October 2020	8.15	November 2020	8.15	December 2020	8.15	January 2021	8.15	February 2021	8.15	March 2021	8.15	April 2021	8.15	May 2021	8.15	June 2021	8.15	July 2021	8.15	August 2021	8.15	September 2021	8.15	October 2021	8.15	November 2021	8.15	December 2021	8.15	January 2022	8.15	February 2022	8.15	March 2022	8.15	April 2022	9.2	
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April 2022	9.2																																																																																	


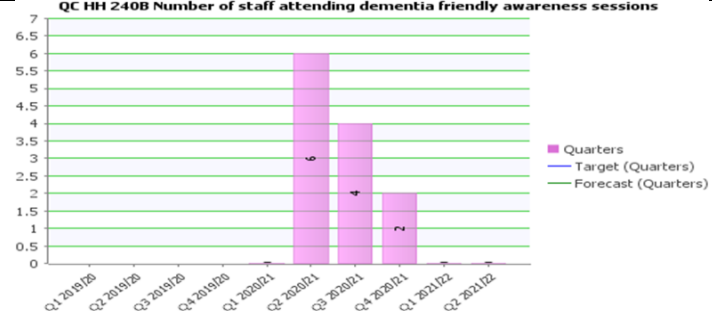
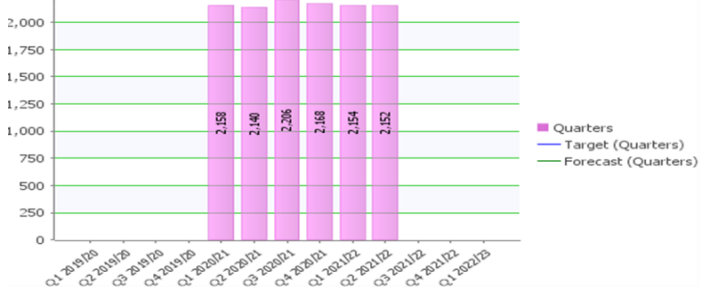
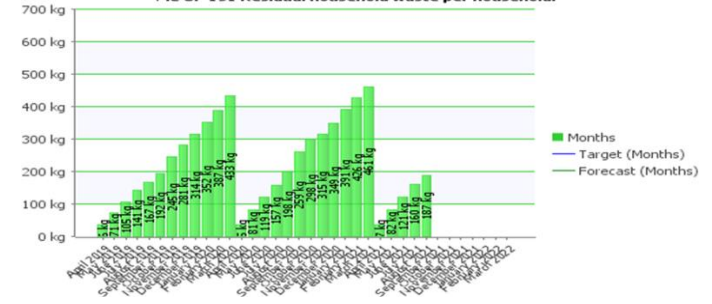
Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC RB 10.2: Council tax collection, % of current year liability collected	55.90%	47.10%	56.00%	Cumulative over year		Figures very much within targets and slightly higher than this point last year
QC CSP 5.12A: Number of Twitter followers	11,437	11317	Trend Only			Steady rise of around 100 a month over the past few quarters
QC CSP 5.12B: Number of LinkedIn followers	1,495	1,437	Trend Only			Small increase this quarter



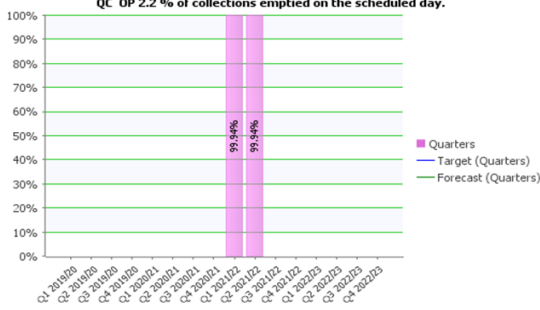
Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																														
Q CSP 5.12C: Number of Instagram followers	2,444	2,337	Trend Only		<p>QC CSP 5.12C No of Instagram Followers</p>  <table><thead><tr><th>Quarter</th><th>Followers</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td></td></tr><tr><td>Q2 2019/20</td><td></td></tr><tr><td>Q3 2019/20</td><td>1,470</td></tr><tr><td>Q4 2019/20</td><td></td></tr><tr><td>Q1 2020/21</td><td>1,621</td></tr><tr><td>Q2 2020/21</td><td>1,846</td></tr><tr><td>Q3 2020/21</td><td>2,006</td></tr><tr><td>Q4 2020/21</td><td>2,113</td></tr><tr><td>Q1 2021/22</td><td>2,277</td></tr><tr><td>Q2 2021/22</td><td>2,337</td></tr><tr><td>Q3 2021/22</td><td>2,444</td></tr><tr><td>Q4 2021/22</td><td></td></tr></tbody></table>	Quarter	Followers	Q1 2019/20		Q2 2019/20		Q3 2019/20	1,470	Q4 2019/20		Q1 2020/21	1,621	Q2 2020/21	1,846	Q3 2020/21	2,006	Q4 2020/21	2,113	Q1 2021/22	2,277	Q2 2021/22	2,337	Q3 2021/22	2,444	Q4 2021/22		Small increase this quarter				
Quarter	Followers																																			
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Q3 2021/22	2,444																																			
Q4 2021/22																																				
Q CSP 5.12D: Press favourability score	48	106	Trend Only		<p>QC CSP 5.12D Press favourability score</p>  <table><thead><tr><th>Quarter</th><th>Score</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td></td></tr><tr><td>Q2 2019/20</td><td></td></tr><tr><td>Q3 2019/20</td><td></td></tr><tr><td>Q4 2019/20</td><td></td></tr><tr><td>Q1 2020/21</td><td>18</td></tr><tr><td>Q2 2020/21</td><td>85</td></tr><tr><td>Q3 2020/21</td><td>52</td></tr><tr><td>Q4 2020/21</td><td>2</td></tr><tr><td>Q1 2021/22</td><td>106</td></tr><tr><td>Q2 2021/22</td><td>48</td></tr><tr><td>Q3 2021/22</td><td></td></tr><tr><td>Q4 2021/22</td><td></td></tr><tr><td>Q1 2022/23</td><td></td></tr><tr><td>Q2 2022/23</td><td></td></tr></tbody></table>	Quarter	Score	Q1 2019/20		Q2 2019/20		Q3 2019/20		Q4 2019/20		Q1 2020/21	18	Q2 2020/21	85	Q3 2020/21	52	Q4 2020/21	2	Q1 2021/22	106	Q2 2021/22	48	Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23		This is a fall on the previous quarter which had experienced several positive press articlaes
Quarter	Score																																			
Q1 2019/20																																				
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Q4 2019/20																																				
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Q1 2022/23																																				
Q2 2022/23																																				
Q CSP 5.12E Number of Facebook likes and followers	5,568	5279	Trend Only		<p>QC CSP 5.12E Number of Facebook followers (facebook likes).</p>  <table><thead><tr><th>Quarter</th><th>Followers</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td></td></tr><tr><td>Q2 2019/20</td><td></td></tr><tr><td>Q3 2019/20</td><td>2,173</td></tr><tr><td>Q4 2019/20</td><td>2,794</td></tr><tr><td>Q1 2020/21</td><td>3,516</td></tr><tr><td>Q2 2020/21</td><td>4,113</td></tr><tr><td>Q3 2020/21</td><td>4,513</td></tr><tr><td>Q4 2020/21</td><td>5,147</td></tr><tr><td>Q1 2021/22</td><td>5,279</td></tr><tr><td>Q2 2021/22</td><td>5,568</td></tr><tr><td>Q3 2021/22</td><td></td></tr><tr><td>Q4 2021/22</td><td></td></tr></tbody></table>	Quarter	Followers	Q1 2019/20		Q2 2019/20		Q3 2019/20	2,173	Q4 2019/20	2,794	Q1 2020/21	3,516	Q2 2020/21	4,113	Q3 2020/21	4,513	Q4 2020/21	5,147	Q1 2021/22	5,279	Q2 2021/22	5,568	Q3 2021/22		Q4 2021/22		Followers continue to rise				
Quarter	Followers																																			
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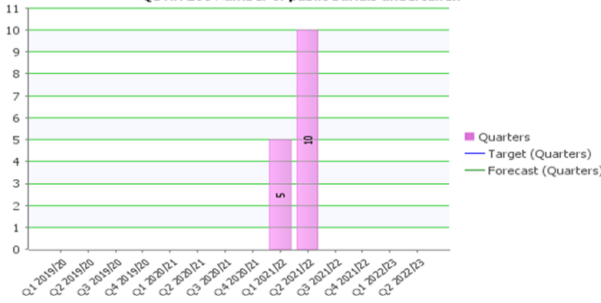

