



MEETING : OVERVIEW AND SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 8 JUNE 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, D Hollebon, D Snowdon, M Stevenson,
N Symonds and A Ward-Booth

Substitutes

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

(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. Appointment of Vice-Chairman

2. Apologies

To receive apologies for absence.

3. Minutes - 23 March 2021 (Pages 7 - 22)

To approve as a correct record the Minutes of the meeting held on 23 March 2021.

4. Chairman's Announcements

5. Declarations of Interest

To receive any Members' Declarations of Interest.

6. Questions to the Executive Member for Corporate Services (Pages 23 - 24)

7. Environmental Sustainability Action Update Presentation

8. Council Tax Reduction Scheme 2022/23 (Pages 25 - 48)

9. Council Tax Long Term Empty Premium (Pages 49 - 60)

10. Regulation of Investigatory Powers Act 2000

Report to follow.

11. Data Retention Policy Schedule (Pages 61 - 140)
12. Data Breach Policy and Procedures (Pages 141 - 162)
13. Draft Equalities, Diversity and Inclusion Strategy for East Herts (Pages 163 - 176)
14. Annual Plan and Refreshed Corporate Plan (Pages 177 - 240)
15. Overview and Scrutiny Committee – Draft Work Programme (Pages 241 - 256)
16. 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 AS AN ONLINE MEETING ON
TUESDAY 23 MARCH 2021, AT 7.00 PM

PRESENT: Councillor J Wyllie (Chairman)
Councillors S Bell, M Brady, R Buckmaster,
A Curtis, I Devonshire, H Drake, J Frecknall,
M Goldspink, D Hollebon, J Kaye,
D Snowdon, M Stevenson and N Symonds

ALSO PRESENT:

Councillors G McAndrew 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
Jess Khanom- Metaman	- Head of Operations
Peter Mannings	- Democratic Services Officer
Katie Mogan	- Democratic Services Manager
Tyron Suddes	- Projects and New Business Manager

436 APOLOGIES

There were no apologies.

437 MINUTES - 2 FEBRUARY 2021

It was moved by Councillor Frecknall and seconded by Councillor Hollebbon that the minutes of the meeting held on 2 February 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 2 February 2021 be confirmed as a correct record and signed by the Chairman.

438 CHAIRMAN'S ANNOUNCEMENTS

The Chairman said that the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 came into force on Saturday 4 April 2020 to enable councils to hold remote committee meetings during the Covid-19 pandemic period. This was to ensure local authorities could conduct business during this current public health emergency. This meeting of the Overview and Scrutiny Committee was being held remotely under these regulations, via the Zoom application and was being recorded and live streamed on YouTube.

The Chairman reminded Members to use the blue hand function within zoom for voting. He said that he

proposed a 10 minute break from 19:55 so that Members and Officers who wished to could go outside with a candle or torch, as it was one year from when the first lockdown was imposed.

439 DECLARATIONS OF INTEREST

There were no declarations of interest.

440 PORTFOLIO UPDATE FROM EXECUTIVE MEMBER FOR ENVIRONMENTAL SUSTAINABILITY

The Executive Member for Environmental Sustainability, Councillor McAndrew, gave a presentation that covered the following areas of his portfolio:

- Waste, recycling and street cleansing
- Grounds maintenance contract
- Parking
- Climate change and sustainability
- Air quality
- Community transport and transport strategy

The Executive Member said there had been a decline in the recycling rate, mainly due to the higher rate of residual waste being collected than the green waste. He presented data in respect of street cleansing inspections and highlighted the targets for monthly inspections.

The Executive Member also summarised data in respect of missed collections and said that the percentage of collections per month had remained

above 99%. He presented some data from 2016 to 2020 in respect of complaints and detailed some of the complaints received.

Members were advised that the parking occupancy rate and parking transactions had slowly increased since the period of free parking at the start of the pandemic in 2020. The Executive Member praised the performance of the Civil Enforcement Officers. He said however, that they had been subjected to physical and verbal abuse by the public.

The Executive Member presented the sustainability changes that had been made to Council premises and also to Council services. He said that the Council had used its regulatory powers to promote actions by others including the adoption of a Sustainability Supplementary Planning Document.

Members were presented with a graph that showed East Herts Council's journey towards Carbon neutrality by 2030. He spoke about the setting up of a new group a year ago called the Hertfordshire Climate Change and Sustainability Partnership. The Executive Member presented the draft sustainability priorities for 2021/22 and spoke about air quality in East Herts as well the delivery of funding for community transport schemes across the District. He invited the Committee to ask questions following his talk.

The Executive Member responded to questions from Members. Members received the presentation.

RESOLVED – that the presentation be received.

441 ADOPTION OF THE EAST HERTS COUNCIL ACCESS TO INFORMATION POLICY

The Information Governance and Data Protection Manager submitted a report that presented the newly drafted Access to Information Policy. He said that there were two recommendations, the first of which was asking Members to consider the draft policy and propose any amendments. Members were also being asked to recommend the policy, with any amendments, to Executive for adoption.

The Manager explained that the Council had conducted an information governance audit, as detailed at Appendix B to the report. The audit had recommended that all data protection and information governance policy to ensure these were updated and additional policies adopted.

Members were advised that the review had highlighted the need to introduce an Access to Information Policy, to enhance the Council's commitment to best practice when complying with relevant access to information legislation. The Manager said that the Council had the appropriate access to information guidance available for staff and the public. He said that the policy would underpin this guidance and act as an overarching governing document.

The Manager provided an overview of the draft policy and summarised the key requirements the document would satisfy in terms of the lawful treatment of data under the UK GDPR and the 2018 Data Protection Act. He said that the policy sought to ensure that

information that could be published was done so in line with the Council's information scheme and the local government transparency code.

The meeting stood adjourned at 19:55 to allow Members and Officers who wished to do so to mark the reflection of one year since the first lockdown commenced in 2020. The meeting recommenced at 20:05. The Manager concluded by advising that the draft policy aimed to demonstrate further compliance with article 24(1) of the UK GDPR.

Councillor Hollebon asked about the charges under the access to information policy and the charge of £450 and whether the actual fee could be higher. The Manager said that the £450 was the standard fee under the regulations. He said that he would check, but for charges over £450, the fee was £25 per hour and the Council very rarely charged for access to information requests.

Councillor Goldspink thanked the Manager for the report into what was a sensible and comprehensive policy. She said that she was pleased to see that there was an information disclosure log. She expressed concern that the audit included as Appendix B was out of date and she was concerned that this audit had offered overall assurance in a limited way. She asked if this was the most up to date report as it indicated that the Council was at some risk. Councillor Goldspink requested that the Executive Member report back in June in terms of compliance with legislation.

The Manager said that this was the most recent report

and he shared the Members' concerns. He said that he had reviewed the various policies and privacy notices and he was satisfied that the Council was not currently at risk. He said that the Council was not fully compliant either and it was his aim to get the Council to a gold level of compliance.

The Head of Legal and Democratic Services said that he had spoken to the Shared Internal Audit Service (SIAS) in terms of when they would be providing an updated report. He said that he was confident that the next version of this report would present a very different picture.

Councillor Devonshire proposed and Councillor Symonds seconded, a motion that the draft Access to Information Policy be recommended to Executive for adoption and the Information Governance and Data Protection Manager incorporate any amendments to the policy suggested by Overview and Scrutiny Committee, in consultation with the Head of Legal and Democratic Services and the Executive Member for Corporate Services, prior to the presentation of the policy to Executive for adoption.

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

RESOLVED – that (A) the draft Access to Information Policy be recommended to Executive for adoption; and

(B) the Information Governance and Data Protection Manager incorporate any

amendments to the policy suggested by Overview and Scrutiny Committee, acting in consultation with the Head of Legal and Democratic Services and the Executive Member for Corporate Services, prior to presentation to Executive for adoption.

442 ANNUAL SCRUTINY REPORT 2019/20

The Scrutiny Officer introduced the Overview and Scrutiny Annual Report for 2019-20, on behalf of the Chairman of the Committee. She said that this report summarised what Overview and Scrutiny had been looking at in the context of scrutiny during 2019/20 and Members were referred to the draft summary narrative at Appendix A. The Scrutiny Officer explained that this report was usually presented to Members annually but had been delayed as a result of Covid-19 and a decision to undertake an independent review of scrutiny to ensure best practice.

Members were advised that once supported by Overview and Scrutiny Committee, the report would be presented to Council for determination and it would then be uploaded to the Council's website. The Scrutiny Officer referred to the introductory sections by the Leader and the Chairman of the Committee and said that the report explored the topics that the Committee had reviewed in 2019/20.

Members were advised that some matters were explored in depth by Task and Finish Groups whilst other topics were researched with no further action being taken due to a lack of evidence that further action was needed in terms of the use of resources.

The Scrutiny Officer emphasised that the report had highlighted that the function of Overview and Scrutiny was not meant to be confrontational or be seen to be deliberately set up to form an opposition to the Executive. She said that Overview and Scrutiny Committee and the Executive should and do complement each other in terms of working in tandem in respect of the development of the Council's work. She concluded that Overview and Scrutiny Committee was there to enhance accountability and transparency of the decision making process.

Councillor Curtis said that he believed that there might have been more that the Committee could have been doing over the last year. He hoped that Members of the Committee could look at topics and some policy areas in more depth in the coming year, either in formal meetings of the Committee or through the medium of Task and Finish Groups.

Councillor Curtis proposed and Councillor Drake seconded, a motion that the Annual Report on the work of the East Herts Scrutiny Committee during 2019/20 be received and recommended to Council for publication. After being put to the meeting and a vote taken, this motion was declared CARRIED.

RESOLVED – that the Annual Report on the work of the East Herts Scrutiny Committee during 2019/20 be received and recommended to Council for publication.

443 ANNUAL SCRUTINY REPORT 2020/21

The Scrutiny Officer introduced the Overview and Scrutiny

Annual report for 2020/21. She drew Members' attention to the introduction by the Leader which referred to the unprecedented impact of Covid-19 on the world both economically and socially, as well as on local businesses.

Members were reminded of the strong partnerships that had developed nationally and locally to ensure that all residents were supported. The Scrutiny Officer explained that there was an overlap with the work that had started in towards the end of 2019 that had continued into the 2020/21 period.

Councillor Curtis referred to the commentary from the Leader as being very important. He felt that the introduction from the Leader should reflect the work which had been undertaken by Overview and Scrutiny Committee and the interaction with the Executive. This was supported.

Councillor Goldspink proposed and Councillor Buckmaster seconded, a motion that the Annual Scrutiny Report on the work of the East Herts Scrutiny Committee during 2020/21 be received and recommended to Council for approval and publication. After being put to the meeting and a vote taken, this motion was declared CARRIED.

RESOLVED – that the Annual Report on the work of the East Herts Scrutiny Committee during 2020/21 be received and recommended to Council for publication.

444 REVIEW OF SCRUTINY - REPORT BY THE CENTRE FOR GOVERNANCE AND SCRUTINY

The Scrutiny Officer submitted a report which

presented the findings by the Centre for Governance and Scrutiny (CfGS) following a review of the scrutiny function at East Herts which had been requested by the Leader. The Centre for Governance and Scrutiny (CfGS) was asked for their independent opinion on the approach currently taken by the Council and to gain views on best practise.

The Scrutiny Officer explained the methodology undertaken and evidence reviewed by CfGS. This was set out in further detail on page 106 of the report. Members and Officers had been due to be interviewed in March 2020 but this had been rearranged to May 2020 due to the national lockdown. Their final report was submitted in November 2020.

Members were advised that a workshop had been held on 3 December 2020 where Members of Overview and Scrutiny and Audit and Governance Committees had been given the opportunity to seek clarification from Mr Ian Parry from CfGS on his report. The Scrutiny Officer said that the recommendations were set out on page 115. Going forward she explained that the Forward Plan would be attached to future Overview and Scrutiny agendas so that Members could be afforded an early opportunity to review future decisions to be taken by the Executive.

The Scrutiny Officer provided an update to Members in terms of what actions had so far been introduced to take account of the recommendations made by the CfGS. These included:

- Holding quarterly meetings with the Leader,

Deputy Leader and both Chairmen and Vice Chairman of Overview and Scrutiny Committee and Audit and Governance committee to review respective work programmes.

- Inviting Executive Members to future meetings of Overview and Scrutiny to provide updates on their portfolio as a standing item on future agendas of this Committee.
- Members were reminded that there were dedicated scrutiny pages on the internet and the annual reports actively encouraged the public to get involved in the scrutiny process.
- The constitution working group met regularly and was currently reviewing the Committee rules including those for Overview and Scrutiny and Audit and Governance to clarify the remits of both Committees.
- Including as a standing item on both Committee agendas an opportunity for the public to ask questions or make a statement to the Committee.

The Scrutiny Officer said that by including the Forward Plan on the agenda, would encourage Members to become involved early on in the decision making process, thereby ensuring a more timely and proactive approach to scrutiny.

Members were reminded that they had already considered and supported the possibility of holding Committee meetings in other parts of the District.

Members were also advised that Task and Finish Groups were arranged over many weeks and further advice would be sought in respect of enquiry dates. The Scrutiny Officer said that she would be arranging scrutiny training after the Annual Council meeting to provide further advice to Members in respect of addressing other recommendations in the CfGS report.

Councillor Goldspink said that she was delighted with this excellent report and she felt that the recommendations were extremely good, especially the inclusion of the Forward Plan in agenda papers as this would allow a very positive contribution to be made to strategic forward planning and policy making. She said that she believed all of the recommendations were worth looking at Councillor Goldspink supported the report and the acceptance of the recommendations.

Councillor Kaye said that shorter and more focussed agendas were important and of the need to avoid the Committee being driven by Officers' reports and presentations. He expressed concerns regarding the suggestion of allowing the public to submit referral requests.

Councillor Kaye said that moving around the District had been tried before and he was not sure it had entirely worked but this was something to bear in mind.

Councillor Curtis said that the report contained some very positive ideas and Members needed to have a tighter view and indication of how the work of this

Committee was feeding into policy in terms of the impact of Member discussions.

Councillor Snowdon said that he was very pleased with the suggestion of moving meetings of the Committee around the District. He stated that the Council must continue to do this in future and he was aware of many places in Bishop's Stortford, Ware, Buntingford and Sawbridgeworth and even in some of the villages where meetings of the Committee could be held.

Councillor Drake said that it was very important that where Executive Members were invited to meetings of Scrutiny, they remained present for the whole meeting. The Chairman supported this approach.

Councillor Devonshire supported the suggestion of allowing the public to put forward ideas for scrutiny agendas. He commented that care would need to be taken to ensure that matters coming to meetings were not about an issue that a member of public had a particular grievance about.

The Chairman commented on the importance of managing expectations and managing the contents of future agendas. Councillor Snowdon said that referrals to Overview and Scrutiny Committee had to be managed judiciously to avoid questions being overly political or wasting the time of the Committee.

Members received the report. Councillor Curtis proposed and Councillor Devonshire seconded, a motion that the Executive be asked to note the comments of Overview and Scrutiny Committee.

RESOLVED – that (A) the final report by the Centre for Governance and Scrutiny (CfGS), be received; and

(B) the Executive be asked to note the comments of the Overview and Scrutiny Committee.

445 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.

It was moved by Councillor Snowdon and seconded by Councillor Goldspink that the draft consolidated Work Programme be approved. After being put to the meeting and a vote taken, the 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.

446 URGENT ITEMS

There was no urgent business.

The meeting closed at 8.40 pm

Chairman

Date

Questions to the Executive member for Corporate Services

Overview and Scrutiny Committee – 8 June 2021

From Councillor Hollebon:

Staffing - overall, are we up to date in recruitment? Planning is a grey area, but this needs further update.

Complaints - appreciate the difficulty here due to Covid, but has there been an increase and if so, in what areas? What areas are cause for concern etc.? Planning must be one area?

Risk Management - must be ongoing etc. We usually get an annual update?

Health & Safety - obviously a lot of work done on Covid and will continually need to be updated I guess? It is not compulsory to have the tests done before each meeting is it? Some of us have medical problems preventing the regular usage of swabs in throat and nose etc.