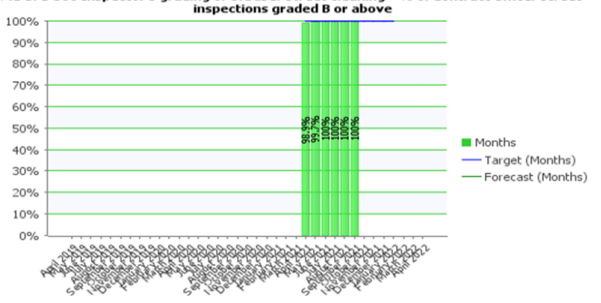
Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																														
<div>Page 94</div> <div>QC CSP 5.12F: Number of email subscribers to network</div>	3,647	3,559	Trend Only	<div>↑</div>	<div>QC CSP 5.12F Number of email subscribers to network</div>  <table><caption>QC CSP 5.12F Data</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>-</td></tr><tr><td>Q2 2019/20</td><td>-</td></tr><tr><td>Q3 2019/20</td><td>-</td></tr><tr><td>Q4 2019/20</td><td>-</td></tr><tr><td>Q1 2020/21</td><td>2,563</td></tr><tr><td>Q2 2020/21</td><td>2,667</td></tr><tr><td>Q3 2020/21</td><td>2,661</td></tr><tr><td>Q4 2020/21</td><td>2,661</td></tr><tr><td>Q1 2021/22</td><td>3,400</td></tr><tr><td>Q2 2021/22</td><td>3,559</td></tr><tr><td>Q3 2021/22</td><td>3,647</td></tr><tr><td>Q4 2021/22</td><td>-</td></tr><tr><td>Q1 2022/23</td><td>-</td></tr><tr><td>Q2 2022/23</td><td>-</td></tr></tbody></table>	Quarter	Value	Q1 2019/20	-	Q2 2019/20	-	Q3 2019/20	-	Q4 2019/20	-	Q1 2020/21	2,563	Q2 2020/21	2,667	Q3 2020/21	2,661	Q4 2020/21	2,661	Q1 2021/22	3,400	Q2 2021/22	3,559	Q3 2021/22	3,647	Q4 2021/22	-	Q1 2022/23	-	Q2 2022/23	-	
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Q1 2020/21	2,563																																			
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Q4 2021/22	-																																			
Q1 2022/23	-																																			
Q2 2022/23	-																																			
<div>QC HH 238A: Number of unique clients supported through the EH Social Prescribing Service</div>	36	30	Trend Only	<div>↑</div>	<div>QC HH 238A Number of unique clients supported through the Healthy Hub</div>  <table><caption>QC HH 238A Data</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>-</td></tr><tr><td>Q2 2019/20</td><td>-</td></tr><tr><td>Q3 2019/20</td><td>-</td></tr><tr><td>Q4 2019/20</td><td>-</td></tr><tr><td>Q1 2020/21</td><td>32</td></tr><tr><td>Q2 2020/21</td><td>32</td></tr><tr><td>Q3 2020/21</td><td>50</td></tr><tr><td>Q4 2020/21</td><td>54</td></tr><tr><td>Q1 2021/22</td><td>36</td></tr><tr><td>Q2 2021/22</td><td>30</td></tr><tr><td>Q3 2021/22</td><td>36</td></tr><tr><td>Q4 2021/22</td><td>-</td></tr></tbody></table>	Quarter	Value	Q1 2019/20	-	Q2 2019/20	-	Q3 2019/20	-	Q4 2019/20	-	Q1 2020/21	32	Q2 2020/21	32	Q3 2020/21	50	Q4 2020/21	54	Q1 2021/22	36	Q2 2021/22	30	Q3 2021/22	36	Q4 2021/22	-					
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Q2 2021/22	30																																			
Q3 2021/22	36																																			
Q4 2021/22	-																																			
<div>QC HH 238B: Number of unique clients engaging with healthy hub services</div>	3	7	Trend Only	<div>↓</div>	<div>QC HH 238B Number of EH residents registering for Healthy Hubs</div>  <table><caption>QC HH 238B Data</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>-</td></tr><tr><td>Q2 2019/20</td><td>-</td></tr><tr><td>Q3 2019/20</td><td>-</td></tr><tr><td>Q4 2019/20</td><td>-</td></tr><tr><td>Q1 2020/21</td><td>2</td></tr><tr><td>Q2 2020/21</td><td>4</td></tr><tr><td>Q3 2020/21</td><td>3</td></tr><tr><td>Q4 2020/21</td><td>10</td></tr><tr><td>Q1 2021/22</td><td>7</td></tr><tr><td>Q2 2021/22</td><td>3</td></tr><tr><td>Q3 2021/22</td><td>-</td></tr><tr><td>Q4 2021/22</td><td>-</td></tr></tbody></table>	Quarter	Value	Q1 2019/20	-	Q2 2019/20	-	Q3 2019/20	-	Q4 2019/20	-	Q1 2020/21	2	Q2 2020/21	4	Q3 2020/21	3	Q4 2020/21	10	Q1 2021/22	7	Q2 2021/22	3	Q3 2021/22	-	Q4 2021/22	-					
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Q4 2021/22	-																																			