From Councillor Brady:

Is there ongoing assessment of customer satisfaction in relation to Customer Services? I seem to recall some data demonstrating that customer satisfaction with services was somewhat lower than EHDC would desire.

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East Herts Council Report Template

Overview and Scrutiny Committee

Date of Meeting: 8 June 2021

Report By: Geoff Williamson, Deputy Leader and Executive Member for Financial Sustainability

Report Title: Council Tax Reduction Scheme 2022/23

Ward(S) Affected: All

Summary

- To consider the latest available information around the current local Council Tax Support (CTS) scheme at East Herts and whether any changes to the scheme should be considered for 2022/23.

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY:

- (a) **Overview and Scrutiny Committee consider whether other options around scheme design should be explored further for East Herts local Council Tax Support scheme for April 2022.**

1.0 Proposal(s)

- 1.1 That Overview and Scrutiny committee consider, in accordance with the Governments requirement for an annual approval of the Council Tax support scheme, to propose to the Executive any changes to the scheme for 2022.

2.0 Background

- 2.1 The Government made provision within the Local Government Finance Bill to replace the former national Council Tax Benefit (CTB) scheme from 1st April 2013 with localised schemes for Council Tax Reduction Schemes (CTS) devised by individual local authorities (LA's). The schemes are valid for one year and must be approved by Council before the 11th March immediately preceding the financial year in which it is to take effect.
- 2.2 If the Council were to choose to consider any material revisions to the scheme, this would be the subject of public consultation, which would need to be considered by both those entitled to receive support as well as the general Tax payers of East Herts.
- 2.3 The Government require that major preceptors (County and Police) are consulted each year, and if there is any change to the scheme a full consultation open to all tax payers in the district is required. There is no specific timescale prescribed but the period must allow for meaningful consultation.
- 2.4 Additionally, consideration must be given to providing transitional protection where the support is to be reduced or removed. The financial impact of any decision on Council Tax Support also needs to be included when setting our budget and Council tax levels at the same time.
- 2.5 Since the introduction of CTS in April 2013 various changes have been considered but the scheme has remained the same. Appendix A provides details of the history of the scheme.
- 2.6 Previously Overview and Scrutiny committee received a presentation on a potential new scheme for 2019/20 based on income bands. The aim was to find a scheme which would simplify the criteria for customers as well as mitigating the

impact of changes in circumstances on workload and council tax collection, resulting from universal credit reassessments.

- 2.7 Members were advised that substantial modelling would need to be carried out to avoid any unintended consequences, as well as enabling full consultation with tax payers and major preceptors. Testing was carried out but did not produce the desired outcomes.
- 2.8 This report therefore details the current position on Council Tax, and seeks support to continue the current scheme for 2022/23.

3.0 Reasons

- 3.1 In 2013 the Council initially devised a scheme which replicated the previous Council tax Benefit scheme but limited the Council Tax liability that was used to assess entitlement to 91.5% for working age customers. The Council has maintained this position for the first 9 years of the scheme.
- 3.2 The cost of the scheme is reflected in the tax base, in the same way as other discounts which reduce the collectable debit.
- 3.3 Currently (2021/22) 75.73% of the tax base income is precepted by Herts County and Council and 10.97% by the Police, and accordingly they have a vested interest in the value of the CTS scheme as it directly impacts on their ability to raise funds. The lower the cost of the scheme, the higher the tax base on which they can precept.
- 3.4 Before the introduction of CTS there had been a number of years of constant case load increases, the caseload then stabilised with a small increase in 2020/21, alongside a growing taxbase due to new developments in the area. The impact on the cost of the scheme is demonstrated below.

Year	Cost of the CTS scheme		
2013/14	£6,448,794	Actual	
2014/15	£6,066,188	Actual	
2015/16	£5,734,780	Actual	
2016/17	£5,670,937	Actual	
2017/18	£5,813,163	Actual	The Band D value of the 2017/18 taxbase increased by 4.39% on 2016/17,
2018/19	£6,066,356	Actual	The Band D value of the 2018/19 taxbase increased by 5.76% on 2017/18
2019/20	£5,999,213	Actual	
2020/21	£ 6,497,160	Actual	The Band D value of the 2020/21 taxbase increased by 4.16% on 2019/20

- 3.5 The level of spend on CTS had reduced in real terms until 2020/21. This has supported previous recommendations to leave the scheme unchanged.
- 3.6 The impact of Covid -19 on the economy in the short, medium or long term is as yet unknown. However for the first time since 2009, the case load for working age claimants has begun to rise. The impact on the economy is as yet unclear, as many Government initiatives to support businesses are still in place. However the Government have made available additional funding to Local Authorities in 2021/22 to support an increase in CTS cases, and East Herts has received £161, 762.00.
- 3.7 The impact of this growth, although small at present needs to be considered for its impact on the taxbase and the proportion of the cost borne by East Herts Council.
- 3.8 The taxbase for 2021/22 was calculated in October 2020 and assumed Council Tax Support would cost the equivalent of

3816.09 band D values, as expected growth is built in. At 1 May 2021 the actual band D cost of Council Tax support was 3538, which is £532k less expensive. In context however the taxbase is set to produce £119.8m and has many variables.

- 3.9 Whilst the working age caseload has seen a modest rise in recent months, the elderly caseload continues to fall and is thus mitigating the impacts of this change.
- 3.10 If the net rate of growth of CTS continues during the year we could have an increase in the caseload of 137. The impact on this year's tax base is mitigated by pro-rata entitlement, but a full year impact, assuming all are band D properties would be in the region of £263k. East Herts' share of the taxbase is 9.22% which would account for £24k. This would be well within the budgeted spend before including the Government's additional grant.
- 3.11 It is perhaps not unreasonable to expect a spike when the furlough scheme is withdrawn, although the impact or duration of these potential outcomes is unknown. Changes in caseload are monitored so any trend would be promptly identified.
- 3.12 The taxbase is also impacted by other variables, and changes in any of them can impact on its ability to generate the expected income levels on which the budget is set. The Covid-19 pandemic may for example have a dampening effect on new builds coming into the taxbase which will further reduce its income raising capacity, or this may be accelerated by reduced housing costs.
- 3.13 Consideration of any variations to the existing scheme needs to consider:
- The cost of CTS

- The impact of other welfare benefits reforms on the ability to pay
- The cost of increasing arrears and recovery costs
- The buoyancy of the taxbase generally
- The unknown budget and finance settlements
- The roll out of Universal Credit

3.14 The CTS scheme for 2021/22 can be summarised as follows:

- That the CTS scheme for all working age claimants will be based on 91.5% of their council tax liability.;
- All local discretions currently in place continue e.g. war pension disregards;
- Other aspects of the new Council Tax Support scheme to mirror the previous Council Tax Benefit scheme.

3.15 A large proportion of customers affected by the introduction of the CTS scheme had not previously had to pay anything towards their Council Tax bill. If they had been 'passported' under the Council Tax Benefit scheme their liability would have been discharged in full by a credit transfer onto their Council Tax account. Under the CTS arrangements all working age customer have to pay at least 8.5% towards their bill.

3.16 It continues to be a challenge to support and educate these customers into a regular payment arrangement. We have:

- Offered flexible repayment options,
- Given more time to pay,
- Worked on a project with the Citizens advice Bureau to support customers with repeated arrears,
- Promoted other debt and advice agencies.

3.17 The in-year collection rate for working age claimants who had only the minimum 8.5% liability to pay was 67.49% in 2014/15 and 70.13% for 2020/21

3.18 The overall in-year collection rate for all working age CTS customers was 77.43% in 2014/15, and 78.91% in 2020/21. In contrast to the all tax payers in-year collection rate, which for 2014/15 was 98.2%, and 97.1% in 2020/21.

3.19 In recognition of the fact that the additional Council Tax liability is more difficult to collect, a collection rate of 98.9% has been assumed. The liability not paid in-year becomes arrears on which a bad debt provision has to be established, which is a further cost to the council. Where the outturn taxbase exceeds the estimated performance it generates a surplus on the collection fund, and conversely when the taxbase does not achieve its expected performance because of negative variations in the component elements, the collection fund would be in deficit. The Council is required to make precept payments during the year regardless of any in-year variations.

3.20 Many of these same customers have been affected by other welfare reforms introduced:

- the spare room subsidy scheme
- the Benefit CAP,
- Reviews of disability benefits etc.

Many families find that they have increasing debts with their councils and landlords for bills that were previously paid for them.

4.0 **Options that could be considered in redesigning a scheme**

4.1 There are a number of options that could be considered when redesigning the scheme, although all revisions would affect working age customers only, given that pensioners have to be fully protected by our scheme.

4.2 The Government continues to make changes to the Housing Benefit regulations which are not currently mirrored in the CTS

regulations. This means the schemes are no longer aligned. The frequency of changes to Housing Benefit and Universal Credit schemes, make it impossible to mirror these in the CTS scheme, not least of which because of the difference in timing. The Housing Benefit and Universal Credit schemes are changed when needed during the year, and the CTS scheme can only be revised annually.

- 4.3 Consideration was been given previously to align some of the more significant differences between Housing Benefit and Council Tax support but the financial implications across the caseload have been assessed as small, and the changes would have required a full consultation exercise, to achieve only a temporary alignment, and therefore this was rejected.
- 4.4 The caseload for CTS indicates that the proportion of working age customers compared to pensioners is changing over time very slightly. It demonstrates a reduction in the proportion of the caseload for Elderly customers and this may be attributed to the rising of the national age threshold for becoming a pensioner. (At 1.4.21, 41.6% WA : 58.4% Elderly), consequently more customers would be affected by any changes.
- 4.5 Previously consideration was given to an income-band scheme which appeared to offer an opportunity to simplify entitlement criteria and the treatment of income and capital. This was driven by the roll out of 'full service' Universal Credit, (impacting in East Herts from October 2018) so there was a need to look to reduce the impact of monthly changes in universal credit on entitlement to CTS and Council tax collection.
- 4.6 Members were supportive of the approach, however subsequent testing has shown that there are unintended consequences for customers with disability premiums, and to correct for these would make the scheme overly complex and thus not achieve the desired outcomes.

4.7 Consideration has previously been given to each of the following changes, but each relies on the basic scheme construction remaining the same.

a) Changing the level of “minimum payment” for all working age customers

- I. The current scheme assumes that all working age customers are asked to pay at least something towards their Council Tax, and as described earlier the minimum payment is 8.5% of liability. The Council could consider making a change to that amount but in doing so, the full impact of that decision needs to be considered.
- II. If the Council chose to increase this minimum payment to say 10%, this does not mean a straight line reduction in the amount that the Council will spend out. For individuals already finding it difficult to pay at the current level, it can be seen that increasing this amount could increase their hardship levels further, especially as these customers are likely to be receiving other benefits, which have been affected by the on-going Welfare reforms.
- III. Given our latest information shows that the collection rate for those working age customers in receipt of CTS is already significantly lower than the overall rate, we would need to consider adding further amounts to our bad debt provision in respect of potential non-collection of our debts. So any savings in expenditure would translate to increased bad debt provisions.
- IV. Conversely, if we were to consider reducing the minimum amount to be paid we would need to consider where we would find the additional amount that we would need to fund Council Tax Support and the impact upon the totality of the funding for the Council and importantly, other

precepting bodies too. These impact on their overall funding levels, and given we represent under 14% of the total cost of the scheme, EHC needs to consider the significant financial impact this could have on others. There would still be costs associated with administering the scheme whatever the level of award, as not everyone gets the full benefit so this would not mitigate the additional cost to the Council.

b) Introducing a band cap (so limiting the amount that we would pay to a value of a lower property band, for example Band D)

In some Local Authorities, they have introduced a band cap where the scheme will only pay up to the equivalent of say a Band D property, even if you are in a higher banded property.

This could disproportionately affect those with a requirement for a larger property as they have children, other dependents due to caring responsibilities or a disability. These groups could already have been hit by other areas of Welfare reform including the Benefit Cap and the Spare Room subsidy limitation.

c) Introducing a minimum amount that would be paid out

Some Councils have introduced a minimum level at which they will support residents. An example is that you have to be entitled to at least £5 a week to be supported. This means someone who is currently entitled to a lower amount, would not receive it, despite the fact that we have assessed them as currently requiring support. There are no real savings in terms of administrative costs because we would still have to undertake an assessment to find out that we wouldn't award. In addition, the fact that they are currently entitled to support indicates that

they are financially vulnerable and the likelihood of being able to collect that additional amount from those residents is low. Therefore the potential reduction in costs overall is minimal and outweighed by an increase in bad debt provision and recovery costs.

d) Changes around discretions for Disability, Children and other Dependents

- I. This would change the nature of the scheme overall. East Herts, when setting its original scheme were clear that all would contribute equally as the core scheme already differentiates preferentially to those with disabilities, children etc.
- II. Any complexity that is added to the way in which we calculate entitlement, will make the administration of the scheme both more complex for our officers to manage both in terms of calculation but more importantly, to explain to our residents.
- III. This would also mean that the general working age population may need to pick up an even greater share of the cost if the scheme is to remain affordable and equitable.

e) Other adjustments

There include; income tapers, non-dependent deductions, income disregards etc. but all carry the same risk to bad debt provisions, potential recovery costs and costs of administration. The more complex the scheme, the more difficult it is to comply with and customers' levels of understanding could be compromised.

4.8 **The impact, challenges and opportunities of Universal Credit.**

- 4.8.1 Customers claiming UC who apply for Council Tax Support do not require the Council to carry out means testing on their circumstances. They need only provide their UC entitlement letters (details of which can be confirmed through LA's access to the DWP systems). These claims are already means tested and have differential applicable amounts applied by the DWP, and the only income element that is needed for an award of CTS is earnings. Consideration has to be taken of any deductions being made for overpayments or recovery of advances, but these lend themselves to a simplified assessment and processing system, and could be incorporated into a discount scheme.
- 4.8.2 Universal credit full service roll out took effect in this area in October 2018. This means that customers who would previously have applied for Housing Benefit (HB) and CTS are now applying for UC and CTS. The DWP pilot for moving existing HB claimants on to UC was not successful and therefore they have deferred progressing managed migration until a further pilot or pilots are completed.
- 4.8.3 There is therefore no information available currently to determine when this councils existing working age HB caseload will move to UC.
- 4.8.4 There are certain groups of HB claimant that will not, in the foreseeable future migrate to UC, as they are deemed too complex. This means that in addition to the pensioner case load there will be a residual working age caseload to manage.
- 4.8.5 It has therefore been appropriate to consider if the current CTS scheme is fit for purpose now that a growing number of customers will be in receipt of UC.
- 4.8.6 The reduction in new claims for HB might seem to reduce the services workload, however as the current scheme requires

the same preparation and processing to award a CTS claim as an HB one, there is no saving. Currently claims or changes in circumstances are prepared and input and both awards (Housing Benefit and Council Tax Support (CTS) are processed simultaneously. Claims not requiring an HB assessment simply produce one output (CTS award) rather than two.

- 4.8.7 UC claimants have to apply to the council for CTS entitlement. There is a common misunderstanding among claimants that it is all covered by their claim for UC. The Council therefore often only gets to engage with these customers when their Council Tax account is in arrears, and additional recovery action has to be taken. Clearly this is an additional administrative burden for the council, and costly for the customer.
- 4.8.8 Universal Credit is reassessed monthly, and those customers who are working (nationally this is estimated at more than 40%) are likely to experience variations in the UC entitlement each month. This is attributed to salary and wages frequencies affecting their assessments. Each time there is a change in the UC award, their entitlement to CTS has to be reassessed. Every time the CTS is reassessed, it produces a new Council Tax Bill. These constant changes in bills and amounts due are not only confusing to the customer trying to budget, but it also resets any recovery action being taken for non-payment.
- 4.8.9 The service has received a significant increase in workload from these monthly changes. They are received electronically from the DWP. However development of automation routines has mitigated the impact of this increase workload on resources. Further developments in this area are being pursued.
- 4.8.10 Identifying and acknowledging these challenges from UC requires any potential change to the CTS scheme to consider:

- I. The potential for further automation of UC notices on live CTS claims, thus reducing the new workflow
- II. Mitigations for changes in UC entitlements to revise council tax liability, and thus avoid resetting recovery action.

This could be achieved if the CTS scheme set bands of entitlement, or fixed periods in which changes in income would not result in a change in entitlement, within the scope of a set range.

These options have the potential to be very expensive.

- III. The costs of changing the scheme.
The software supplier is estimating a cost in excess of £25k for each Council moving towards a banded CTS scheme. Herts County Council has already declined to contribute to any costs associated with changing the scheme, despite being the biggest preceptor for Council Tax.

Any changes to the scheme require full and meaningful consultation with all taxpayers in the district and there are significant costs associated with this level of consultation.

4.9 What others are doing:

- Some councils have moved to a banded scheme, but they still require substantial means testing of each claim.
- St Albans moved to a banded scheme in 2019. Their residual caseload is on the 'default' scheme. (essentially the old Council Tax Benefit scheme).
- Unfortunately we cannot replicate a scheme like this currently as we are unable to have two different live working age CTS schemes at the same time.

- Other councils are considering various options but anecdotally are awaiting more information around migration before changing current schemes.

	Current scheme	Any planned changes for 22/23?
North Herts	Non banded schemes – % of liability paid by customer on maximum entitlement ? = 25%	Will look to change but concerned to attempt to model as data skewed due to increase in claims due to pandemic
Dacorum	Non banded schemes – % of liability paid by customer on maximum entitlement ? = 25%	Will look to change but concerned to attempt to model as data skewed due to increase in claims due to pandemic
Welwyn Hatfield	<i>Non Banded</i>	
Broxbourn	<i>Non Banded</i>	
Hertsmere	Banded for UC not banded for everyone else <i>The non banded is basically the default scheme with some variations (non dep deductions etc)</i> % of liability paid by customer on maximum entitlement ? =20% unless protected then maximum entitlement	No

St Albans	Banded for UC Non Banded for others Previously on default scheme % of liability paid by customer on maximum entitlement = 0	No
Three Rivers	Not banded % of liability paid by customer on maximum entitlement = 0	No
Watford	Not banded % of liability paid by customer on maximum entitlement = 0	No
Stevenage	Not banded % of liability paid by customer on maximum entitlement 8.5%	TBC

4.10 Current positon:

The current CTS scheme works and protects the most vulnerable customers by the use of applicable amounts and income disregards.

Work has been carried out over a period of time on developing a banded scheme for all working age claimants. This has included modelling of current claimants into a banded scheme, to assess the impact and identify any unintended consequences.

As it is not currently possible to have a separate schemes for just UC cases, all current working age claimants would have to

be included. After testing the data it is clear that the intended simplicity of a banded scheme would be compromised as the need to differentiate between all the many and varied disability premiums and incomes would require too many bands for each category of household, to ensure sufficient protection for these groups.

In addition there would be all the costs of changing the scheme but no savings in administration, or increased simplicity for the customer.

4.11 Conclusion

The improvement in automation of UC notices is mitigating the increased workflow. It is proposed that we continue with a two stage approach for the future.

- Firstly, instead of looking to change the current scheme in the short term, that further automation of UC change notices continues.
- Secondly, once actual caseload migration is timetabled, consideration of a banded scheme or a discount scheme is revisited. At this time the majority of cases will convert to UC, and will have the means testing carried out by the DWP, thus offering opportunity for administrative savings.
- This will remove the current challenge around protecting the needs of those with disability incomes as this will be incorporated in the DWP assessment of UC entitlement.
- The impact of Covid-19 on the caseload and taxbase be monitored closely and if significant, an early consideration of changes to the scheme for 2023/24 be recommended.
- Members will also be able to review the original principles of the scheme, including that all WA customers pay 8.5% of their liability.
- This approach should ensure that costs associated with the change of schemes will be matched by efficiencies achievable in the administration processes.

5.0 Risks

5.1 No

6.0 Implications/Consultations

6.1 Herts County Council and the Police will be consulted on the proposal.

Community Safety

No

Data Protection

No

Equalities

No

Environmental Sustainability

No

Financial

Finance had been consulted and support the proposal.

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 details the history of the Council tax support scheme.

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Appendix A – The origins of Council Tax Support (CTS)

1. Before April 2013, the service administered Council Tax Benefit on behalf of the Government. This national scheme was specified in legislation and LA's were reimbursed by the Department of Work and Pensions (DWP) through a subsidy claim submitted annually and subject to audit.
2. The level of subsidy reimbursement varied dependant on whether benefit had been awarded, backdated or overpaid, but the point to note is that entitlement and subsidy were based on assessing entitlement on 100% of somebodies council tax liability, net of discounts (like a single person discount).
3. The scheme was means tested and whilst the scheme differentiated between different client groups (providing extra support for disabled groups for example) there was little differential between Elderly and Working Age clients.
4. Clients fell into one of two groups, "passportred" and "standard claims." A passportred claim was one in which the DWP had already carried out a means test and then notified us that the customers income was at or below the minimum income level for their household composition. They would be automatically entitled to 100% of their Council Tax to be paid by Council Tax Benefit. A deduction would however be made from this entitlement where there were non dependants living in the home.
5. The second group were called 'standard claims'. These customers had their means testing done by the council and awarded Council Tax benefit in accordance with the national scheme criteria. These customers had income above the minimum requirements and would be required to pay something towards their council tax liability. A deduction

would also be made from this entitlement where there were non dependants living in the home.

6. In very simple terms entitlement was determined by comparing eligible incomes against relevant applicable amounts. When income equalled or fell below applicable amounts, the maximum entitlement is achieved. If income exceeded applicable amounts, entitlement was reduced by 20% of the excess. The applicable amounts were determined by the DWP in respect of Housing Benefit claims.
7. In more complex terms, every income and capital source had to be assessed in accordance with its type, and then determined if it was included in the assessment. Child benefit, maintenance paid to a child, PiP and DLA, war pensions etc were fully disregarded, whilst earned income was calculated after tax & NI, and 50% of pension contributions, averaged over the relevant period. Payments to certain child care providers were disregarded, whilst capital (excluding the property occupied) included savings, shares etc and if the total exceeded £16k, the customer was excluded from entitlement.
8. In very general terms the full expenditure on the scheme was reimbursed by the DWP.

The impact of changes from 1st April 2013

9. The national scheme for Council Tax Benefit ceased, and Councils had to devise their own Council Tax Reduction Schemes for working age claimants. The Government continues to specify the scheme for Elderly customers through prescribed regulations.
10. Instead of the scheme being funded through a subsidy claim based on actual expenditure, the Government moved the funding into the Revenue Support Grant (RSG) settlement,

fixing it at only 90% of the subsidy paid in a previous year. RSG was the amount of grant that Government gave to Councils to support their wider service delivery, and made up one part of the income of the Council in addition to Council Tax receipts, fees and charges and an element of Business rate collection. However the move away from RSG makes this funding element less obvious.

11. From 14/15 the 90% grant that was included in the RSG was no longer individually identifiable. Therefore calculating the total cost of the scheme i.e. the cost of the CTS scheme versus the CTS grant given by Government is now impossible.
12. Each Council had to consider how to fund 100% of the cost of the Elderly 'national' scheme and provide a Working age scheme, whilst receiving 10% less funding.
13. Pensioner claimants are protected from changes through the provision of a statutory scheme.
14. Schemes must support work incentives.
15. The DCLG Policy Statement of Intent did not give a recommended approach to be taken, but indicated the scheme should not contain features which create disincentives to find employment. The current East Herts scheme complies with this statement.
16. Local authorities must ensure that appropriate consideration has been given to support for other vulnerable groups, including those which may require protection under other statutory provisions including the Child Poverty Act 2010, the Disabled Persons Act 1986 and the Equality Act 2010, amongst others.
17. The DCLG issued Policy Statements that addressed a range of issues including the following:

- Vulnerable People and Key Local Authority Duties;
 - Taking work incentives into account;
 - Information Sharing and Powers to Tackle Fraud.
18. The Local Government Finance Bill stated that a Billing Authority must have regard to any guidance issued by the Secretary of State. Our current scheme has sought to address these requirements.
19. The Council initially devised a scheme which replicated the previous national scheme but limited the Council Tax liability that was used to assess entitlement to 90% for working age customers. The Government offered a one off transitional grant to Councils who would restrict the reduction to 91.5%, and accordingly the Council amended the proposal and took the one off transitional grant. The Council has maintained this position for the first 8 years of the scheme.

East Herts Council Report

Overview and Scrutiny Committee

Date of Meeting: 8 June 2021

Report by: Geoff Williamson, Deputy Leader and Executive Member for Financial Sustainability

Report Title: Council Tax Long Term Empty Home Premiums

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To propose changes to the Council Tax long term empty homes premiums from April 2022 option D below.

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY:

- (a) Overview and Scrutiny Committee support the proposal to increase the long term empty premium from April 2022, including the discretion to remove the premium for up to 12 months when new owners occupy within 12 months of purchase.

1.0 Proposal(s)

- 1.1 That Overview and Scrutiny Committee consider the proposal to increase the long term empty premium from April 2022, Option D in the report.

2.0 Background

2.1 Since April 2013 Local Authorities in England have been given delegated powers under Section 11B of the Local Government Finance Act (LGFA) 1992 (revised by the LGFA 2012) to increase Council Tax by adding up to **50%** to the Council Tax charge on some long-term empty properties. This is known as the 'Long Term Empty Premium'.

2.2 The Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018 revised the LGFA 1992 effective from the 1 April 2019, with a step changed approach to the maximum premium that could be applied. This enabled the amount of long term empty premium that an authority could choose to charge to be increased as follows:

- For the financial year beginning on the 1 April 2019 the maximum premium was increased from 50% to 100%.
- For the financial year beginning on the 1 April 2020 the maximum premium for property empty for less than 5 years remained at 100%, but for property empty for 5 or more years the maximum increased to 200%
- For the financial year beginning on the 1 April 2021 the maximum premium for property empty for less than 5 years remained at 100%, but for property empty for 5 but less than 10 years the maximum increased to 200%, and those 10 years and over increased to 300%.

2.3 The table below summarises these changes.

		Maximum premium
2013-2019	Empty for 2 or more years	50%
2019-2020	Empty for 2 or more years	100%
2020-2021	Empty for 2 years or more but less than 5 years	100%
	Empty for 5 or more years	200%
2021 onwards	Empty for 2 or more years , but less than 5 years	100%
	Empty for 5 or more years but less than 10 years	200%
	Empty for 10 or more years	300%

- 2.4 Properties are classified as Long Term Empty when they have been empty for and substantially unfurnished for 6 or more months, and not excluded by exemptions. The LGFA is applied to those properties that had been empty for 2 or more years.
- 2.5 The intention of the provision to charge premiums is to encourage empty property owners to bring them back into use.
- 2.6 The Department for Communities and Local Government issued a guidance document on “Council Tax – Empty homes premium (Guidance for properties for sale and letting)” in May

2013. It states that the guidance should not be treated as an interpretation of the legislation or statutory guidance and recognises that billing authorities are free to make their own decisions when administering the premium. It does however remind authorities that there are two exemptions from the premium, specifically:

- a dwelling which would otherwise be the sole or main residence of a member of the armed services, who is absent from the property as a result of such service.
- a dwelling, which forms part of a single property that is being treated by a resident of that property as part of the main dwelling.

2.7 It goes on to remind authorities that government's intention was not to penalise owners of property that is genuinely on the housing market for sale or rent. It suggests that consideration of the average completion/occupation time in the area be considered.

2.8 As the premiums do not start until a property has been empty for 2 years, this consideration would not apply within the current housing market in this area.

3.0 Report

3.1 This authority chose not to introduce any premium charge until April 2017 when a 50% premium was introduced. A further increase to 100% was introduced from April 2020, with no further additional premiums being added for the properties empty for the longest periods. **It was agreed that a review of the increased premiums would take place after a year before considering any further increases.**

3.2 The impact of the charge has been monitored to determine its impact on; the number of empty properties, avoidance of the charge and debt recovery.

3.3 At 31 March 2020 there were 396 Long term empty properties, compared with 479 at the end of 2021. Those subject to premiums on those dates are detailed below.

	31.3.2020	31.3.2021
Empty period	Premium	Premium
Over 2 but less than 5 years	72	100
5 years but less than 10 years	40	45
10 years but less than 20 years	10	12
20 years plus	10	10
	132	167

- 184 properties classified as LTE at 31 March 2020, where still empty at 31 March 2021.
- 44 of those attracting a premium at 31 March 2020 were no longer classified long term empty at 31 March 2021.

3.4 So whilst there has been an overall increase in the number of long term empty properties, there was been some movement in those which were subject to a premium. There is insufficient evidence to suggest that the current level of premium is sufficient to encourage the return of those properties empty for the longest time to be brought back into use.

3.5 Customers who purchase properties that have been empty for long periods are often frustrated that the premium 'clock' does not stop with a change of owner. However the charge is

property specific not owner specific and accordingly the qualifying period does not reset.

- 3.6 Increasing the premiums to the maximum permitted may therefore act as a disincentive for the properties to be sold to owners willing to occupy the property once renovations are completed.

Consideration could be given to introducing a discretion to remove the premium for up to one year in these circumstances.

- 3.7 It should be noted that many empty properties are exempt from the charge. These include those left empty by a deceased person pending probate and those left empty due to entering a care home .

- 3.8 Increasing the premiums could result in increased revenue generated through the taxbase, but the intention of charging the premiums remains to encourage the properties to be brought back into use. The value of any additional revenue generated from an increase in premiums would be shared in accordance with the precepts.

- 3.9 If the additional premiums are not paid, one of the permitted recovery options is to attach a charge to the property which would be paid when the property was sold (plus the statutory **interest** of 8% that is added).

- 3.9.1 In order to apply for a charging order the debt must be a minimum of £1,000. Once a charging order is granted then an application can be made to the court for an order to force the sale of the property. However, there is no minimum level stated for this. The court would then have to consider:

- The size of the Judgment debt as against the value of the property;
- The conduct of the debtor i.e. whether he has made any effort to make payment;
- If there is any other steps which the Judgment creditor could take to enforce the debt.

3.9.2 The court has varied powers to deal with an application for an order for sale which can include the following:

- It has the power to make an instalment order in relation to the judgment debt.
- It can give the debtor time to raise the money that is owed to the creditor.
- The Court can also attach conditions to the order for sale as it deems appropriate in the circumstances.

3.10 Increases in the number of empty properties that an authority has in its area, has a negative impact on the value of new homes bonus (NHB) it can claim. The calculation for NHB compares the number of physical properties less empty properties between years and after subtracting a 4% expected growth value, determines the base of the grant.

3.11 What others are currently doing:

WHBC:	Option D
NHDC:	Option B
Stevenage:	Option A
Hertsmere:	Option D
Luton:	Option D
Dacorum:	Option D
Buckinghamshire :	Option D
Watford:	Option D

4.0 Options.

4.1 The LGFA delegated powers to billing authorities to change the long term empty premium rates if they chose to. They are not mandatory. Each authority can determine if it wishes to apply the maximum premiums or not.

4.2 A billing authority cannot however change the time frames. For example, introduce a 200% premium for properties empty for 3 or more year, rather than the 5 years specified in the delegated powers.

4.3 The table below lists the options available. There is no obligation to change from the current option B..

4.4 An Authority may for example, determine to introduce the provision available from April 2020 (option C) but not proceed to the option D available from April 2021 which includes the 300% premium for properties empty for more than 10 years. Consideration of progressing to option D could be introduced at a later date.

4.5 A billing authority which makes a determination must publish a notice of it in at least one newspaper circulating in its area and do so before the end of the period of 21 days beginning with the date of the determination. Failure to comply with this subsection does not affect the validity of a determination.

4.6 Options available

Option	Options available from	Maximum premium
A	Apr-13 Empty for 2 or more years	50%
B	Apr-19 Empty for 2 or more years	100%

C	Apr-20	Empty for 2 or more years but less than 5 years	100%
		Empty 5 or more years	200%
D	Apr-21	Empty for 2 or more years but less than 5 years	100%
		Empty for 5 or more years but less than 10 years	200%
		Empty for 10 or more years	300%

5.0 Risks

No

6.0 Implications/Consultations

No

Community Safety

No

Data Protection

No

Equalities

No

Environmental Sustainability

No

Financial:

Finance had been consulted and support the proposal.