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																												
QC HH 238C: Number of EH residents attending Healthy Hub sessions	20	22	Trend Only	<div>↓</div>	<div><p>QC HH 238C Number of EH residents attending Healthy Hub sessions</p><table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>0</td></tr><tr><td>Q2 2019/20</td><td>0</td></tr><tr><td>Q3 2019/20</td><td>0</td></tr><tr><td>Q4 2019/20</td><td>0</td></tr><tr><td>Q1 2020/21</td><td>0</td></tr><tr><td>Q2 2020/21</td><td>0</td></tr><tr><td>Q3 2020/21</td><td>0</td></tr><tr><td>Q4 2020/21</td><td>0</td></tr><tr><td>Q1 2021/22</td><td>22</td></tr><tr><td>Q2 2021/22</td><td>20</td></tr><tr><td>Q3 2021/22</td><td>0</td></tr><tr><td>Q4 2021/22</td><td>0</td></tr><tr><td>Q1 2022/23</td><td>0</td></tr></tbody></table></div>	Quarter	Value	Q1 2019/20	0	Q2 2019/20	0	Q3 2019/20	0	Q4 2019/20	0	Q1 2020/21	0	Q2 2020/21	0	Q3 2020/21	0	Q4 2020/21	0	Q1 2021/22	22	Q2 2021/22	20	Q3 2021/22	0	Q4 2021/22	0	Q1 2022/23	0	
Quarter	Value																																	
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Q3 2021/22	0																																	
Q4 2021/22	0																																	
Q1 2022/23	0																																	
QC HH 238D: Number of Healthy Hub sessions delivered	9	6	Trend Only	<div>↑</div>	<div><p>QC HH 238D Number of Healthy Hub sessions delivered</p><table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>0</td></tr><tr><td>Q2 2019/20</td><td>0</td></tr><tr><td>Q3 2019/20</td><td>0</td></tr><tr><td>Q4 2019/20</td><td>0</td></tr><tr><td>Q1 2020/21</td><td>0</td></tr><tr><td>Q2 2020/21</td><td>0</td></tr><tr><td>Q3 2020/21</td><td>0</td></tr><tr><td>Q4 2020/21</td><td>0</td></tr><tr><td>Q1 2021/22</td><td>6</td></tr><tr><td>Q2 2021/22</td><td>9</td></tr><tr><td>Q3 2021/22</td><td>0</td></tr><tr><td>Q4 2021/22</td><td>0</td></tr><tr><td>Q1 2022/23</td><td>0</td></tr></tbody></table></div>	Quarter	Value	Q1 2019/20	0	Q2 2019/20	0	Q3 2019/20	0	Q4 2019/20	0	Q1 2020/21	0	Q2 2020/21	0	Q3 2020/21	0	Q4 2020/21	0	Q1 2021/22	6	Q2 2021/22	9	Q3 2021/22	0	Q4 2021/22	0	Q1 2022/23	0	
Quarter	Value																																	
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Q2 2021/22	9																																	
Q3 2021/22	0																																	
Q4 2021/22	0																																	
Q1 2022/23	0																																	
QC HH 238E: Number of onward referrals through Healthy Hubs	7	20	Trend Only	<div>↓</div>	<div><p>QC HH 238E Number of onward referrals through Healthy Hubs</p><table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>0</td></tr><tr><td>Q2 2019/20</td><td>0</td></tr><tr><td>Q3 2019/20</td><td>0</td></tr><tr><td>Q4 2019/20</td><td>0</td></tr><tr><td>Q1 2020/21</td><td>0</td></tr><tr><td>Q2 2020/21</td><td>0</td></tr><tr><td>Q3 2020/21</td><td>0</td></tr><tr><td>Q4 2020/21</td><td>0</td></tr><tr><td>Q1 2021/22</td><td>20</td></tr><tr><td>Q2 2021/22</td><td>7</td></tr><tr><td>Q3 2021/22</td><td>0</td></tr><tr><td>Q4 2021/22</td><td>0</td></tr><tr><td>Q1 2022/23</td><td>0</td></tr></tbody></table></div>	Quarter	Value	Q1 2019/20	0	Q2 2019/20	0	Q3 2019/20	0	Q4 2019/20	0	Q1 2020/21	0	Q2 2020/21	0	Q3 2020/21	0	Q4 2020/21	0	Q1 2021/22	20	Q2 2021/22	7	Q3 2021/22	0	Q4 2021/22	0	Q1 2022/23	0	
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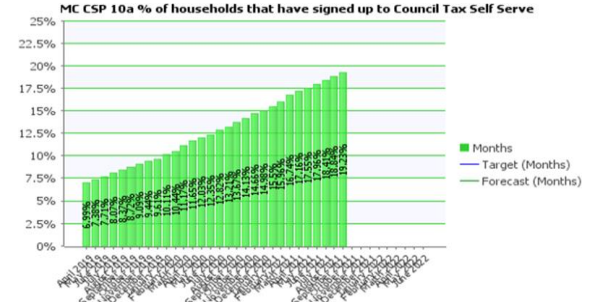
Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
QC HH 239A: Unique number of cases raised by antisocial behaviour	41	20	Trend Only	↑	QC HH 239A Unique number of cases raised by ASB 	
QC HH 239B: Number of safeguarding referrals	12	4	Trend Only	↑	QC HH 239B Number of safeguarding referrals 	
QC HH 240A: Number of agencies trained/signed up to the Dementia Friendly pledge	1	0	Trend Only	↑	QC HH 240A Number of agencies trained/signed up to the Dementia Friendly pledge 	Re-engaged with Bentley House Care home after a four year absence from the network

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
QC HH 240B: Number of staff attending dementia friendly awareness sessions	0	0	Trend Only		QC HH 240B Number of staff attending dementia friendly awareness sessions 	No sessions planned until 19th October
QC HH 148: Number of applicants on the housing register	2,152	2,154	Trend Only	Trend Only		At the end of September 2021 there were 2,152 households on the East Herts Housing Register . The breakdown of accommodation required was: 1 bedroom - 1,068 households, 2 bedrooms 637 households, 3 bedrooms 360 households and 87 households required 4 bedroom accommodation. The demand for larger homes particularly 4 bedroom homes continues to increase compared to other size homes which is compounded by the availability of larger homes for re-let.
QC OP 191: Residual household waste per household - Latest Updated Aug 21	187kg	160kg	Trend only	Cumulative over year	MC OP 191 Residual household waste per household. 	This figure has fallen 9kg on this time last year as people return to the office


Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
QC OP 192: % of household waste sent for reuse, recycling and composting- Latest Updated Aug 21	50.76		50%		MC OP 192 % of household waste sent for reuse, recycling and composting (Calculated cumulatively and reset each financial year) 	This figure is slightly better than this period last year
QC OP 2.2: % of collections emptied on the scheduled day.	99.94%	99.94%	Trend only		QC OP 2.2 % of collections emptied on the scheduled day. 	
QC OP 184 % of food premises in the area which are broadly compliant with food hygiene law	61.00%	n/a	85%	n/a	QC HH 184 % of food premises in the area which are broadly compliant with food hygiene law 	Qtr 2 2021/22 - Below Target. 61% of eligible food businesses within East Herts are Broadly Compliant (in otherwords, they have a food hygiene rating of 3, 4 or 5); this equates to 785 businesses. 469 eligible new food businesses are waiting to be inspected and awarded their first Food Hygiene Rating.

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
QC OP 208 Number of public burials undertaken	10	5	Trend Only			Qtr 2 2021/22 - Target Exceeded. 100% of public health burial requests were responded to within target times. This equates to 0 request(s) missing their first responses since April 2021. 10 requests for service have been received since April 2021; this compares with 2 requests for service received on average, over the last three years, for the same period.
MC OP 300 Inspector's grading of Urbaser street cleaning - % of Contract Officer street inspections graded B or above	100%	100%	100%			


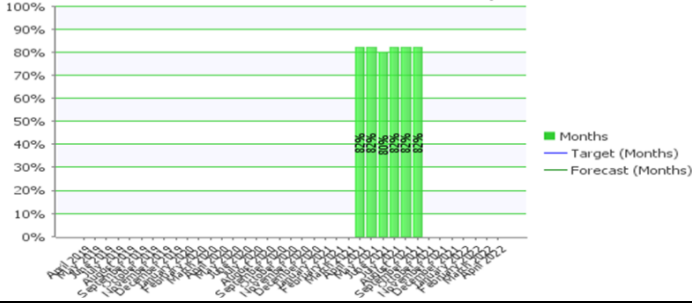
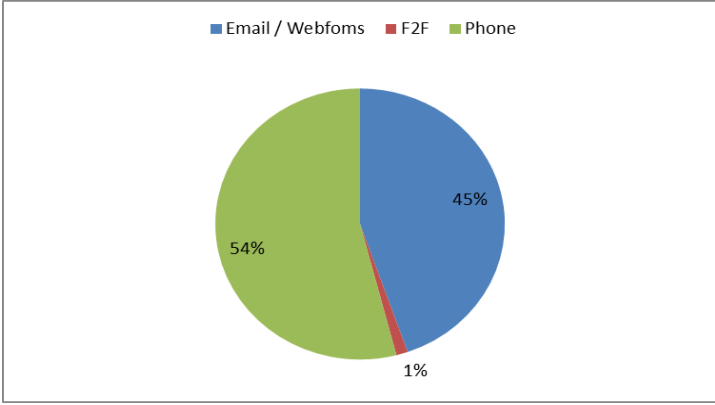