Health and Safety

No

Human Resources

No

Human Rights

No

Legal

No

Specific Wards

No

7.0 Background papers, appendices and other relevant material:

- Empty Homes premium guidance paper
- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/797672/Empty_home_premium_guidance.pdf
- Ministry of Housing, Communities and Local Governments' Fact Sheet on Empty Homes premium
- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/694646/Higher_amount_for_long-term_empty_dwellings_factsheet.pdf
- Legislation
- <http://www.legislation.gov.uk/ukpga/2012/17/section/12/enacted>
- <http://www.legislation.gov.uk/ukpga/2018/25/section/2>
- Empty Homes premium guidance paper
- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/797672/Empty_home_premium_guidance.pdf
- Ministry of Housing, Communities and Local Governments' Fact Sheet on Empty Homes premium
- https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/694646/Higher_amount_for_long-term_empty_dwellings_factsheet.pdf
- Legislation
- <http://www.legislation.gov.uk/ukpga/2012/17/section/12/enacted>
- <http://www.legislation.gov.uk/ukpga/2018/25/section/2>
- http://www.legislation.gov.uk/ukpga/2018/25/pdfs/ukpga_20180025_en.pdf

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East Herts Council Report

Overview and Scrutiny Committee

Date of meeting: 8 June 2021

Report by: Tyron Suddes – Information Governance and Data Protection Manager

Report title: East Herts Council Data Retention Policy and Schedule

Ward(s) affected: All

Summary – This report presents the revised East Herts Council Data Retention Policy (Appendix A) and newly drafted East Herts Council Data Retention Schedule (Appendix B). This policy updates and replaces the previously drafted but unadopted EHDC Data Retention Policy 2018.

The policy and related schedule aim to:

- set out limits for the retention of personal data and to ensure that those limits, as well as further data subject rights to erasure, are complied with;
- ensure that the council complies fully with its obligations and the rights of data subjects under Data Protection Legislation;
- ensure that excessive amounts of data are not retained by the council and to improve the speed and efficiency of managing data.

This committee is asked to consider the draft policy and its related schedule, propose any amendments to include prior to consideration by Executive and recommend the policy and schedule, with any amendments, to Executive for **adoption**.

RECOMMENDATIONS FOR Overview and Scrutiny Committee:

- (a) That the Committee considers the revised Data Retention Policy and its related schedule and provides any observations and suggested amendments to the Information Governance and Data Protection Manager for inclusion in the final version; and**
- (b) That the revised Data Retention Policy and its related schedule be recommended to Executive for adoption.**

1.0 Proposal(s)

- 1.1. As above

2.0 Background

- 2.1 Following an audit of the council's information management arrangements, it was identified the council's retention documents require updating and that an archiving log, including where data is stored, should be developed.
- 2.2 The audit also found that the council should define its procedures for the disposal and destruction of information, which should include, but not be limited to, identification and authorisation procedures and the roles and responsibilities of members of staff and third parties.
- 2.3 Although the council has detailed retention schedules and policies in place, these needed to be reviewed and updated.

3.0 Reason(s)

- 3.1 The revised policy ensures that the council is able to minimise data retention where possible and assists in setting out procedures to determine how and when to dispose of

personal data. Additionally, having a well-managed and enforced data retention policy in place can help to reduce the amount of excessive, and often redundant, information stored on the council's servers.

- 3.2 The revised policy sets out where and how personal data is held, provides a brief overview of data subjects' key rights under data retention, and a summarised overview of the various technical and organisational protection measures that the council should enforce under data retention. It also sets out the roles and responsibilities for ensuring that data retention periods are enforced.
- 3.3 This policy governs and ensures compliance with the newly drafted East Herts Council Data Retention Schedule. The revised retention schedule layout combines all service retention periods which were previously captured in separate schedules and policies and includes a requirement to set out what action is taken after the retention period has ended. These actions are either to destroy, anonymise, use pseudonyms or archive under certain conditions. The revised schedule layout, with inclusion of set actions, should aid in the enforcement of retention periods and satisfies the audit requirement to identify and record information that is archived by the council. The schedule content is currently being reviewed with data administrators using an updated version of the LGA's guidance on data retention.

4.0 Options

- 4.1 Not to adopt this policy and maintain the existing data retention schedule and policies. NOT RECOMMENDED as this would work against audit recommendations and the council's aim to ensure compliance with its obligations and the rights of data subjects under Data Protection Legislation.

4.2 To consider and recommend this policy and schedule to Executive for adoption. RECOMMENDED as a means of ensuring that the council has an up-to-date data retention policy and schedule in place to ensure that it complies with Data Protection Legislation.

5.0 Risks

5.1 Failing to comply with the storage limitation and closely related data minimisation and accuracy principles can lead to substantial fines that would have a high impact on the council.

5.2 There may be additional reputational implications if the Information Commissioner's Office were to investigate the council following a failure to comply with UK GDPR principles regardless of the final decision.

6.0 Implications/Consultations

Community Safety

No

Data Protection

Yes – The adoption of this updated policy and schedule would ensure that the council has in place documented and enforceable retention periods and details about how to ensure sufficient data storage and deletion methods. This will also ensure the council's compliance with the relevant UK GDPR principles.

Equalities

No

Environmental Sustainability

No

Financial

No

Health and Safety

No

Human Resources

No

Human Rights

No

Legal

Yes – The Council is under an obligation to ensure it complies with UK data protection law, and the adoption of this policy strengthens the council's compliance with the relevant data protection legislation.

Specific Wards

No

7.0 Background papers, appendices and other relevant material

7.1 **Appendix A** – DRAFT – East Herts Council Data Retention Policy 2021

7.2 **Appendix B** – DRAFT - East Herts Council Retention Schedule – 2021

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East Herts District Council

Data Retention Policy

DRAFT

Document Control

Organisation	East Hertfordshire District Council
Title	Retention Policy
Author – name and title	Tyron Suddes, Information Governance and Data Protection Manager
Owner – name and title	Tyron Suddes, Information Governance and Data Protection Manager
Date	
Approvals	
Version	1.0
Next Review Date	

1. Introduction

This Policy sets out the obligations of East Hertfordshire District Council (“the Council”) regarding retention of personal data collected, held, and processed by the Council in accordance with Data Protection Legislation. “Data Protection Legislation” means all legislation and regulations in force from time to time regulating the use of personal data and the privacy of electronic communications including, but not limited to, the retained EU law version of the General Data Protection Regulation ((EU) 2016/679) (the “UK GDPR”), as it forms part of the law of England and Wales, Scotland, and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 as amended, and any successor legislation.

Data Protection Legislation defines “personal data” as any information relating to an identified or identifiable natural person (a “Data Subject”). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

Data Protection Legislation also addresses “special category” personal data (also known as “sensitive” personal data). Such data includes, but is not necessarily limited to, data concerning the data subject’s race, ethnicity, politics, religion, trade union membership, genetics, biometrics (if used for ID purposes), health, sex life, or sexual orientation.

Under Data Protection Legislation, personal data shall be kept in a form which permits the identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed. In certain cases, personal data may be stored for longer periods where that data is to be processed for archiving purposes that are in the public interest, for scientific or historical research, or for statistical purposes (subject to the implementation of the appropriate technical and organisational measures required by Data Protection Legislation to protect that data).

In addition, Data Protection Legislation includes the right to erasure or “the right to be forgotten”. Data subjects have the right to have their personal data erased (and to prevent the processing of that personal data) in the following circumstances:

- 1.1. Where the personal data is no longer required for the purpose for which it was originally collected or processed;
- 1.2. When the data subject withdraws their consent;
- 1.3. When the data subject objects to the processing of their personal data and the Council has no overriding legitimate interest;
- 1.4. When the personal data is processed unlawfully (i.e. in breach of Data Protection Legislation);

- 1.5. When the personal data has to be erased to comply with a legal obligation; or
- 1.6. Where the personal data is processed for the provision of information society services to a child.

This Policy governs the Council's separate Data Retention Schedule which sets out the type(s) of personal data held by the Council's services for specific purposes, the period(s) for which that personal data is to be retained and when and how it is to be deleted or otherwise disposed of.

For further information on other aspects of data protection and compliance with Data Protection Legislation, please refer to the Council's Policy for Handling Personal Data.

2. Aims and Objectives

- 2.1 The primary aim of this Policy is to set out limits for the retention of personal data and to ensure that those limits, as well as further data subject rights to erasure, are complied with. By extension, this Policy aims to ensure that the Council complies fully with its obligations and the rights of data subjects under the Data Protection Legislation.
- 2.2 In addition to safeguarding the rights of data subjects under the Data Protection Legislation, by ensuring that excessive amounts of data are not retained by the Council, this Policy also aims to improve the speed and efficiency of managing data.

3. Scope

- 3.1 This Policy applies to all personal data held by all service areas within the Council and by third-party data processors processing personal data on the Council's behalf.
- 3.2 Personal data, as held by the above is stored in the following ways and in the following locations:
 - 3.2.1 The Council's servers, located in Stevenage;
 - 3.2.2 Third-party servers, operated by the Council's service providers;
 - 3.2.3 Computers permanently located in the Council's premises at Wallfields, Pegs Lane, Hertford and Charringtons House, The Causeway, Bishops Stortford;
 - 3.2.4 Laptop computers and other mobile devices provided by the Council to its employees;
 - 3.2.5 Computers and mobile devices owned by employees, agents, and sub-contractors used in accordance with the Council's ICT user policies;

- 3.2.6 Physical records stored in the Council's premises;
- 3.2.7 and all off-site archives used by the Council

4. Data Subject Rights and Data Integrity

All personal data held by the Council is held in accordance with the requirements of Data Protection Legislation and data subjects' rights thereunder, as set out in the Council's Policy for Handling Personal Data.

- 4.1 Data subjects are kept fully informed of their rights, of what personal data the Council holds about them, how that personal data is used, and how long the Council will hold that personal data (or, if no fixed retention period can be determined, the criteria by which the retention of the data will be determined).
- 4.2 Data subjects are given control over their personal data held by the Council including the right to have incorrect data rectified, the right to request that their personal data be deleted or otherwise disposed of (notwithstanding the retention periods otherwise set by the Council's Data Retention Schedule), the right to restrict the Council's use of their personal data, the right to data portability, and further rights relating to automated decision-making and profiling.

5. Technical and Organisational Data Security Measures

- 5.1 The Council aims to ensure that all of the following technical measures are in place to protect the security of personal data:
 - 5.1.1 All emails containing personal data must be encrypted;
 - 5.1.2 All emails containing personal data must be marked "confidential";
 - 5.1.3 Personal data may only be transmitted over secure networks;
 - 5.1.4 Personal data contained in the body of an email, whether sent or received, should be copied from the body of that email and stored securely. The email itself and associated temporary files should be deleted;
 - 5.1.5 Where personal data is to be transferred in hardcopy form, it should be passed directly to the recipient
 - 5.1.6 All personal data transferred physically should be transferred in a suitable container marked "confidential";
 - 5.1.7 No personal data may be shared informally and if access is required to any personal data, such access should be requested from the relevant data administrator
 - 5.1.8 All hardcopies of personal data, along with any electronic copies stored on physical media should be stored securely;

- 5.1.9 No personal data may be transferred to any employees, agents, contractors, or other parties, whether such parties are working on behalf of the Council or not, without authorisation;
- 5.1.10 Personal data must be handled with care at all times and should not be left unattended or on view;
- 5.1.11 Computers used to view personal data must always be locked before being left unattended;
- 5.1.12 No personal data should be transferred to any device personally belonging to an employee and personal data may only be transferred to devices belonging to agents, contractors, or other parties working on behalf of the Council where the party in question has agreed to comply fully with the Council's Policy for Handling Personal Data and the Data Protection Legislation;
- 5.1.13 All personal data stored electronically should be backed up regularly with backups stored onsite **AND/OR** offsite. All backups should be encrypted;
- 5.1.14 All electronic copies of personal data should be stored securely using passwords and encryption;
- 5.1.15 All passwords used to protect personal data should be changed regularly and must be secure;
- 5.1.16 Under no circumstances should any passwords be written down or shared. If a password is forgotten, it must be reset using the applicable method;
- 5.1.17 All software should be kept up-to-date. Security-related updates should be installed as soon as reasonably possible after becoming available;
- 5.1.18 No software may be installed on any Council-owned computer or device without approval; and
- 5.1.19 Where personal data held by the Council is used for marketing purposes, it shall be the responsibility of the relevant data administrator to ensure that the appropriate consent is obtained and that no data subjects have opted out, whether directly or via a third-party service.
- 5.2 The Council aims to ensure that the following organisational measures are in place to protect the security of personal data:
- 5.2.1 All employees and other parties working on behalf of the Council shall be made fully aware of both their individual responsibilities and the Council's responsibilities under the Data Protection Legislation and under the Council's Policy for Handling Personal Data;

- 5.2.2 Only employees and other parties working on behalf of the Council that need access to, and use of, personal data in order to perform their work shall have access to personal data held by the Council;
- 5.2.3 All employees and other parties working on behalf of the Council handling personal data will be appropriately trained to do so;
- 5.2.4 All employees and other parties working on behalf of the Council handling personal data should exercise care and caution when discussing any work relating to personal data;
- 5.2.5 Methods of collecting, holding, and processing personal data shall be regularly evaluated and reviewed;
- 5.2.6 All employees and other parties working on behalf of the Council handling personal data will be bound by contract to comply with the Data Protection Legislation and the Council's Policy for Handling Personal Data;
- 5.2.7 All agents, contractors, or other parties working on behalf of the Council handling personal data must ensure that any and all relevant employees are held to the same conditions as those relevant employees of the Council arising out of the Data Protection Legislation and the Council's Policy for Handling Personal Data;
- 5.2.8 Where any agent, contractor or other party working on behalf of the Council handling personal data fails in their obligations under the Data Protection Legislation and/or the Council's Policy for Handling Personal Data, that party shall indemnify the Council against any costs, liability, damages, loss, claims or proceedings which may arise out of that failure.

6. Data Disposal

Upon the expiry of the data retention periods set out in the Council's Data Retention Schedule, or when a data subject exercises their right to have their personal data erased, personal data shall be deleted, destroyed, or otherwise disposed of as follows:

- 6.1 Personal data stored electronically (including any and all backups thereof) shall be deleted securely;
- 6.2 Special category personal data stored electronically (including any and all backups thereof) shall be deleted securely;
- 6.3 Personal data stored in hardcopy form shall be disposed of in the Council's confidential waste bins;
- 6.4 Special category personal data stored in hardcopy form shall be disposed of in the Council's confidential waste bins;
- 6.5 If appropriate, both personal and special category shall be made truly

anonymous so that it is no longer in a form which permits identification of data subjects.

7. Data Retention

- 7.1 As stated above, and as required by law, the Council shall not retain any personal data for any longer than is necessary in light of the purpose(s) for which that data is collected, held, and processed.
- 7.2 Different types of personal data, used for different purposes, will necessarily be retained for different periods (and its retention periodically reviewed), as set out in the Council's Data Retention Schedule.
- 7.3 When establishing and/or reviewing retention periods, the following shall be taken into account:
 - 7.3.1 The objectives and requirements of the Council;
 - 7.3.2 The type of personal data in question;
 - 7.3.3 The purpose(s) for which the data in question is collected, held, and processed;
 - 7.3.4 The Council's legal basis for collecting, holding, and processing that data;
 - 7.3.5 The category or categories of data subject to whom the data relates;
 - 7.3.6 The technical and organisational security measures in place;
 - 7.3.7 The Local Government Association's data retention schedule guidance.
- 7.4 If a precise retention period cannot be fixed for a particular type of data, criteria shall be established by which the retention of the data will be determined, thereby ensuring that the data in question, and the retention of that data, can be regularly reviewed against those criteria.
- 7.5 Notwithstanding defined retention periods, certain personal data may be deleted or otherwise disposed of prior to the expiry of its defined retention period where a decision is made within the Council to do so (whether in response to a request by a data subject or otherwise).
- 7.6 In limited circumstances, it may also be necessary to retain personal data for longer periods where such retention is for archiving purposes that are in the public interest, for scientific or historical research purposes, or for statistical purposes. All such retention will be subject to the implementation of appropriate technical and organisational measures to protect the rights and freedoms of data subjects, as required by the UK GDPR.

8. Roles and Responsibilities

- 8.1 The Council's Data Protection Officer is the Information Governance and Data Protection Manager and can be contacted by emailing data.protection@eastherts.gov.uk
- 8.2 The Data Protection Officer shall be responsible for overseeing the implementation of this Policy and for monitoring compliance with it, the Council's other Data Protection-related policies and with Data Protection Legislation.
- 8.3 The relevant data administrator(s) shall be directly responsible for ensuring compliance with data retention periods within their service areas
- 8.4 Any questions regarding this Policy, the retention of personal data, or any other aspect of Data Protection Legislation compliance should be referred to the Data Protection Officer.

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Ref.	Function/Service
CSP1.0	Communications, Strategy & Policy
CSP1.1	Communications, Strategy & Policy
CSP1.2	Communications, Strategy & Policy
CSP1.3	Communications, Strategy & Policy
EH1.0	Environmental Health
EH1.1	Environmental health - General Administrative Work
EH1.2	Environmental health - General Administrative Work
EH1.3	Environmental health - Statutory Returns, Policies and Agreements
EH1.4	Environmental health - Statutory Returns, Policies and Agreements
EH1.5	Environmental health - Statutory Returns, Policies and Agreements
EH1.6	Environmental health - General Work – All Areas
EH1.7	Environmental health - General Work – All Areas
EH1.8	Environmental health - General Work – All Areas
EH1.9	Environmental health - General Work – All Areas
EH2.0	Environmental health - General Work – All Areas
EH2.1	Environmental health - Occupational Health & Safety Related Work
EH2.2	Environmental health - Occupational Health & Safety Related Work
EH2.3	Environmental health – Private Sector Housing Related Work Grants (including Disabled Facilities, Decent Homes, energy etc)
EH2.4	Environmental health - Licences and Registrations Related Work
EH2.5	Environmental health - Pollution Related Work
EH2.6	Environmental health - Legal Matters
EH2.7	Environmental health - Legal Matters
EH2.8	Environmental health - Internal Health, Safety & Welfare records
EH2.9	Environmental health - Internal Health, Safety & Welfare Records
HS1.0	Housing Service- General Administrative Work
HS1.1	Housing Service - Statutory Returns, Policies and Agreements
HS1.2	Housing Service - Statutory Returns, Policies and Agreements
HS1.3	Housing Service - Statutory Returns, Policies and Agreements
HS1.4	Housing Service - Statutory Returns, Policies and Agreements
HS1.5	Housing Service- General Work
HS1.6	Housing Service- General Work
HS1.7	Housing Service – records relating to the council’s statutory responsibility for housing
HS1.8	Housing Service–records relating to the council’s statutory responsibility for housing

HS1.9	Housing Service—records relating to the council’s statutory responsibility for housing
HS2.0	Housing Service—records relating to the council’s statutory responsibility for housing
HS2.1	Housing Service—records relating to the council’s statutory responsibility for housing
HS2.2	Housing Service—records relating to the council’s statutory responsibility for housing
HS2.3	Housing Service—records relating to the council’s statutory responsibility for housing
HS2.4	Housing Service - Affordable Homes
HS2.5	Housing Service - Affordable Homes
CW&P1.0	CWP - Community Grants Applications
CW&P1.1	CWP - Food Safety Information clients letters. Food Safety booking sheets
CW&P1.2	CWP - Breathe Easy Group membership list
CW&P1.3	CWP - Anti-Social behaviour
CW&P1.4	CWP - PREVENT
CW&P1.5	CWP - Community Database
CW&P1.6	CWP - SAG
CW&P1.7	CWP - Forever Active
CW&P1.8	CWP - Business Support Unit
CW&P1.9	CWP - Business Support Unit
CW&P2.0	CWP - Business Support Unit
CW&P2.1	CWP - Business Support Unit
CW&P2.2	CWP - Business Support Unit
CW&P2.3	CWP - Business Support Unit
CW&P2.4	CWP - Business Support Unit
CW&P2.5	CWP - Business Support Unit
CW&P2.6	CWP - Business Support Unit
CW&P2.7	CWP - Business Support Unit
CW&P2.8	CWP - Business Support Unit
CW&P2.9	CWP - Business Support Unit
PR1.0	HR&OD - Payroll
PR1.1	HR&OD - Payroll
PR1.2	HR&OD - Payroll

PR1.3	HR&OD - Payroll
PR1.4	HR&OD - Payroll
PR1.5	HR&OD - Payroll
PR1.6	HR&OD - Payroll
HR1.0	HR&OD - Human Resources
HR1.1	HR&OD - Human Resources
HR1.2	HR&OD - Human Resources
HR1.3	HR&OD - Human Resources
HR1.4	HR&OD - Human Resources
HR1.5	HR&OD - Human Resources
HR1.6	HR&OD - Human Resources
HR1.7	HR&OD - Human Resources
H&S1.0	HR&OD - Health & Safety
H&S1.1	HR&OD - Health & Safety
H&S1.2	HR&OD - Health & Safety
H&S1.3	HR&OD - Health & Safety
H&S1.4	HR&OD - Health & Safety
H&S1.5	HR&OD - Health & Safety
H&S1.6	HR&OD - Health & Safety
H&S1.7	HR&OD - Health & Safety
H&S1.8	HR&OD - Health & Safety
H&S1.9	HR&OD - Health & Safety
H&S2.0	HR&OD - Health & Safety
H&S2.1	HR&OD - Health & Safety
H&S2.2	HR&OD - Health & Safety
H&S2.3	HR&OD - Health & Safety
H&S2.4	HR&OD - Health & Safety
H&S2.5	HR&OD - Health & Safety
H&S2.6	HR&OD - Health & Safety
H&S2.7	HR&OD - Health & Safety
H&S2.8	HR&OD - Health & Safety
H&S2.9	HR&OD - Health & Safety
H&S3.0	HR&OD - Health & Safety
H&S3.1	HR&OD - Health & Safety
H&S3.2	HR&OD - Health & Safety
H&S3.3	HR&OD - Health & Safety
H&S3.4	HR&OD - Health & Safety
H&S3.5	HR&OD - Health & Safety
H&S3.6	HR&OD - Health & Safety
H&S3.7	HR&OD - Health & Safety

H&S3.8	HR&OD - Health & Safety
H&S3.9	HR&OD - Health & Safety
H&S4.0	HR&OD - Health & Safety
H&S4.1	HR&OD - Health & Safety
H&S4.2	HR&OD - Health & Safety
H&S4.3	HR&OD - Health & Safety
H&S4.4	HR&OD - Health & Safety
H&S4.5	HR&OD - Health & Safety
H&S4.6	HR&OD - Health & Safety
H&S4.7	HR&OD - Health & Safety
H&S4.8	HR&OD - Health & Safety
H&S4.9	HR&OD - Health & Safety
H&S5.0	HR&OD - Health & Safety
H&S5.1	HR&OD - Health & Safety
H&S5.2	HR&OD - Health & Safety
H&S5.3	HR&OD - Health & Safety
H&S5.4	HR&OD - Health & Safety
H&S5.5	HR&OD - Health & Safety
H&S5.6	HR&OD - Health & Safety
H&S5.7	HR&OD - Health & Safety
H&S5.8	HR&OD - Health & Safety
H&S5.9	HR&OD - Health & Safety
H&S6.0	HR&OD - Health & Safety
H&S6.1	HR&OD - Health & Safety
H&S6.2	HR&OD - Health & Safety
H&S6.3	HR&OD - Health & Safety
H&S6.4	HR&OD - Health & Safety
DMS1.0	L&D - Democratic services
DMS1.1	L&D - Democratic services
LEG1.0	L&D - Legal Services
LEG1.1	L&D - Legal Services
LEG1.2	L&D - Legal Services
LEG1.3	L&D - Legal Services
LEG1.4	L&D - Legal Services
LEG1.5	L&D - Legal Services
LEG1.6	L&D - Legal Services
LC1.0	L&D - Land Charges
LC1.1	L&D - Land Charges
SNN1.0	L&D - Street Naming/Numbering
SNN1.1	L&D - Street Naming/Numbering
SNN1.2	L&D - Street Naming/Numbering
Elec 1.0	L&D - Elections
Elec 1.1	L&D - Elections
Elec 1.2	L&D - Elections
Elec 1.3	L&D - Elections
Elec 1.4	L&D - Elections
Elec 1.5	L&D - Elections
Elec 1.6	L&D - Elections
Elec 1.7	L&D - Elections

Elec 1.8	L&D - Elections
Elec 1.9	L&D - Elections
Elec 2.0	L&D - Elections
Elec 2.1	L&D - Elections
Elec 2.2	L&D - Elections
Elec 2.3	L&D - Elections
Elec 2.4	L&D - Elections
Elec 2.5	L&D - Elections
Elec 2.6	L&D - Elections
Elec 2.7	L&D - Elections
Elec 2.8	L&D - Elections
Elec 2.9	L&D - Elections
Elec 3.0	L&D - Elections
Elec 3.1	L&D - Elections
Elec 3.2	L&D - Elections
Elec 3.3	L&D - Elections
Elec 3.4	L&D - Elections
DP/FOI 1.0	L&D - Data Protection and Freedom of Information
DP/FOI 1.1	L&D - Data Protection and Freedom of Information
DP/FOI 1.2	L&D - Data Protection and Freedom of Information
DP/FOI 1.3	L&D - Data Protection and Freedom of Information
DP/FOI 1.4	L&D - Data Protection and Freedom of Information
DP/FOI 1.5	L&D - Data Protection and Freedom of Information
DP/FOI 1.6	L&D - Data Protection and Freedom of Information
DP/FOI 1.7	L&D - Data Protection and Freedom of Information
PLA1.0	P&BC - Planning Applications
PLA1.1	P&BC - Planning Applications
PLA1.2	P&BC - Planning Applications
PLA1.3	P&BC - Planning Applications
PLA1.4	P&BC - Planning Applications
PLA1.5	P&BC - Planning Applications
PLA1.6	P&BC - Planning Applications
PLA1.7	P&BC - Planning Applications
PLA1.8	P&BC - Planning Applications
PLA1.9	P&BC - Planning Applications
PLA2.0	P&BC - Planning Applications
PLA2.1	P&BC - Planning Applications
PLA2.2	P&BC - Planning Applications
PLA2.3	P&BC - Planning Applications
PLA2.4	P&BC - Pre-Planning Application
PLA2.5	P&BC - Pre-Planning Application
PLA2.6	P&BC - Pre-Planning Application
PLA2.7	P&BC - Pre-Planning Application
PLA2.8	P&BC - Pre-Planning Application
PLA2.9	P&BC - Pre-Planning Application
PLA3.0	P&BC - Pre-Planning Application
PLA3.1	P&BC - Conservation and Urban Design
PLA3.2	P&BC - Conservation and Urban Design
PLA3.3	P&BC - Conservation and Urban Design
PLA3.4	P&BC - Conservation Area Appraisals

PLA3.5	P&BC - Conservation Area Appraisals
PLA3.6	P&BC - Conservation Area Appraisals
PLA3.7	P&BC - Conservation Area Appraisals
PLA3.8	P&BC - Conservation Area Appraisals
PLA3.9	P&BC - Conservation Area Appraisals
PLA4.0	P&BC - Conservation Area Appraisals
PLA4.1	P&BC - Conservation Area Appraisals
PLA4.2	P&BC - Conservation Area Appraisals
PLA4.3	P&BC - Enforcement
PLA4.4	P&BC - Enforcement
PLA4.5	P&BC - Enforcement
PLA4.6	P&BC - Enforcement
PLA4.7	P&BC - Enforcement
PLA4.8	P&BC - Enforcement
PLA4.9	P&BC - Enforcement
PLA5.0	P&BC - Enforcement
PLA5.1	P&BC - Enforcement
PLA5.2	P&BC - Enforcement
PLA5.3	P&BC - Enforcement
PLA5.4	P&BC - Enforcement
PLA5.5	P&BC - Enforcement
PLA5.6	P&BC - Enforcement
PLA5.7	P&BC - Enforcement
PLA5.8	P&BC - Building Control service
PLA5.9	P&BC - Building Control service
PLA6.0	P&BC - Building Control service
PLA6.1	P&BC - Building Control service
PLA6.2	P&BC - Building Control service
PLA6.3	P&BC - Building Control service
PLA6.4	P&BC - Building Control service
PLA6.5	P&BC - Building Control service
PLA6.6	P&BC - Building Control service
PLA6.7	P&BC - Building Control service
CT1.0	Revenues and Benefits
CT1.1	Revenues and Benefits
CT1.2	Revenues and Benefits
CT1.3	Revenues and Benefits
CT1.4	Revenues and Benefits
CT1.5	Revenues and Benefits
CT1.6	Revenues and Benefits
CT1.7	Revenues and Benefits
CT1.8	Revenues and Benefits
CT1.9	Revenues and Benefits
CT2.0	Revenues and Benefits
CT2.1	Revenues and Benefits
CT2.2	Revenues and Benefits
CT2.3	Revenues and Benefits
CT2.4	Revenues and Benefits
CT2.5	Revenues and Benefits
CT2.6	Revenues and Benefits

CT2.7	Revenues and Benefits
CT2.8	Revenues and Benefits
CT2.9	Revenues and Benefits
CT3.0	Revenues and Benefits
CT3.1	Revenues and Benefits
CT3.2	Revenues and Benefits
CT3.3	Revenues and Benefits
CT3.4	Revenues and Benefits
CT3.5	Revenues and Benefits
CT3.6	Revenues and Benefits
CT3.7	Revenues and Benefits
CT3.8	Revenues and Benefits
CT3.9	Revenues and Benefits
CT4.0	Revenues and Benefits
PROC1.0	SF&P - Procurement
PROC1.1	SF&P - Procurement
PROC1.2	SF&P - Procurement
PROC1.3	SF&P - Procurement
PROC1.4	SF&P - Procurement
FIN1.0	SF&P - Finance
FIN1.1	SF&P - Finance
FIN1.2	SF&P - Finance
FIN1.3	SF&P - Finance
PRO1.0	SF&P - Property
PRO1.1	SF&P - Property
INS1.0	SF&P - Insurance
INS1.1	SF&P - Insurance
INS1.2	SF&P - Insurance
INS1.3	SF&P - Insurance
OPR1.0	Ops - Business Support
OPR1.1	Ops - Business Support
OPR1.2	Ops - Business Support
OPR1.3	Ops - Business Support
OPR1.4	Ops - Business Support
OPR1.5	Ops - Business Support
OPR1.6	Ops - Business Support
OPR1.7	Ops - Business Support

OPR1.8	Ops - Inspection & Enforcement
OPR1.9	Ops - Inspection & Enforcement
OPR2.0	Ops - Inspection & Enforcement
OPR2.1	Ops - Inspection & Enforcement
OPR2.2	Ops - Inspection & Enforcement
OPR2.3	Ops - Inspection & Enforcement
OPR2.4	Ops - Inspection & Enforcement
OPR2.5	Ops - Inspection & Enforcement
OPR2.6	Ops - Inspection & Enforcement
OPR2.7	Ops - Inspection & Enforcement
OPR2.8	Operations
OPR2.9	OPERATIONS - ALL SERVICE AREAS
OPR3.0	OPERATIONS - Waste, Street Cleansing, Grounds Maintenance, Parks & Open Spaces
OPR3.1	Ops - P&OS
OPR3.2	Ops - P&OS
OPR3.3	Ops - P&OS
OPR3.4	Ops - P&OS
OPR3.5	Ops - P&OS
OPR3.6	Ops - P&OS
OPR3.7	Ops - P&OS
OPR3.8	Ops - P&OS
OPR3.9	Ops - P&OS
OPR4.0	Ops - P&OS
OPR4.1	Ops - P&OS
OPR4.2	Ops - P&OS
OPR4.3	Ops - P&OS
OPR4.4	Ops - P&OS
OPR4.5	Ops - P&OS
OPR4.6	Ops - P&OS
OPR4.7	Ops - P&OS
OPR4.8	Ops - Parking
OPR4.9	Ops - Parking
OPR5.0	Ops - Parking
OPR5.1	Ops - Parking
OPR5.2	Ops - Parking
OPR5.3	Ops - Parking
OPR5.4	Ops - Waste
OPR5.5	Ops - Waste
OPR5.6	Ops - Waste
OPR5.7	Ops - Waste
OPR5.8	Ops - Waste
OPR5.9	Ops - Waste
OPR6.0	Ops - Waste
OPR6.1	Ops - Waste
OPR6.2	Ops - Waste
OPR6.3	Ops - Waste
OPR6.4	Ops - Waste
OPR6.5	Ops - Waste
OPR6.6	Ops - Waste