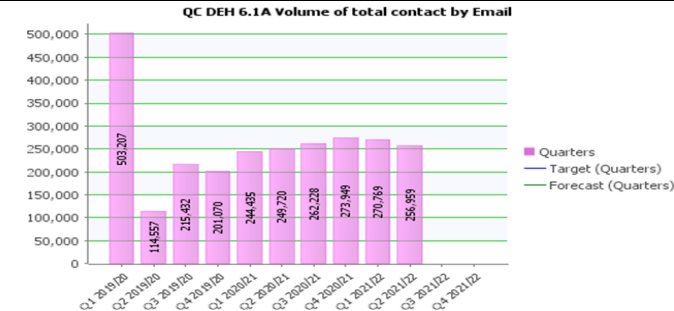
Theme: Digital by Design


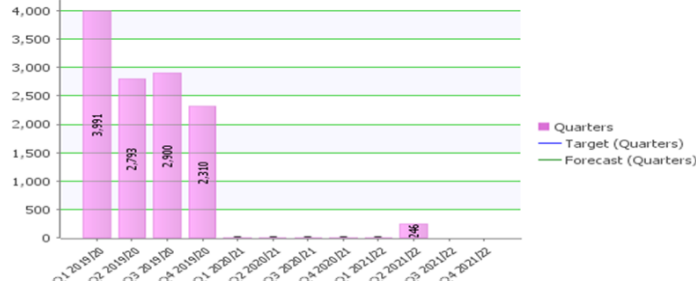

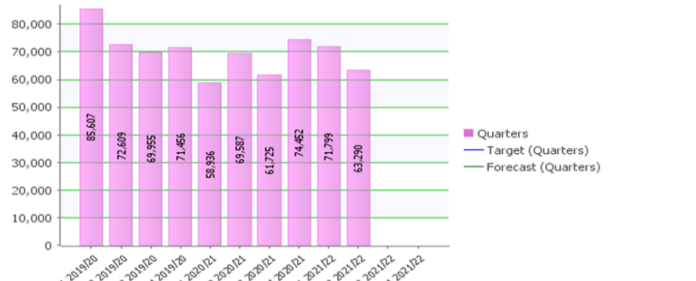

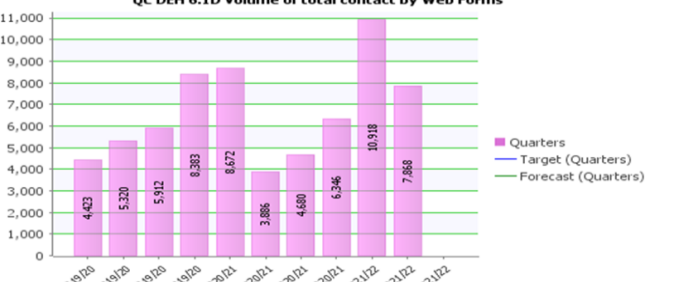
Performance Indicator	Latest performance	Previous reporting period	Performance target	Increase / Decrease from	Performance Data Trend	Notes & History
M DEH 10a: % of households that have signed up to Council Tax Self Serve	19.23%	18.84%	Trend Only			

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
M DEH 10b: % of Businesses that have registered to self-service (business rates)	4.37%	4.03%	Trend Only	↑	<p>MC CSP 10b % of Businesses that have registered to self-service (business rates)</p> <p>Legend: Months (green bars), Target (Months) (blue line), Forecast (Months) (green line).</p>	
M DEH 10c: Number of Landlords that have signed up to self-service	68	66	N/A	↑	<p>MC CSP 10c Number of Landlords that have signed up to self-service</p> <p>Legend: Months (green bars), Target (Months) (blue line), Forecast (Months) (green line).</p>	The last quarter has seen an increase in the number of landlords that have signed up to Self-Service. This may be attributed to council offices being closed.
QC CSP 5.1: % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)	74.47%	73.21%	70.00%	↑	<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p> <p>Legend: Quarters (pink bars), Target (Quarters) (blue line), Forecast (Quarters) (green line).</p>	35 out of 47 stage 1 complaints resolved within 10 days

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																										
QC CSP 5.2A: % of complaints about the Council and its services that are upheld: 1st stage	10.53%	19.35%	30.00%		<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p>  <table><caption>QC CSP 5.2A Data</caption><thead><tr><th>Quarter</th><th>Value (%)</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>48.00%</td></tr><tr><td>Q2 2019/20</td><td>46.67%</td></tr><tr><td>Q3 2019/20</td><td>31.57%</td></tr><tr><td>Q4 2019/20</td><td>14.81%</td></tr><tr><td>Q1 2020/21</td><td>11.62%</td></tr><tr><td>Q2 2020/21</td><td>12.00%</td></tr><tr><td>Q3 2020/21</td><td>9.52%</td></tr><tr><td>Q4 2020/21</td><td>19.23%</td></tr><tr><td>Q1 2021/22</td><td>19.35%</td></tr><tr><td>Q2 2021/22</td><td>10.53%</td></tr><tr><td>Q3 2021/22</td><td>-</td></tr><tr><td>Q4 2021/22</td><td>-</td></tr></tbody></table>	Quarter	Value (%)	Q1 2019/20	48.00%	Q2 2019/20	46.67%	Q3 2019/20	31.57%	Q4 2019/20	14.81%	Q1 2020/21	11.62%	Q2 2020/21	12.00%	Q3 2020/21	9.52%	Q4 2020/21	19.23%	Q1 2021/22	19.35%	Q2 2021/22	10.53%	Q3 2021/22	-	Q4 2021/22	-	4 out of 38 stage 1 complaints were upheld
Quarter	Value (%)																															
Q1 2019/20	48.00%																															
Q2 2019/20	46.67%																															
Q3 2019/20	31.57%																															
Q4 2019/20	14.81%																															
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Q1 2021/22	19.35%																															
Q2 2021/22	10.53%																															
Q3 2021/22	-																															
Q4 2021/22	-																															
QC CSP 5.2B: % of complaints about the Council and its services that are upheld: 2nd Stage - appeal	0.00%	0.00%	25%		<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p>  <table><caption>QC CSP 5.2B Data</caption><thead><tr><th>Quarter</th><th>Value (%)</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>100.00%</td></tr><tr><td>Q2 2019/20</td><td>50.00%</td></tr><tr><td>Q3 2019/20</td><td>0%</td></tr><tr><td>Q4 2019/20</td><td>25.00%</td></tr><tr><td>Q1 2020/21</td><td>0%</td></tr><tr><td>Q2 2020/21</td><td>0%</td></tr><tr><td>Q3 2020/21</td><td>0%</td></tr><tr><td>Q4 2020/21</td><td>28.57%</td></tr><tr><td>Q1 2021/22</td><td>0%</td></tr><tr><td>Q2 2021/22</td><td>0%</td></tr><tr><td>Q3 2021/22</td><td>0%</td></tr><tr><td>Q4 2021/22</td><td>0%</td></tr></tbody></table>	Quarter	Value (%)	Q1 2019/20	100.00%	Q2 2019/20	50.00%	Q3 2019/20	0%	Q4 2019/20	25.00%	Q1 2020/21	0%	Q2 2020/21	0%	Q3 2020/21	0%	Q4 2020/21	28.57%	Q1 2021/22	0%	Q2 2021/22	0%	Q3 2021/22	0%	Q4 2021/22	0%	No stage 2 complaints upheld.
Quarter	Value (%)																															
Q1 2019/20	100.00%																															
Q2 2019/20	50.00%																															
Q3 2019/20	0%																															
Q4 2019/20	25.00%																															
Q1 2020/21	0%																															
Q2 2020/21	0%																															
Q3 2020/21	0%																															
Q4 2020/21	28.57%																															
Q1 2021/22	0%																															
Q2 2021/22	0%																															
Q3 2021/22	0%																															
Q4 2021/22	0%																															
QC CSP 5.6 % of member enquiries responded to within 10 working days	84.70%	93.88%	80%		<p>QC CSP 5.6 % of member enquiries responded to within 10 working days</p>  <table><caption>QC CSP 5.6 Data</caption><thead><tr><th>Quarter</th><th>Value (%)</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>93.88%</td></tr><tr><td>Q2 2019/20</td><td>93.88%</td></tr><tr><td>Q3 2019/20</td><td>93.88%</td></tr><tr><td>Q4 2019/20</td><td>93.88%</td></tr><tr><td>Q1 2020/21</td><td>39.59%</td></tr><tr><td>Q2 2020/21</td><td>84.65%</td></tr><tr><td>Q3 2020/21</td><td>89.39%</td></tr><tr><td>Q4 2020/21</td><td>93.88%</td></tr><tr><td>Q1 2021/22</td><td>84.70%</td></tr><tr><td>Q2 2021/22</td><td>-</td></tr><tr><td>Q3 2021/22</td><td>-</td></tr><tr><td>Q4 2021/22</td><td>-</td></tr></tbody></table>	Quarter	Value (%)	Q1 2019/20	93.88%	Q2 2019/20	93.88%	Q3 2019/20	93.88%	Q4 2019/20	93.88%	Q1 2020/21	39.59%	Q2 2020/21	84.65%	Q3 2020/21	89.39%	Q4 2020/21	93.88%	Q1 2021/22	84.70%	Q2 2021/22	-	Q3 2021/22	-	Q4 2021/22	-	78 members enquires out of 92 were responded with 10 working days
Quarter	Value (%)																															
Q1 2019/20	93.88%																															
Q2 2019/20	93.88%																															
Q3 2019/20	93.88%																															
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Q2 2021/22	-																															
Q3 2021/22	-																															
Q4 2021/22	-																															