OPR6.7	Ops - Waste
OPR6.8	Ops - Waste
OPR6.9	Ops - Waste
OPR7.0	Ops - Waste
OPR7.1	Ops - Waste
OPR7.2	Ops - Waste
OPR7.3	Ops - Waste
OPR7.4	Ops - Markets
OPR7.5	Ops - Markets
OPR7.6	Ops - Markets
OPR7.7	Ops - Markets
OPR7.8	Ops - Theatre
OPR7.9	Ops - Theatre
OPR8.0	Ops - Theatre
COV19	L&D - COVID Response

Data Type
Project Application Files
Programme Management claims
Email marketing platform- Mail Chimp (captures email address, name and nearest town)
Assets Community value application forms
"General Administrative Work
Miscellaneous financial records
Statutory returns and their supporting evidence.
Strategies, policies or procedures.
Consultations with the public or staff in the development of Policies and Strategies. Possibly general e
Process of agreeing terms between organisations; this does not include contractual agreements.
Complaints, MP responses
Freedom of Information (FOI) or Environmental Information Regulations (EIR) requests
FOI or EIR request details
General Requests
Name, address, email, phone number
IDs Investigations
Name, address, email, phone number, medical information
Name, address, email, phone number
Health and Safety inspection and monitoring relating to asbestos.
Name, address, email, phone number, medical information
Name, address, email, phone number, medical information, financial information.
Name, address, email, phone number.
Contaminated land notices and associated papers
Name, address
Name, address
Safety inspections of equipment including PPE.
COSHH assessments.
Miscellaneous financial records.
Statutory returns
Strategies, policies or procedures
Possibly general equality data including their name, address, age
External Agreements
Details of complaints, MP responses or ombudsman's reviews.
Freedom of Information (FOI) queries that may contain personal data
Name, address, email, phone number, medical information, criminal record
Name, address, email, phone number, medical information, criminal record.

Name, address, email, phone number, medical information, criminal record.

Name, address, email, phone number, medical information, criminal record.

Name, address, email, phone number, medical information, criminal record.

Name, address, email, phone number, medical information, criminal record.

Name, address, email, phone number

Documentation related to social/affordable housing development ,
including nomination agreements

Housing stock transfer documents

Personal address details plus organisational bank details for payment

Personal address details

Personal address details

Criminal convictions

Criminal proceedings

Court orders

Court action that is not criminal (e.g. housing)

Health conditions (including mental health)

School details

Financial information (e.g. rent arrears)

Social services involvement

Names, addresses, DOB

Personal address details relating to their volunteering role within a charity or community group

Names and addresses of event organisers. If the PLI is in their name (as opposed to a body)
we may also obtain their DOB when sent the PLI certificate for their road closure request

Personal details plus sensitive info

Age, gender, ethnicity and health status, disability

Post log – names of individuals

SAG Post log – names of individuals

Refunds

PPC Folder – holding addresses

Cash Bag receipts / remittances / receipt books

Service Level agreements

Safe contents, tapes, pace books and financial documents

Complaints / Flexi sheets

Community Grants

Grant award receipts

Grant Applications

Information on voluntary and community groups

Computer System – NGA ResourceLink

Payroll Files

Leaver Files

Payroll Backup Files
Computer System Reports

Tax Files
Year End Files
Personal Files
Job Application file
Service Plan
Establishment List
Sickness Record
Training Record - Staff
Statics File
HR Policies
Accident Report BI510
Accident Report BI510
Accident Report BI510
Accident Report BI510

RIDDOR Report - F2508

Accident and Incident Records

Accident and Incident Records
Accident and Incident Records
Accident and Incident Records
Accident and Incident Records
Accident and Incident Records

Safety Policy - Health and Safety Governance

Safety Policy - Health and Safety Governance
Safety Policy - Health and Safety Governance
Health and Safety Governance
Health and Safety Governance
Assessments and Inspections
Assessments and Inspections
Assessments and Inspections
Assessments and Inspections

Assessments and Inspections - Corporate and Generic Risk Assessments
Assessments and Inspections - Corporate and Generic Risk Assessments
First Aid
First Aid

First Aid
First Aid
Fire Safety
Fire Safety
Fire Safety
Fire Safety
Fire Safety
Fire Safety
Fire Safety
COSHH
COSHH
COSHH
COSHH
COSHH
Asbestos
Asbestos
Asbestos
Asbestos
Asbestos
Lead
Lead
Lead
Lead
Compressed Air
Compressed Air
PPE

Personal Details e.g. Medical Information, personal biographical data.
Councillors' interests
Councillors' personal contact details
Claims made by or against local authority including process
Any legal advice from in house or external legal advisors
Any contract, including service level agreements, agreement, deed lease, licence, conveyance, transfer
Any contract, agreement, deed lease, licence, conveyance, transfer, easement etc. NB includes evaluation
Calls for Tenders, PQQs specifications, tender returns, Quotations, invitations to tender
Compliance reports, performance reports etc.
Seal registers, contract registers, registers of interests in contracts etc.
Land Charges search results
Land Charges remittance sheets
Street Naming/Numbering applications
Street Naming/Numbering cheque payments
Local Land and Property Gazetteer 'organisation' names
Paper IER Applications
Online IER Applications
Query Letters
Evidence Requests
Change of Name
Absent Vote Application
Attestation
Additional Information for Electors

Anonymous Electors
Staffing - Paperwork
Staffing - Express Information
Nomination papers
Marked Registers
Postal Vote Statements
Ballot Papers
Corresponding number lists
Tendered Votes
Certificate of Employment
Marked absent voter list
Register of elector and monthly updates
Overseas lists
Register requests
Certificate of nominating officers
Registrars list
Election expenses
Data Protection
Data Protection
Data Protection
Data Protection
Data Protection
Freedom of Information
Freedom of Information
Re-use of public sector information
3rd Party Correspondence
Consultee Correspondence
Application Form
Plans
Supporting Docs
Officers Report
Decision Notice
Extra Correspondence (post application decision)
Appeal Form
Appeal Questionnaire
Grounds of Appeal
Appeal Statement
Appeal Supporting Docs
Appeal Decision
Pre-Application Form/Letter
Plans
Supporting Docs
Decision Letter
Invoices and Purchase Orders
Copy Doc Requests
Complaints
Heritage and Urban Design advice
HAR Register
Direct correspondence with customers
Public Consultations

Consultation Event Attendance Lists
Historic Building Grant application form and all associated documents
Consultation Database (District Plan)
Neighbourhood Planning
Self-Build Register
Brownfield Register
SLAA
Emails / correspondence on allocated sites
Reporting Form (on-Line, Email & paper)
Service request
Acknowledgement email/letter
Correspondence with customer
Closure Letters
Officers report
Enforcement Notices
Appeal form
Appeal questionnaire
Grounds of Appeal
Appeal statement
Appeal supporting Doc's
Appeal Decision
File Notes
IP Details
Application Forms
Plans
Decision Notices
All supporting documents and correspondence
Site Inspection records
Completions certificates
All Notifications
Competent Persons register
Enforcement actions
Dangerous Structures actions
Council tax annual notification
Council tax account enquiries
Council tax discount
Council tax exemptions
Council tax band reductions
Council tax benefit backdated claims
Council tax benefit new claim
Council tax benefit current claim
Council tax benefit appeals
Council tax benefit overpayments
Council tax benefit renewal
Housing benefit renewal
Going into hospital
Discretionary Housing Payment
Council tax appeals
Council tax benefit renewal
Housing benefit backdated claims

Housing benefit new claim
Housing benefit current claim
Housing benefit overpayments
Housing benefit appeals
Housing benefit renewal
Private housing advice
Going into hospital
Rent determination
Discretionary Housing Payment
Debt enforcement
Debt enforcement
Valuation Lists
Court Lists
Liability Orders
Contracts executed under hand
Contracts executed as deed
Expressions of interest
Unsuccessful bids
Evaluation processes
Working documents for Statement of Accounts
Budget working papers
Payroll data disclosures
Invoicing with debtors information
Tenants information in relation to properties owned by EHDC
Conveyancing documents for properties owned by EHDC (may have name and contact details of previous tenants)
Insurance policy documentation including key declarations.
Unsuccessful tenders
Claims records:
a) Injury
b) PI
c) Motor -damage only
d) Personal accident
e) Property
f) Life
Return cheques
Work Instructions / projects / procurement
Work Instructions / customer information
Work Instructions / customer information
Work Instructions / customer information
General Files
Invoices
Case Files
Finance

Stray Dog Register
Fly Tipping
Fly Tipping
Fly Tipping Covert Cameras
Environmental Crime Case Files
Grounds Maintenance
Street Cleansing
Street Cleansing / Grounds / Refuse / Recycling
Pest Control
Pest Control & Animal Warden
General Files
Service Plan
Mayrise Computer System
Grounds Maintenance
Grounds Maintenance
Grounds Maintenance – Allotments
Grounds Maintenance - Contract Payments
Grounds Maintenance
Grounds Maintenance
Grounds Maintenance -County Invoices
Grounds Maintenance -Dog Bins
Grounds Maintenance - Playground Inspections
General Files - Landscape Designs
Library - Landscape Designs
Tree Preservation Orders - Landscape Designs
TPO General Corrs Files - Landscape Designs
Conservation Area's - Landscape Designs
Playground Play area Inspections - Monitoring Team
Capital Projects (Castle Park) / Play Areas Remedial Works / Tree Works
Projects Information - background, consultations & work info
Notice Processing of challenges received by post
Notice Processing of challenges received by email
Recording evidence in accordance with TMA 2004
Application forms for parking permits
Permit holder records
Outgoing letters
Bulky Waste
Monitoring Meetings
Invoice Files
Assisted collections & extra capacity bins applications
Operation Daily Sheets
Order & Invoices
Tonnages
Credits
Sites
Cans Consortium
Environmental Education
Publicity
Database containing name, address, tel.no, bin type, frequency, collection day etc.

Database containing name, address, tel.no, frequency, collection day etc.

Sales Bins/Sacks

Customer Files

Dead Accounts

Clinical waste

Recycling for Flats

Recycling

Licences for Traders

Licences for other Markets

Market Contract Agreement with Bishop's Stortford Town Council

Market Contract Inspection records and monitoring records

Ticketsolve – Booking system

contracts

staff emergency contact

Clinically Extremely Vulnerable Persons Data

Purpose of Data

Required as part of the contractual obligations between East Herts Council and the Rural Payments Agency

Required as part of the contractual obligations between East Herts Council and the Rural Payments Agency

Send weekly emails to subscribers with updates on the council

In case we need to contact applicants if the asset needs to be sold

“Disposal of Documents” records. General Admin work

Public task - Information kept to help ensure correct use of public finances.

Legal obligation - Information kept in case of query regarding returns.

Monitoring and reviewing of strategies, policies or procedures to assess them.

Information kept to help ensure effective service planning.

Information used to demonstrate compliance with equality legislation.

Information kept to demonstrate work is undertaken lawfully.

Details of complaints, MP responses or ombudsman’s reviews.

Legal obligation - Information kept in case of query regarding response.

Information subject to a FOI or EIR request but due for destruction. Information kept in case of query regarding response.

All investigations, monitoring or inspections relating to regulations enforced by the Council. Information kept for the purposes of the prevention, detection and prosecution of offences.

All works in default of a notice where the Council is recovering the costs (either via notice, invoice or charge on the property).

Legal obligation

Health and Safety inspection and monitoring relating to asbestos.

RIDDOR Notifications. Information from employers and members of the public kept for the purposes of the prevention, detection and prosecution of offences.

Grants. Information kept to help ensure correct use of public finances.

Applications, registration, certification and licences dealt with by Environmental Health.

Contaminated land notices and associated papers

Prosecutions, formal cautions or other sanction of an individual or organisation.

Paperwork associated with appeals against notices served on a business or individual.

Safety inspections of equipment including PPE.

COSHH assessments. Information kept in case of issue with equipment / claim from member of staff.

Miscellaneous financial records. Information kept to help ensure correct use of public finances.

Statutory returns e.g. homelessness forms sent to the government and their supporting evidence.

Legal obligation. Information kept in case of query regarding returns.

Monitoring and reviewing of strategies, policies or procedures to assess them.

Consultations with the public or staff in the development of Policies and Strategies. Information used to demonstrate compliance with equality legislation.

External Agreements

Details of complaints, MP responses or ombudsman’s reviews. Information kept in case of query regarding response.

Freedom of Information (FOI). Information kept in case of query regarding response.

Housing Register applications: assessments, nominations and allocations.

Housing application forms and supporting material including risk assessments.

Legal obligation / Public task

Information kept to assess housing need and statutory duty/service to be provided.

Homelessness: Prevention, Relief and Homelessness Duties including reviews and County Court Appeals

Provision of temporary accommodation , including payments

Legal obligation / Public task

Information kept to assess housing need and statutory duty/service to be provided.

Applications for Rent/Deposit loans to access private sector or loans to prevent homelessness
Public task financial regulations
Information kept to assess housing need and compliance with current policy /eligibility.

Housing Advice to customers that contact the council. Information kept to assess housing need and compliance with c

Referrals to other housing agencies e.g. Rose Court, YMCA

Minutes of multi-agency meetings. Information kept to assess housing need and compliance with current policy /eligibility

Careline Homeless Out of Hours reports

Documentation related to social/affordable housing development , including nomination agreements

Housing stock transfer documents. Information kept to help ensure correct use of public finances.

Legal requirement as applications provide evidence for a financial transaction

This is period of time before refresher or new training recommended

Address list requires removal of non-active members annually.

Case management

To meet statutory obligations in terms of managing Crime and Disorder – covered by legislation

Suggest retain the information securely for as long as possible for risk and community safeguarding purposes

There is no statutory obligation to keep the information but it is useful to be able to review for events.

There is no statutory obligation to keep the information but it is useful to be able to review previous application forms

Hard copy Participant Registration forms to be kept as evidence of attendance and as part of the monitoring and evaluation

No statutory obligation but useful to track incoming mail

Evidence

Evidence and to refer back to whilst IDOX PPC module is being built

To refer back to for queries on payments

Check if we need to keep copies

Check with Service Managers if we need to keep the content

Reference

Details of grant applications 17/18

12 files including archived information on grant award recipients such as Performance to Excellence, Time banking

Ring binders and box containing grant applications

Held for consultation purposes. Password protected. Recently obtained consent.

Computer system used to calculate record and track payment of salaries, wages & members allowances.

Individual employee files containing employment record, individual terms & conditions and misc. correspondence.

Individual employee files containing employment record, individual terms & conditions and misc. correspondence.

Claim forms including: car mileage, overtime, subsistence, timesheets, members expenses, post entry training etc.
Daily, weekly, monthly, annual computer system generated reports recording transactions, movements, actions etc.

Information relating to Income Tax, NI etc. including Tax Forms P6, P45, P60, Annual returns Etc.

Working papers, documents, returns relating the preparation of final accounts close down etc. for Payroll. Includes Su
Record of employment details from recruitment to end of employment with authority.

Applications for current vacancies.

Annual Service Plan set out what key actions need to be undertaken to deliver the service targets contained in the Str
List of current Posts with grades etc.