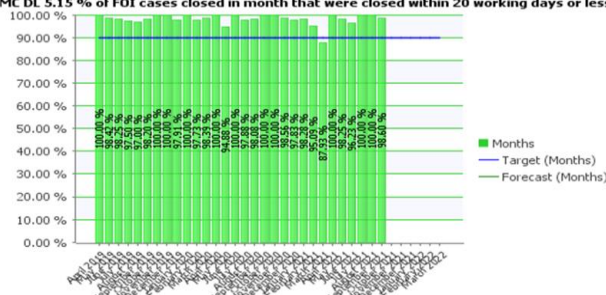

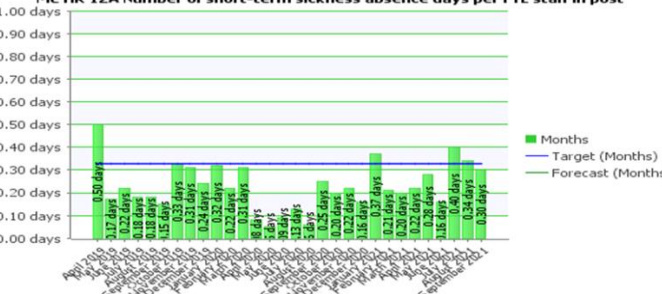

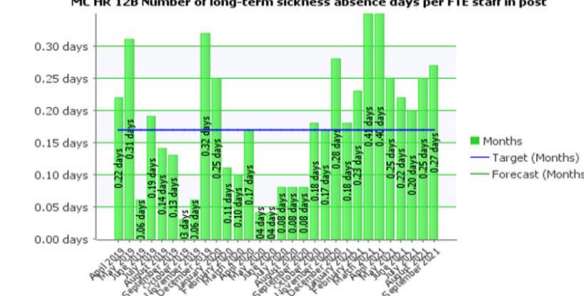
Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC CSP 5.13A: % Good Satisfaction (GovMetric) - Face to Face	N/A	N/A	80%	N/A		Latest statistics not recorded due to small numbers of customers coming into offices for face to face appointments
MC CSP 5.13C: % Good Satisfaction (GovMetric) - Website	35.00%	49.00%	50%	↓		The garden waste pages continue to get a negative response (3 unsatisfied responses out of 1768 visits) this is due to the change in service. The team are now alerted to any negative feedback, so if appropriate, it can be looked into there and then to avoid further negative comments. The Bins and Recycling section has also been reconfigured to display information more intuitively which will help customers in the future. The last month, has also seen unavoidable issues with bin collections which would have also impacted on the website feedback
MC CSP 5.13D % Good Satisfaction (GovMetric) - Email	72.00%	81.00%	80.00%	↓		


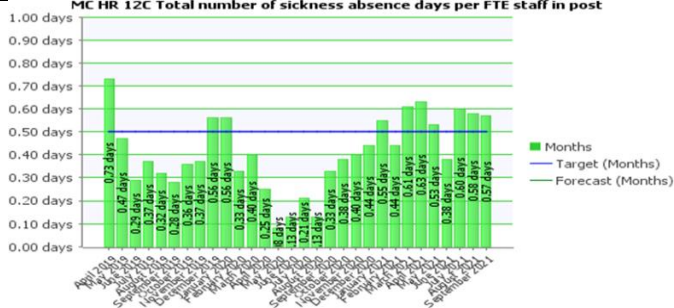
Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC CSP5.10C East Herts website accessibility score	82.00%	82%	Trend only		<p>MC CSP 5.10C East Herts website accessibility score</p> 	The website Silktide (https://index.silktide.com/uk-councils-may-2021/east-hertfordshire-district-council) scores a random sample of our website pages and pdfs every month and scores our accessibility score out of 100.
QC 1A - C Proportion of Contacts by Channel (into Customer Service)	F2F: 1.29% Email/ Webform: 44.67% Phone: 54.04%	F2F: 0.00% Email/Webform: 40.15% Phone: 59.85%	Trend only	Trend only	<p>■ Email / Webfoms ■ F2F ■ Phone</p> 	Offices are now open one days a week which has brought a small number of visitors. Phone contact decreased on the previous quarter
QC DEH 6.1A Volume of total contact by Email	256,959	270,769	Trend Only		<p>QC DEH 6.1A Volume of total contact by Email</p> 	

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History																										
QC DEH 6.1B Volume of total contact by F2F	246	0	Trend Only		<p>QC DEH 6.1B Volume of total contact by F2F</p>  <table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>3,991</td></tr><tr><td>Q2 2019/20</td><td>2,793</td></tr><tr><td>Q3 2019/20</td><td>2,900</td></tr><tr><td>Q4 2019/20</td><td>2,310</td></tr><tr><td>Q1 2020/21</td><td>0</td></tr><tr><td>Q2 2020/21</td><td>0</td></tr><tr><td>Q3 2020/21</td><td>0</td></tr><tr><td>Q4 2020/21</td><td>0</td></tr><tr><td>Q1 2021/22</td><td>0</td></tr><tr><td>Q2 2021/22</td><td>0</td></tr><tr><td>Q3 2021/22</td><td>246</td></tr><tr><td>Q4 2021/22</td><td>246</td></tr></tbody></table>	Quarter	Value	Q1 2019/20	3,991	Q2 2019/20	2,793	Q3 2019/20	2,900	Q4 2019/20	2,310	Q1 2020/21	0	Q2 2020/21	0	Q3 2020/21	0	Q4 2020/21	0	Q1 2021/22	0	Q2 2021/22	0	Q3 2021/22	246	Q4 2021/22	246	Limited reopening of reception areas. F2F services still largely unavailable
Quarter	Value																															
Q1 2019/20	3,991																															
Q2 2019/20	2,793																															
Q3 2019/20	2,900																															
Q4 2019/20	2,310																															
Q1 2020/21	0																															
Q2 2020/21	0																															
Q3 2020/21	0																															
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Q1 2021/22	0																															
Q2 2021/22	0																															
Q3 2021/22	246																															
Q4 2021/22	246																															
QC DEH 6.1A Volume of total contact by Phone	63,290	71,799	Trend Only		<p>QC DEH 6.1C Volume of total contact by Phone</p>  <table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>85,607</td></tr><tr><td>Q2 2019/20</td><td>72,609</td></tr><tr><td>Q3 2019/20</td><td>69,955</td></tr><tr><td>Q4 2019/20</td><td>71,463</td></tr><tr><td>Q1 2020/21</td><td>58,196</td></tr><tr><td>Q2 2020/21</td><td>69,507</td></tr><tr><td>Q3 2020/21</td><td>61,725</td></tr><tr><td>Q4 2020/21</td><td>74,462</td></tr><tr><td>Q1 2021/22</td><td>71,799</td></tr><tr><td>Q2 2021/22</td><td>63,290</td></tr><tr><td>Q3 2021/22</td><td>63,290</td></tr><tr><td>Q4 2021/22</td><td>63,290</td></tr></tbody></table>	Quarter	Value	Q1 2019/20	85,607	Q2 2019/20	72,609	Q3 2019/20	69,955	Q4 2019/20	71,463	Q1 2020/21	58,196	Q2 2020/21	69,507	Q3 2020/21	61,725	Q4 2020/21	74,462	Q1 2021/22	71,799	Q2 2021/22	63,290	Q3 2021/22	63,290	Q4 2021/22	63,290	
Quarter	Value																															
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Q2 2021/22	63,290																															
Q3 2021/22	63,290																															
Q4 2021/22	63,290																															
QC DEH 6.1A Volume of total contact by Email	7,868	10,918	Trend Only		<p>QC DEH 6.1D Volume of total contact by Web Forms</p>  <table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>4,423</td></tr><tr><td>Q2 2019/20</td><td>5,320</td></tr><tr><td>Q3 2019/20</td><td>5,912</td></tr><tr><td>Q4 2019/20</td><td>8,383</td></tr><tr><td>Q1 2020/21</td><td>8,672</td></tr><tr><td>Q2 2020/21</td><td>3,886</td></tr><tr><td>Q3 2020/21</td><td>4,680</td></tr><tr><td>Q4 2020/21</td><td>6,346</td></tr><tr><td>Q1 2021/22</td><td>10,918</td></tr><tr><td>Q2 2021/22</td><td>7,868</td></tr><tr><td>Q3 2021/22</td><td>7,868</td></tr><tr><td>Q4 2021/22</td><td>7,868</td></tr></tbody></table>	Quarter	Value	Q1 2019/20	4,423	Q2 2019/20	5,320	Q3 2019/20	5,912	Q4 2019/20	8,383	Q1 2020/21	8,672	Q2 2020/21	3,886	Q3 2020/21	4,680	Q4 2020/21	6,346	Q1 2021/22	10,918	Q2 2021/22	7,868	Q3 2021/22	7,868	Q4 2021/22	7,868	
Quarter	Value																															
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Q4 2021/22	7,868																															

Theme: Supporting All

Performance Indicator	Latest performance	Previous reporting period	Performance target	Increase / Decrease from	Performance Data Trend	Notes & History
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Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less	98.60%	100%	90%		MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less 	
MC HR 12A Number of short-term sickness absence days per FTE staff in post	0.3 days	0.34 days	0.33 Days		MC HR 12A Number of short-term sickness absence days per FTE staff in post 	S/T absence for the year so far = 1.71 (end of year target = 4)
MC HR 12B Number of long-term sickness absence days per FTE staff in post	0.27 days	0.25 days	0.17 days		MC HR 12B Number of long-term sickness absence days per FTE staff in post 	L/T absence for the year so far = 1.60 (end of year target = 2)

Performance Indicator	Latest performance value	Previous reporting period	Performance target	Increase / Decrease from last quarter	Performance Data Trend	Notes & History
MC HR 12C Total number of sickness absence days per FTE staff in post	0.57 days	0.58 days	0.50 days			Total absence for the year so far = 3.31 (end of year target = 6)

KEY

PI Status	
Performance is 6% or more off target	
Performance is less than 6% or more off target	
Performance is on target or exceeding target	
No target to set performance against	Trend Only
Monthly/Q4/Annual data unavailable	
Movement since last period	
Value is higher than previous period & this is positive movement	
Value is higher than previous period but this is negative movement	
Value is lower than previous period but this is positive movement	
Value is lower than previous period & this is negative movement	
Value is the same as previous period	
N/A -Cumulative so will always be above previous period	n/a

East Herts Council Report

Overview and Scrutiny Committee

Date of meeting: 2 November 2021

Report by: Councillor George Cutting – Executive Member for Corporate Services

Report title: Communications Update

Ward(s) affected: All

Summary – This report provides an update on the council's corporate communications activities, including recent highlights, performance monitoring, challenges and work underway to develop a new strategy and plan.

RECOMMENDATIONS FOR Overview and Scrutiny Committee.

a) That contents be noted.

1.0 Proposal(s)

1.1 N/A

2.0 Background

2.1 The Communications team is responsible for managing the council's reputation, on and offline. It works closely with Executive Members and service teams to ensure our communications with residents, businesses, and other stakeholders, supports the delivery of council priorities.

2.2 A new Digital Content Manager and Communications and Digital Media Manager are in post to help develop and deliver a

new communications strategy and plan, supporting the aspirations set out in the refreshed corporate plan. The work on this is well underway and will report to Leadership Team and Executive later this month.

- 2.3 The council takes a proactive approach to communications, aiming to maximise engagement on council achievements/priorities via a range of channels, including the local press, social media and digital platforms. Since April, the team has been down a full time post whilst a new Communications and Digital Media Manager was recruited. This presented challenges during Q1 and Q2 in resourcing all requests. As such, requests were prioritised according to impact on reputation and/or meeting corporate objectives.
- 2.4 The following sets out recent highlights, themed by corporate priority:

Sustainability at the heart of everything we do

- Delivered an anti-idling campaign for Clean Air Day 2021.
- Launched a campaign to help reduce food waste during Food Waste Action Week 2021.

Enabling Communities

- Supported the successful delivery of major capital projects, including the redevelopment of Hartham play area and the launch of Grange Paddocks Leisure Centre.

Encouraging Economic Growth

- Delivered a 'welcome back' promotional campaign to encourage people into our town centres.
- Continued to raise awareness and increase uptake of funding/grant schemes with our local business communities.

Digital by Design

- Created six new web forms to allow residents to quickly and easily report issues to us online 24/7.
- Rolled out accessibility training to key council staff to ensure our content can be accessed by as many people as possible - including residents with disabilities, slow network connections, or through mobile devices.

2.5 The council's communications team offers a responsive press office service, providing accurate, timely and useful information to the media, whilst also advising on contextual issues and reputation management to senior officers. The general downward trend in enquiries from journalists continues, with the team responding to two/three enquiries per week. Planning continues to be the source of most media interest, followed by housing and operations.

2.6 The most significant issues in terms of reputational impacts were ongoing critical coverage of the amended plans for the Old River Lane Scheme in Bishop's Stortford, and the legal costs paid as part of the review into a planning enforcement case and subsequent Action on Planning campaign.

2.7 Expanding the reach and engagement through our digital channels is a key priority for the team. Progress towards this is reported corporately each quarter, alongside the press favourability score (see Appendix A and B). Follower count across all digital channels is at over 24,000, with some posts on our Facebook page reaching 50,000 people or more. The potential to grow this further, however, must be harnessed and

an approach to achieving this will be set out in the new communications strategy.