Details of employee sickness record held on Delphi system

Corporate training records including Course details, attendance, feedback.

Various statistical data, returns relating to HR & Employment

Policies, Codes of Conduct and Procedures relating to employees employment.

Used accident report pad with retained stubs

Used accident report pad with retained stubs

Accident report forms and reports, with related correspondence – (Adult IP)

Accident and incident reports with related correspondence – (Minors under 18 IPs)

Reporting Injuries, Diseases Dangerous Occurrences to the HSE

Exposure to hazardous substance at the workplace:

a) general exposure

b) personal exposure of identifiable employee

Medical records under the Control of Asbestos at Work Regulations. Medical records containing details of employees

Medical records and details of biological tests under the Control of Lead at Work Regulations

Medical records as specified by the Control of Substances Hazardous to Health Regulations (COSHH)

Records of tests and examinations of control systems and protective equipment under the Control of Substances Haza

Health surveillance, including medical reports

Investigation of Accidents, Dangerous Occurrences and Notifiable Diseased

Notification of Hazard

Report of Violent Conduct at Work

Witness Statements - Date Created

Written statement of employers

general policy for the health and

safety at work of employees

The organisation and arrangements for carrying out the
policy as described above

Record of health and safety arrangements contained in the policy

Records of Issue or Protective and Personal Protective Equipment

Audit and review of EHC H&S provision

DSE self and desk side assessments

DSE Assessments first stage identification of users form and e-mail notification

DSE Records of corrective appliance voucher records

Manual Handling Assessments

Identification of service specific safety hazards to employees and
others on East Herts Council premises, and the conduct and results
of risk assessments in relation to a services specific work activities and functions.

Health and Safety Site and Premises Inspections

Specifications for first aid facilities and equipment

Risk Assessment of requirements for first aid provision, facilities and equipment

Appointment of qualified first aiders
List of first aiders
Fire Certificate
Assessment of requirements for firefighting systems & equipment
Nomination/appointment of Volunteer Fire Marshals
Fire evacuation/drill reports
Fire equipment repair and inspection logs
Annual fire safety equipment & systems inspections
Arrangements with external emergency services
COSHH Assessments & recommended actions
Monitoring of exposure to employees to substances hazardous to health
Examination, testing & repair of plant & equipment provided to control exposure to substances hazardous to health
Hazardous Substances Present/In use
List of employees exposed to Group 3 or 4 biological agents
Examination, testing and repair of plant and equipment provided to control asbestos levels
Identifying the presence of Asbestos
Written plans of work for undertaking work with asbestos
Medical records containing details of employees exposure to asbestos
Medical examination certificates
Air Monitoring
Health surveillance and monitoring where exposure requires individual employees to be under surveillance
Examination, testing and repair of plant and equipment provided to control exposure to lead
Risk Assessments of employees exposed to lead
Health surveillance
Records of exposure
Record of issue of personal protective equipment
The issue of personal lone worker devices, details recorded on Management Portal accessible to authorised persons and Lone worker Service providers Alarm Receiving Centre (ARC) for the purpose of personal safety
Personal interests stated
Personal contact details
Litigation
Legal Advice
Agreements under hand*
Agreements under Seal*
Pre Contract Documents
Contract Monitoring
Registers
No personal data
No personal data
This includes applicant's name and address, which may be personal data
A copy of the cheque is scanned in as proof of payment, this may be a business or personal cheque
Mostly company names, but does contain a small percentage of personal names

All records relating to the creation and implementation of policies under General Data Protection Regulations
All records relating to the management of subject access requests under General Data Protection Regulations
Records relating to the creation of data privacy impact assessments
Records relating to the development, implementation of maintenance of the Record of Processing Activities (ROPA) under
Records relating to the process of data mapping as part of GDPR
All records relating to the creation of policies to deal with requests under the Freedom of Information Act 2000
All records relating to the management of Freedom of Information Requests
All records relating to the management of the re-use of public sector information
To satisfy the requirements of the Openness of Local Government Bodies Regulations 2014
To satisfy the requirements of the Openness of Local Government Bodies Regulations 2014
To satisfy the requirements of the Openness of Local Government Bodies Regulations 2014
In order to remain as part of the Planning Register
To satisfy the requirements of the Openness of Local Government Bodies Regulations 2014
In order to remain as part of the Planning Register
In order to remain as part of the Planning Register
In order to inform subsequent planning proposals
In order to inform subsequent planning proposals
In order to inform subsequent planning proposals
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To satisfy the requirements of the Openness of Local Government Bodies Regulations 2014
In order to remain as part of the Planning Register
In order to inform subsequent planning proposals
In order to inform subsequent planning proposals
In order to inform subsequent planning proposals
In order to inform subsequent planning proposals
Financial Accounting
To inform further customer requests
In order to inform subsequent planning proposals or other service delivery issues
No data held separately from pre-app and planning application process above
No personal data held
In order to inform decisions with regard to future planning proposals and the implementation of work
In order to inform future decisions with regard to planning proposals in Conservation Areas

To provide record of attendance
To enable assessment of grant application and to inform subsequent decisions and implementation of work
In accordance with The Town and Country Planning (Local Planning) (England) Regulations 2012, Part 6, and in accordance with The Neighbourhood Planning (General) Regulations 2012 and in accordance with section 113 of the Self-build and Custom Housebuilding Act 2015 (as amended by the Housing and Planning Act 2016)
In accordance with The Town and Country Planning (Brownfield Land Register) Regulations 2017.
To enable the Council to update landowners if a site is proposed to be allocated through the Local Plan process.
To inform ongoing discussions through application process.
Details of reporting party to allow updates on the matter
Details of reporting party to allow updates on the matter
To acknowledge the case is open and to provide info to customer
In order to inform subsequent planning proposals and given that claims in relation to land uses are required to provide
In order to inform subsequent planning proposals and given that claims in relation to land uses are required to provide
In order to inform future planning and enforcement matters.
In order to form part of the Planning Enforcement Register
In order to inform subsequent planning proposals and given that claims in relation to land uses are required to provide
In order to inform subsequent planning proposals and given that claims in relation to land uses are required to provide
In order to inform subsequent planning proposals and given that claims in relation to land uses are required to provide
In order to inform subsequent planning proposals and given that claims in relation to land uses are required to provide
In order to inform subsequent planning proposals and given that claims in relation to land uses are required to provide
In order to form part of the Planning Enforcement Register
In order to inform subsequent planning proposals and given that claims in relation to land uses are required to provide
In order to be able to contact land owners and others with an interest in a case
During consideration of submission, undertaking work and after to ensure that works correctly implemented
During consideration of submission, undertaking work and after to ensure that works correctly implemented. To inform
During consideration of submission, undertaking work and after to ensure that works correctly implemented. To inform
During consideration of submission, undertaking work and after to ensure that works correctly implemented. To inform
During consideration of submission, undertaking work and after to ensure that works correctly implemented. To inform
To inform subsequent enquiries in relation to work
To inform subsequent enquiries in relation to work
To inform subsequent enquiries in relation to work
In order to inform any enforcement action
In order to inform and decisions or subsequent enquiries in relation to actions undertaken.
All records relating to the Council tax annual notification
All records relating to enquiries about council tax accounts
All records relating to discounts made to council tax
All records relating to council tax exemptions
All records relating to council tax band reductions
All records relating to council tax benefit back claims
All records relating to new claims for council tax benefit
All records relating to current claims for council tax benefit
All records relating to council tax benefit appeals
All records relating to the overpayment of council tax benefits
All records relating to the renewal of council tax benefits
All records relating to the renewal of housing benefit
Notifications of people claiming benefits who is admitted to hospital must notify the local authority that deals with the
All records relating to discretionary housing payments
All records relating to Council Tax Appeals
All records relating to the renewal of council tax benefits
All records relating to back dated claims for housing benefit

All records relating to new claims for housing benefit

All records relating to current claims for housing benefit

All records relating to the overpayment of housing benefit

All records relating to the management of housing benefit appeals

All records relating to the renewal of housing benefit

All records relating to advice given to tenants and landlords in the private sector on housing related matters such as tenancy agreements

Notifications of people claiming benefits who are admitted to hospital must notify the local authority that deals with housing benefits

All records relating to the determination of private rents for those in receipt of housing benefits

All records relating to discretionary housing payments

All records relating to debt enforcement

Case files relating to debt recovery

Council tax, business rates and general rates

Council tax, business rates and general rates

To operate the contract and deal with issues arising after expiry

To operate the contract and deal with issues arising after expiry

In case of challenge to the procurement process

In case of challenge to the procurement process

In case of challenge to the procurement process

Legally required

Legally required

Legally required

Legally required

In case of an issue during tenancy

Proof of ownership and history of ownership – required by land registration legislation

To evidence in event of future claims

Audit, procurement challenge

Audit, claim investigations, repeat claimants, fraud

Audit

Work Instructions and procedures relating to the processes of Operations in relation to business development and support

Work Instructions and procedures relating to the process of Abandoned Vehicles in relation to enquiries, inspection and removal

Work Instructions and procedures relating to the process of Waste Services in relation to enquiries, complaints, escalation and resolution

Work Instructions and procedures relating to the process of Parks & Open Spaces in relation to enquiries, complaints, and maintenance

General correspondence files relating to all services undertaken, includes daily letters files etc.

Invoices and supporting documentation issued to contractors who remove abandoned vehicles.

Individual case file for each abandoned vehicle containing documents and correspondence and details of ownership in relation to the vehicle

Information relating to Orders, Invoices, refunds relating to the Castle Hall (Hertford Theatre) - only information held by the theatre

Register of stray dogs, details of dog, disposal, ownership etc

DEFRA statutory Fly tip return calculation sheets and fly tip collection sheets from Veolia - No personal information

All detail relating to Fly Tipping keep on Mayrise computer system

Paperwork relating to the authorisation and use of covert cameras used to record illegal Fly Tipping

Individual case file for each environmental crime containing documents and correspondence including evidence, state

Work sheets relating to inspections of contractors performance. Data copied into Mayrise.

Work sheets relating to inspections of contractors performance. Data copied into Mayrise.

Inspections reports regarding contractor health & safety compliance

Job sheets/dockets relating to detail of work required & copy of risk assessment, benefit no's, poison sheet for each job

Orders and invoices

Contracts, Inspection, financial information relating to the supply of Healthcare products used in Public Toilets

Annual Service Plan set out what key actions need to be undertaken to deliver the service targets contained in the Strategy

Computer system used to record and track information relating to all aspects of Operations including:- Refuse Collection

Information on Sec 106 agreements, maps, plans relating to Highway verges, Open Space, parks, play Areas. Advice given

Background papers relating to new and existing areas where contract needs to be amended

Information relating to plot holders etc. including maps, plans, correspondence, invoices etc. Contains personal information

Monthly background papers and documents supporting and relating to monthly contract payments

Documents background papers relating to One-Off jobs including authorisation details

General complaints from public re grounds maintenance kept as performance monitoring data.

Background papers relating to Invoices sent to HCC re Quarterly Bill and variations to contract.

Background papers relating to Invoice raising for Emptying of Dog Bins on behalf of Parish & Town Councils.

Background papers relating to Invoice raising for playground inspections.

Advice and guidance, both internal and external, on landscaping relating to new and existing developments. Includes Planning

Library of Statutes, books, journals etc relating to Landscape design, Trees etc

Working files relating to trees subject to a preservation order. Includes original order, map/plans, maintenance work, etc

General correspondence relating to Trees not subject to TPO. Contains correspondence, maps, advice etc.

Working files relating to trees subject to a preservation order in a conservation area. Includes original order, map/plan

Inspection reports, correspondence etc relating to individual sites, ROSPA check reports etc

Procurement & contract award records for capital & revenue projects

Information on P&OS projects - inception, consultation, implementation & competition - no personal information retained

Letter from recipient of PCN is kept in a folder in order of receipt until a Notice Processing Officer considers and responds

Email from recipient of PCN is filed on the outlook Server

All incoming communication must be filed on PCN in the event of case progressing to Adjudication as all correspondents

Motorists who are eligible for permits must fill out an application form and provide documentary evidence of proof of

Name and address of permit holders kept on the PCN IT system

A record of all outgoing communication must be filed on PCN in the event of case progressing to Adjudication as all correspondents

Bulky Waste Refunds

Minutes and notes of regular Refuse/Street Cleaning Contract Monitoring meetings

Monthly invoices from contractor together with backup and monitoring papers

Assisted Collection (AC) and Extra Capacity (EC) application forms

Daily record of vehicles and staff on duty

Orders & Invoices issued by East Herts together with all paperwork relating to collection and disposal of recycling materials

Record of recycling waste collected from households and recycling sites and sent for recycling. Individual records for each

Background information from HCC to enable us to Invoice HCC to reclaim recycling credits

Historical data on location of recycling sites in district

Records of collections, tonnages, Invoices etc relating to cans collection consortium between East Herts, North Herts &

Awareness raising material mainly issued to schools relating to recycling and its impact on the environment

Leaflets, Adverts, Press releases relating to recycling and refuse collection

Database of Trade Waste customers including name, address, tel.no, bin type, frequency, collection day etc.

Database of Trade Waste customers including name, address, tel.no, frequency, collection day etc.
Record of purchases of Bins & Sacks
Individual customer records contains correspondence, invoicing details, complaints, Duty of Care Cert etc.
Paperwork from customer files once collections have finished
Details of customers who require clinical waste disposal, includes names, address, bin/sack type etc.
Details of inspection reports on suitability introduction of recycling bins to blocks of flats.
Record sheets of inspections relating to recycling box's before collection, checking for wrong items (Contaminated Bin
Paper records of Traders Licence
Paper records of other Market Licence
Market Contract Agreement
Market Contract Inspection records and monitoring records
customer data for booking
contracts for professional promotion events
staff emergency numbers
To support residents during COVID 19 pandemic

Retention Period or Criteria

7 years from final grant payment (latest being from March 2021) so until March 2028

7 years from final grant payment (latest being from March 2021) so until March 2028

Until they choose to unsubscribe, which can be done quickly and simply at any point.

5 years – Localism Act 2011

5-years after record entry.

2-years from end of work or final payment.

5-years from the date of the return.

5-years from the date of the review.

5-years from the agreement of the policy by members.

5-years after agreement expires or is terminated.

2-years after administrative use is concluded.

2-years after last used.

6-months from the date of the FOI/EIR request.

7 years from last action relating to that inspection, investigation or monitoring.

In the case of records relating to commercial premises, the records should be held for 7-years from the closure of the business.

7-years from the full repayment of the costs.

The Limitation Act 1980 allows for claims within three years of the date on which the injury occurs

25-years from last action on case.

12-years after completion of grant / last payment of grant.

7-years after registration or entitlement lapses.

Permanent.

7-years from last action or notice is complied with or no-longer valid.

2-years after the matter is concluded.

7-years from disposal of equipment.

7-years after the chemical is no-longer used, or assessment is superseded.

2-years from end of final payment.

5-years from the date of the return.

5-years from the date of the review.

5-years from the agreement of the policy by members.

2 years from the expiry of the agreement

2-years after administrative use is concluded.

2-years after last used.

6 years after rehousing for successful applications

6 years from date an application is removed

6 years from date of final notification decision of duty owed.

6 years from date of notification of decision owed or where no duty decision applicant vacated accommodation

6 years after rehousing for successful applications or successful prevention. In addition where the council has provided financial support via a re-payable loan 6 years after the loan is re-paid. Applications that are unsuccessful destroy after current financial year plus 1 year after notification that application unsuccessful or last contact.

6 years after closure of case or last contact.

Current year plus one year after being referred.

Current year plus one year after being listed at a meeting.

Current year plus one year after being notified by agency of an out of hours call

Permanent retention

Permanent retention

Up to 7 years

3 years

Ongoing for active members, address list requires removal of non-active members annually

7 years

For as long as practical

Up to 3 years. At which time another "opt in" email will be sent.

Three years

12 months after the end of the project in October 2018.

12 months after last active involvement in FAEH.

Up to 3 years

?

Three years

Three Years

5 years

?

?

?