- 2.8 To ensure the communications team is capturing all opportunities, is maximising those opportunities, as well as preparing as fully as possible to manage reputational impacts, the team is developing a more robust approach to forward planning to be agreed by Heads of Service / Executive as part of the new strategy.
- 2.9 Web development work focuses on ensuring the website meets the needs of the customer, offering them what they need, when they need it, and in the right form. This aims to reduce the time and costs involved in managing customers who are driven to contact us via other channels because they cannot find what they need.
- 3.0 In a bid to improve our content further, we have a new online system, Silktide that checks our website and intranet for errors. It checks for everything from spelling to readability and the accessibility of content. Alongside this, the team monitors feedback received via the Govmetrics widget placed on website service pages. Action can be taken efficiently to solve the issue or query, to avoid ongoing negative feedback. Reports are available every three months to capture the data, broken down by service area.
- 3.1 The communications team reports our website accessibility score quarterly. This follows the introduction of the WCAG 2.1 Regulations in 2018, which places new responsibilities on the public sector to make digital services, websites and apps accessible to everyone, including users with impairments. Our current score is 82%, which is considered 'good' by industry comparison.

- 3.2 Whilst we have worked hard to ensure our website is as accessible as possible, we recognise that some parts of our site are not yet fully accessible. We have monitoring in place to review the accessibility of the site on an ongoing basis. We use this monitoring to identify and fix any new issues that arise.
- 3.3 The team also manage the council's intranet to provide the information colleagues need to carry out their work, encourage collaboration and support consistent messaging around key corporate projects, including our Transforming East Herts agenda.

3.0 Reason(s)

None

4.0 Options

None

5.0 Risks

- 5.1 The Communications team keeps abreast of reputational radar issues through monthly meetings with Heads of Service.
- 5.2 Two full time officers work on day-to-day communications. This is half the national average for district communications teams at four FTEs, presenting a risk to the team's resilience. A set of core skills are being developed within the wider team to build and maintain better resilience.

6.0 Implications/Consultations

Community Safety

No

Data Protection

The council's corporate communication channels are managed in line with the council's data protection policy, including compliance with GDPR regulations.

Equalities

The communications team supports the principles and actions set out in the council's 'East and Equal' Equality, Diversity and Exclusion Strategy.

The team works to make content accessible for all, as set out in 3.1, and strives to champion the importance of Plain English and representation of different protected groups wherever possible.

Environmental Sustainability

The Communications and Digital Media Manager and Digital Content Manager sit on the council's Environmental Sustainability Steering Group and represent East Herts at the countywide Climate Change Communications group.

Financial

No

Health and Safety

No

Human Resources

No

Human Rights

No

Legal

The council works within the Code of Recommended Practice on Local Authority Publicity. The Code is based around seven principles to ensure that all communications activity:

- is lawful
- is cost effective
- is objective
- is even-handed
- is appropriate
- has regard to equality and diversity
- is issued with care during periods of heightened sensitivity.

Specific Wards

No

7.0 Background papers, appendices and other relevant material

7.1 Appendices:

Appendix A – Quarterly report figures Q1 Apr-Jun 2021

Appendix B – Quarterly report figures Q2 Jul-Sep 2021

Contact Member

Cllr George Cutting, Executive Member for
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Quarterly Report Q1: April - June 2021

TWITTER	APRIL	MAY	JUNE	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Tweets	78	74	48	333	200	down 133
Followers	11,312	11,301	11,317	11,293	11,317	up 24
Tweet impressions (K)	94	130	51.3	332	275.3	down 56.7
Mentions	264	271	273	1,107	808	down 299

FACEBOOK	APRIL	MAY	JUNE	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Posts	49	32	22	173	103	down 70
Followers	5,126	5,213	5,279	5,047	5,279	up 232

INSTAGRAM	APRIL	MAY	JUNE	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Followers	2,259	2,296	2,337	2207	2,337	up 130
Posts	1	2	5	5	8	up 3
Likes	71	64	57	148	192	up 44

LINKEDIN	APRIL	MAY	JUNE	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Connections	1,386	1,402	1437	1366	1437	up 71
Clicks	116	178	11	353	305	down 48

INTERNAL COMMS	APRIL	MAY	JUNE	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Intranet page views	12,879	11,340	13,280	38,501	37,499	down 1,002
Team Update views	284	83	n/a	2,641	367	down 2,274
Team Update top story (VIEWS + TITLE)	March winner (97)	60 seconds with Dimple (31)	n/a	238	128	down 110
Staff briefing attendance	n/a	n/a	n/a	292	0	n/a

E-MARKETING	APRIL	MAY	JUNE	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Subscribers	3,499	3,536	3,559	3400	3,559	up 159
Open rate	54.46%	53.18%	51.90%	60.40%	53.18%	down 7.22%

WEBSITE	APRIL	MAY	JUNE	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Page views	141,366	122,302	112,552	486,717	376,220	down 110,497

PRESS	APRIL	MAY	JUNE	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Press releases sent	2	4	3	9	9	same
Press articles	44	32	45	126	121	down 5
Press score	18	18	19	-33	55	up 88

DIGITAL MEDIA	APRIL	MAY	JUNE	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Online articles	41	43	25	91	109	up 18
Press score	16	19	16	28	51	up 23

TOTAL SCORE	34	37	35	-5	106	up 101
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Quarterly Report Q2: July - September 2021

TWITTER	JULY	AUGUST	SEPTEMBER	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Tweets	56	17	45	200	118	down 82
Followers	11,377	11,398	11,437	11,317	11,437	up 120
Tweet impressions (K)	49.6	28.4	41.8	275.3	119.8	down 155.5
Mentions	202	185	284	808	671	down 137

FACEBOOK	JULY	AUGUST	SEPTEMBER	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Posts	30	10	25	103	65	down 38
Followers	5,351	5,468	5,568	5,279	5,568	up 289

INSTAGRAM	JULY	AUGUST	SEPTEMBER	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Followers	2,364	2,402	2,444	2,337	2,444	up 107
Posts	4	3	4	8	11	up 3
Likes	42	14	33	192	89	down 103

LINKEDIN	JULY	AUGUST	SEPTEMBER	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Connections	1,457	1,479	1,495	1,437	1495	up 58
Clicks	16	75	42	305	133	down 172

INTERNAL COMMS	JULY	AUGUST	SEPTEMBER	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Intranet page views	13,614	12,379	12,584	37,499	38,577	up 1,078
Team Update views	378	338	234	367	950	up 583
Team Update top story (VIEWS + TITLE)	June winner (139)	July winner (146)	August winner (81)	128	366	up 238
Staff briefing attendance	286	n/a	n/a	n/a	286	n/a

E-MARKETING	JULY	AUGUST	SEPTEMBER	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Subscribers	3,574	3,619	3,647	3,559	3,647	up 88
Open rate	51.14%	51.32%	49.42%	53.18%	50.63%	down 2.55%

WEBSITE	JULY	AUGUST	SEPTEMBER	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Page views	102,122	99,992	96,609	376,220	298,723	down 77,497

PRESS	JULY	AUGUST	SEPTEMBER	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Press releases sent	3	3	0	9	6	down 3
Press articles	29	35	31	121	95	down 26
Press score	1	1	11	55	13	down 42

DIGITAL MEDIA	JULY	AUGUST	SEPTEMBER	PREVIOUS Q	THIS Q TOTAL	INCREASE/DECREASE
Online articles	40	26	25	109	91	down 18
Press score	14	8	13	51	35	down 16

TOTAL SCORE	15	9	24	106	48	down 58
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East Herts Council Report

Overview and Scrutiny Committee

Date of Meeting: 2 November 2021

Report by: Scrutiny Officer

Report title: Overview and Scrutiny – Draft Work Programme 2021/22

Ward(s) affected: All

Summary

- This report considers actions for inclusion in the committee's existing Draft Work Programme and proposes amendments to the ongoing Draft Work Programme.

RECOMMENDATION FOR OVERVIEW AND SCRUTINY COMMITTEE, that:

(A) the main agenda items for the next meeting be agreed;

(B) the proposed Consolidated Work Programme, included at Appendix A, be approved,

1.0 Proposal(s)

1.1 The Appendix setting out the draft work programme is now presented as a single report.

1.2 In deciding what items the committee should consider, Members need to have regard to the Corporate and Forward Plans and what is due to be considered at the next Executive. The item on the agenda this evening is for consideration and decision by the Executive on 23 November.

- 1.3 Members will note that two items for information have been included as a separate agenda item, these are the Performance report for Quarters 1 and 2 and the Communications report. These are reports of an update in nature and do not have any recommendations to the Executive. These are not for discussion but if at the pre-meeting when Members consider the structure and format of the meeting, Members feel that a recommendation should be made to the Executive, then the key officer / Head of Service will be invited to attend the meeting to provide advice to Members.
- 1.6 Scrutiny committees have the power of influence and are entitled to review and scrutinise the functions of the Council and the decisions of the Executive. The Committee serves as a 'critical friend' and is not a decision-making body but can make recommendations to the Executive and who must respond formally to recommendations within a given timeframe.

2.0 Background

- 2.1 The draft agenda items for 2021/22 meetings of Overview and Scrutiny Committee is shown in **Appendix A**. The timing of some items shown may have to change depending on availability of essential data (e.g. from central government) external sources and officers.
- 2.2 Members are reminded that for a topic to be valid for Scrutiny it needs to be relevant to the work of the council and impact on a number of residents / or the wider area. In addition, there needs to be evidence, whether readily quantifiable or anecdotal, that this is an issue requiring investigation.
- 2.3 Members are welcome to submit a scrutiny proposal at any time by completing a Scrutiny Proposal Form (Available from the Scrutiny Officer) which will provide officers with sufficient

information to assess if it is appropriate for Scrutiny and to ensure their specific questions are addressed. The Scrutiny Officer will then liaise with officers and the Scrutiny Chairman to consider the best way to address the subject and complete a scoping document.

- 2.4 Members are also asked whether there is any training relevant to scrutiny or to the function and remit of the Overview and Scrutiny Committee that they wish to suggest.

3.0 Reason(s)

- 3.1 This report provides an update on the current situation in relation to issues raised by Members.

4.0 Options

- 4.1 The Work Programme will be kept under review by the committee throughout the coming year. It is worth noting that this is a draft work programme which is continually reviewed and will evolve as the work programme develops triggered by external and internal influences

5.0 Risks

- 5.1 The establishment of an Overview and Scrutiny Committee is enshrined in the Local Government Act 2000 (section 9). The 2000 Act obliges local authorities to adopt political management systems with a separate Executive. Various sub sections (of the 2000 Act), set out the powers and duties for Overview and Scrutiny Committees including the right to investigate and make recommendations on anything which is the responsibility of the Executive. Legislative provisions can also be found in the Localism Act 2011 (Schedule 2) with options to retain or re-adopt a “committee system” (section 9B).
- 5.2 Potential risks arise for the council if policies and strategies are

developed and/or enacted without sufficient scrutiny. Approval of an updated Work Programme contributes to the mitigation of this risk by ensuring key activities of the council are scrutinised.

6.0 Implications/Consultations

- 6.1 Scrutiny is an important part of the local democratic process and represents the interests of residents. It holds the Executive to account on behalf of residents and helps review and improve services and functions run by the Council and its local partners.
- 6.2 The proposed Work Programme has implications for Members' time and the resources of the council devoted to scrutinizing the issues included.

Community Safety

No

Data Protection

No

Equalities

Yes – scrutiny of the services provided e.g. by registered providers of social housing will investigate how some of the most vulnerable people in the district, including those with protected characteristics, receive housing services.

Environmental Sustainability

Yes – although not subject to a further Task and Finish Group, the proposed Work Programme envisages the Overview and Scrutiny Committee receiving reports on the progress of the council's Environmental and Climate Forum.

Financial

No

Health and Safety

No

Human Resources

No

Human Rights

No

Legal

Yes - scrutiny is enshrined in Statute (the Local Government Act 2000) as amended by the Localism Act 2011.

Specific Wards

No

7.0 Background papers, appendices and other relevant material

7.1 Appendix A – Draft Work Programme

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Overarching SEED theme: Sustainability at the heart of everything we do

Date	Report title	SEED Priority	Background information	Officer invitee	Portfolio Holder	Executive Date
2 November 2021	Private Sector Housing Assistance Policy	"E" Enabling our communities	Review of the private sector housing policy to reflect current practices and introduce loans rather than grants.	Paul Thomas-Jones Jonathan Geall	Cllr Peter Boylan (<i>Affordable Housing</i>) and Cllr Jonathan Kaye (<i>Resident Engagement</i>)	23 November
	Performance Report for Q1 & Q2 or 2021/22		Update only – To be considered by the committee separately unless there are recommendations.	None (REPORT FOR INFORMATION ONLY)	None	
	Communication report		Update only – To be considered by the committee separately unless there are recommendations.	None (REPORT FOR INFORMATION ONLY)	None	
18 January 2022	East Herts Health Hubs – Promoting easier access to health and wellbeing advice and support	"E" Enabling our communities – Supporting our vulnerable residents	Requested by Cllr Curtis at O&S 7 September 2021 UPDATE REPORT OR SUBSTANTIVE REPORT??	Jonathan Geall and Simon Barfoot	Cllr Jonathan Kaye (<i>Resident Engagement</i>)	
	Housing strategy	"E" Enabling our communities	Refresh of the strategy	Jonathan Geall	Cllr Peter Boylan (<i>Affordable Housing</i>) and	

Overarching SEED theme: Sustainability at the heart of everything we do

Date	Report title	SEED Priority	Background information	Officer invitee	Portfolio Holder	Executive Date
					Cllr Jonathan Kaye (<i>Resident Engagement</i>)	
	Parks and Open Space Strategy	“E” Enabling our communities	We will invest in our places	Ian Sharratt	Cllr Eric Buckmaster (<i>Leisure and Culture</i>)	
	Community Transport Strategy	“E” Enabling our communities	The current Community Transport Strategy expires at the end of 2021 and a revised strategy is being drafted, reflecting on the progress made and taking forward learning from the last three years of delivering the strategy.	Nick Phipps	Cllr Graham McAndrew (<i>Community Transport</i>)	8 February 2022
	Digital Exclusion (as part of the Modern Workspaces aspects of the	“D” Digital by Default	As the Council moves away from what might be termed a traditional front of house, with more services taking place online or via automated options, what	Ben Wood	Cllr George Cutting (<i>Customer Services</i>), Cllr Jonathan Kay (<i>Resident Engagement</i>)	

Overarching SEED theme: Sustainability at the heart of everything we do

Date	Report title	SEED Priority	Background information	Officer invitee	Portfolio Holder	Executive Date
	Transformation Programme)		risk is there for residents in terms of digital exclusion and what should be done to protect against it?			
22 March 2022	Street Cleansing		Review of the waste and street cleansing contract	Jess Khanom-Metaman	Cllr Graham McAndrew (<i>Waste</i>)	
June 2022	RIPA - Update report		Note: Annual reports are good practice.	James Ellis	Cllr George Cutting (<i>Legal Services</i>)	
	Planning - How we are going to improve the [planning] service, considering the increase in work load? Requested by Chairman and Vice chairman		Note The Head of Planning has advised that the Planning Service is undergoing a restructure in March 2022 and its therefore suggested that this be deferred until June after the restructure has been implemented.	Head of Planning		

Overarching SEED theme: Sustainability at the heart of everything we do

Forward plan items (And Questions to be provided in advance, with scope for further questions as a result of answers given on the night)

Last updated 18 October 2021

Wproc\$/Stortford/BSWP/NPS/Overview and Scrutiny/2021 – 2021/07 September 2021/Committee Work Programme Appendix