7 years

7 years

7 years

There is no statutory obligation to keep the information but it is useful to be able to review for ev

6 years plus current

Period of Employment plus 6 years plus current

6 years plus current

2 Years
6 Years plus current
P6 6 Years
P45 6 Years P60 2 Years Annual return 6 Years
6 Years plus current. Superannuation returns - Permanent. Annual earnings summary 12 Years
Period of employment plus 6 years plus current
1 year for unsuccessful applicants.
7 Years
Permanent
Period of Employment plus 6 years plus current
Period of employment plus 6 years plus current
7 years
Permanent
3 years after the date of the last entry
3 years after the date of the last entry
Current + 6 years
3 years after 18th birthday has passed
3 years from the date of the last entry or, if the accident involves a child/ young adult, then until that person reaches the age of 21.
(a) 5 Years
(b) 40 Years
40 years from the date of the last entry, 4 years from the date of issue
40 years from the date of the last entry
40 years from the date of the last entry
5 years from the date on which the tests were carried out
40 Years from date of last entry
40 Years
12 Years
12 Years
12 Years
Until superseded
Until superseded
Until arrangements are changed / superseded or replaced
6 Years from date of issue
10 Years
6 Years - Termination of contract
Until self and desk assessment has been undertaken
6 Years - Date Created
6 Years - Termination of Contract
Elimination of the risk + 5 years or updating of risk assessment
Current plus 5 years
5 Years - Date superseded
5 Years - Review of assessment

Termination of contract
Date superseded
3 Years - Date modified
5 Years - Review of Assessment
Termination of Contract
Date Superseded
3 Years - Date of inspection
3 Years - Date of inspection
5 Years - Review of Arrangements
5 Years
5 Years
5 Years
40 Years
40 Years
5 Years
5 Years
5 Years
Date of last entry - 40 Years
4 Years from date of issue
5 Years
40 Years
5 Years
5 Years
40 Years - From date of last entry
40 Years - From date of last entry
Date of issue / Life of equipment
Date of issue / Life of equipment
Up to 18 months after the length of a councillor's term of office
In perpetuity (archived in the public interest as a historic record)
7 years after the last action
6 years
6 years
12 years
2 years after contract let or not proceeded with
2 years after contract let
indefinitely
7 years plus current year
7 years plus current year
10 years
7 years
Forever, or until the business changes hands
15 years
15 years

Data retained until consent is withdrawn
6 Months
1 year
1 year
1 year
1 year
1 year
1 year
1 year
15 years
Until 1 December of corresponding year
Until 1 December of corresponding year
Until new certificate is received or for lifetime of certificate
2 years
3 years
2 years
Until superseded
Until superseded
Until superseded
3 years
3 years
6 years
6 years after decision or Appeal
6 years after decision or Appeal
6 years after decision or Appeal
Indefinitely
6 years after decision or Appeal
Indefinitely
Indefinitely
6 Months after matter closed
3 years after appeal decision
3 years after appeal decision
Indefinitely
Indefinitely
6 years after appeal decision
Indefinitely
24 Months after response made
Indefinitely
24 Months after response made
Indefinitely
Not retained on DMS system. Paper copies are retained for Previous financial year
Not retained on DMS system. Paper copies are retained 1 Month after matter dealt with
12 Months after complaint closed. Paper copies are destroyed after Complaint Decision
All personal details will be deleted within 18 months of matter closed. Important emails (details o
Digital copies will be redacted and saved on S drive. Redacted copies stored indefinitely. Paper cop

6 months after adoption of CAA
3 years after payment of any agreed grant or date of panel if grant refused
Reviewed every three years.
6 months after adoption of a Neighbourhood Plan.
After a related planning permission granted.
Annually reviewed as part of the Brownfield Register process.
Annually reviewed.
To form part of the planning application file and to be deleted accordingly
6 months once case closed
6 months once case closed
6 months once case closed
10 years once case closed for electronic copies and 6 months once case closed for paper copies
10 years once case closed for electronic copies and 6 months once case closed for paper copies
Indefinitely for electronic copies and 6 months once case closed for paper copies
Indefinitely for electronic copies and 6 months once case closed for paper copies
10 years once case closed for electronic copies and 1 year after decision for paper copies
10 years once case closed for electronic copies and 1 year after decision for paper copies
10 years once case closed for electronic copies and 1 year after decision for paper copies
10 years once case closed for electronic copies and 1 year after decision for paper copies
10 years once case closed for electronic copies and 1 year after decision for paper copies
Indefinitely for electronic copies and paper copies are destroyed After Decision
Indefinitely for electronic copies and paper copies are destroyed After Decision
6 months once case closed
N/A
Indefinitely
Indefinitely
N/A
m subsequent enquiries in relation to work
Indefinitely
Indefinitely
7 years from Year records created
7 years from Year records created
7 years from Year records created
7 years from Year records created
7 years from Year records created
7 years from Last action
7 years from Year records created
7 years from Last action on the claim
7 years from Date appeal resolved
7 years from Date overpayment resolved
7 years from Year records created
7 years from Date of renewal
7 years from Year records created
7 years from Date of payment
7 years from Date appeal completed
7 years from Year records created
7 years from Date claim resolved

7 years from Year records created
7 years from Year records created
7 years from Date overpayment resolved
7 years from Date appeal resolved
7 years from Date of renewal
1 years from Year records created
7 years from Year records created
7 years from Year records created
7 years from Date of payment
7 years from Year records created
7 years from Close of case
Permanent
7 years from Year records created
7 years from Year records created
6 years from end of contract
12 years from end of contract
1 year from start of contract
1 year from start of contract
1 year from start of contract
6 years
6 years
6 years
6 years
For the duration of the tenancy and then 8 years afterwards in line with the statute of limitations
For the lifetime of the property ownership
Key documentation that may be relied up in future years – indefinitely. Regular contract / financia
6 years

a) Regular claims – 6 years. Child- until 21st birthday. Developing illness – 50 years.

b) 6 years

c) 6 years

d) 6 years

e) 6 years

6 years

PERMANENT

PERMANENT

PERMANENT

PERMANENT

2 years after administrative period is concluded

2 years after the conclusion of the financial transaction that the record supports

2 years after the conclusion of the financial transaction that the record supports

6 years after the conclusion of the financial transaction that the record supports

PERMANENT
7 years
PERMANENT
RIPA Forms - 5 years Case Files (including recordings 7 yrs from last action
7 Years after case closed
2 yrs. after contract has expired
2 yrs. after contract has expired
2 yrs. after contract has expired
7 Years
6 years from date of transaction
2 yrs. after contract has expired
7 Years
Subject to regular Archiving
Indefinite
Life of Contract + 7 Years
6 years after agreement expires or is terminated (see 4.3 refers -Retention Guidelines v4)
7 years
7 years
7 years
7 years
7 years
7 years
5 years
Guidance books only
Permanent
5 Years
Permanent
50 Years
Ordinary contracts - 6 years after the terms of the contract have expired
Keep for reference - no personal details retained in files
Securely disposed of as soon as an officer has responded to the correspondence – Maximum 6 we
Deleted from the server annually -1 year
Kept on the system for a period of two years after case closed and then personal contact informat
Securely disposed of as soon as officer has dealt with application- 24 hours
At present, no retention process in place - TBC
2 years after case is closed
6 years after the conclusion of the financial transaction that the record supports
Contract Life + 7 Years
7 years
AC - 1 year retained only EC - 2 years
3 Years (life of contract)
7 years
Rolling 2 Years
7 years
Permanent
7 Years
Kept for reference – No personal data (5 years)
Kept for reference – No personal data (5 years)
3 Years

3 Years
3 Years
3 Years
3 Years
3 Years
3 Years
3 Years
2 Year
2 Year
Ordinary contracts - 6 years after the terms of the contract have expired
2 years after the terms of the contract have expired
6 years
2yrs +1yr
ongoing or deleted immediately when someone leaves
until 30th September 2021

Action after retention

ed or the date of knowledge

[Redacted]

[Redacted]

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[Redacted]

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Archived for historical purpo
Archived for historical purpo
Archived for scientific purpo
Archived for historical purpo
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Archived in the public interest

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Archived in the public interest

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(if agreed repairs, etc) will be s
ies 6 months after adoption



[Redacted]

Archived in the public interest

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eks

ion and attached letters are

[Redacted]

Destroyed

Comments
Paper and server
Required as part of the contractual obligations between East Herts Council and the Rural Payments Agency
Online platform
Hard copy in locked cabinet and digital copy with restricted access
Legal obligation
Examples include working information relating to payment of invoices. Main financial information will be retained sep
Examples include Food Standards Agency Return, Health and Safety Executive Return, Smoke-free return, ROLHMO Re
This might include reviews associated with service plans, strategies, or audits / monitoring for compliance with codes c
Consultations may have been undertaken as part of a review of corporate plans, strategic plans, business plans, annua
This is mainly to do with agreements between public bodies. This will include Memorandum of Understandings (MoU'
This is intended where a review of actions by the Council is needed and could include reports, complaints or ombudsm
This information would usually be held on the Council's Infreemation system, but copies of the request will also be ret
This will encompass virtually all of the enforcement work undertaken by the department including, requests for service, food, health & safety and housing inspections records.
Charges on properties can often remain for years. The paperwork surrounding the case cannot be deleted until the ch
The Limitation Act 1980 allows for claims within three years of the date on which the injury occurred or the date of kn
The Limitation Act 1980 allows for claims within three years of the date on which the injury occurred or for children, th
This includes agreement to pay loan, details of payments, correspondence relating to grant, grant files, approval letter
This will cover any of our licensing schemes including animal movement notifications, skin piercing, pet shops, street tr
Archive on the server in the appropriate reference folder.
The Limitation Act 1980 allows for claims within three years of the date on which the injury occurred or the date of kn
The Limitation Act 1980 allows for claims within three years of the date on which the injury occurred or the date of kn
Examples include working information relating to payment of invoices and provision of loans to prevent homelessness
Examples include P1E returns
This might include reviews associated with service plans, strategies, or audits / monitoring for compliance with codes c
Consultations may have been undertaken as part of a review of corporate plans, strategic plans, business plans, annua
Examples DSA with Housing Associations, CAB
This is intended where a review of actions by the Council is needed and could include reports, complaints or ombudsm
This information would usually be held on the Council's Infreemation system, but copies of the request will also be ret
Paper files and scanned documents to be deleted and records on LOCATA system to be removed 6 years after rehousing or removal of application from the system.
Includes electronic information held to support processing of HR applications, or performance monitoring on Excel or Word. Electronic documents to have personal/sensitive dated removed/redacted.
Paper files and scanned documents to be deleted and records on LOCATA system to be removed 6 years after notification of decision.
Includes electronic information held to support processing of homeless applications, or performance monitoring on Excel or Word. Electronic documents to have personal/sensitive dated removed/ redacted.

Includes electronic information held to support processing of homeless applications, or performance monitoring on Excel or Word. Electronic documents to have personal/sensitive dated removed/redacted.

Paper files and scanned documents to be deleted and records on LOCATA system to be removed 6 years after notification

Not always advised that applicant has been successfully housed after referral. However after one year a new referral is

Paper files to be destroyed after meeting electronic files to be retained current year plus one year after meeting listing

kept to assess housing need and compliance with current policy /eligibility. Held for financial payments against contr

Planning holds majority of documentation related to planning consent and obligations but Housing service holds some
Legal Service holds all documents.

Paper applications 16/17 and previous in locked cupboard but need to be archived.

Paper records initially then scanned and stored with password protection.

Electronic word document containing members addresses, password protected.

A combination.

If paper records received (e.g. diaries) they are scanned and stored on SafetyNet (electronic web based case management system); or on the O Drive which has restricted access and passwords where needed

Electronic

Electronic on M drive

Electronic

Paper forms kept in locked cupboard

Electronic information in password protected spreadsheet on M drive

Electronic

S:\Licensing&CommunitySafety\SAG

Paper (lever Arch File)

Paper (lever Arch File)

Paper – lever arch

Normal Business. Restricted Internal only

Normal Business. Confidential

Normal Business. Confidential

Normal Business. Internal Only
Normal Business. Internal Only
Normal Business. Internal Only
Normal Business. Internal Only
Normal Business. Confidential Restricted
Normal Business. Confidential
Normal Business. Internal Only
Normal Business. Confidential
Normal Business. Confidential
Normal Business. Internal Only
Normal Business. Internal Only
Permanent
3 years after the date of the last entry (see below for accidents involving chemicals or asbestos) and special provisions
3 years after the date of the last entry (see below for accidents involving chemicals or asbestos) and special provisions
Current + 6 years
3 years after 18th birthday has passed

3 years from the date of the last entry (or, if the accident involves a child/ young adult, then until that person reaches

Statutory. Confidential
Statutory. Confidential
Statutory. Confidential
Statutory. Confidential
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Statutory. Confidential
Statutory. Confidential

Statutory. Public

Statutory. Public
Statutory. Public
Statutory. Confidential
Statutory. Confidential
Statutory. Confidential
Statutory. Confidential
Statutory. Confidential
Statutory. Confidential
Statutory. Confidential

Statutory. Public
Business. Public
Statutory. Public
Statutory. Public

Paper kept for 1 week then details are kept on xpress
Under review - no guidance regarding how long paper forms should be kept
Annual review of consent for all data subjects
Legislative retention (Representation of the People Regulations 2001)
Paper kept for 1 week then details are kept on xpress
Does not contain personal data
Does not contain personal data
Does not contain personal data
Does not contain personal data
Does not contain personal data
DMS and Uniform
DMS and Uniform
Paper, DMS and Uniform
Paper, DMS and IDOX Uniform
Paper, DMS and Uniform
Paper, DMS and Uniform
DMS and Uniform
Paper, DMS and IDOX Uniform
Paper, DMS and IDOX Uniform
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saved on S drive indefinitely with all personal details redacted.
Paper, MS Outlook, and electronic

Paper
Paper and Objective
Electronic Drive
Electronic Drive
Electronic Drive
Electronic Drive/Paper
Electronic Drive / Paper
DMS and IDOX Uniform
DMS and IDOX Uniform
DMS and IDOX Uniform
DMS and IDOX Uniform
DMS and IDOX Uniform
DMS – Electronic Drive
DMS – Electronic Drives
Paper, DMS, Uniform
Paper, DMS, Uniform
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Tascomi/ IDOX Uniform/ Microfilm
Tascomi/ IDOX Uniform/ Microfilm
Tascomi/ IDOX Uniform/ Microfilm
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Procuring officer in the relevant department
Procuring officer in the relevant department
Procuring officer in the relevant department
Procuring officer in the relevant department
Procuring officer in the relevant department
Responsibility of Finance Officer
Responsibility of Finance Officer
Responsibility of Finance Officer
Responsibility of Finance Officer
Responsibility of Property team
Responsibility of Property team
Insurance and Risk Business Advisor
Insurance and Risk Business Advisor

Insurance and Risk Business Advisor
Insurance and Risk Business Advisor
Kept as part of Normal Business
Saved on G'Drive - Bus Development & Support
Kept as part of Normal Business
Mayrise - Abandoned Vehicles
Kept as part of Normal Business
Mayrise - Waste Management
Kept as part of Normal Business
Mayrise - Parks & Open Spaces
Kept as part of Normal Business
General Admin
Kept as part of Normal Business
Abandoned Vehicles
Kept as part of Normal Business
Abandoned Vehicles
Kept as part of Normal Business

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trend analysis
Shared by NHS Digital

Separately on the corporate finance system.
Return, EA returns.

of practice
reports etc
) such as the HSE flexible warrants MoU.
Director's reviews.
aligned on Uniform.

Large is queried at a later date.
Knowledge (if later) of the person injured. Asbestos has a long onset period.
The three year period does not start until the child reaches the age of 18.

s
raders etc.

Knowledge (if later) of the person injured.
Knowledge (if later) of the person injured.
. Main financial information will be retained separately on the corporate finance system.

of practice
reports etc.

Director's reviews.
aligned.

tion of decision.

would be required by provider.

3.

act.

information when agreeing amount and type of social/affordable housing between Registered provider

for children *
for children *

the age of 21). (See below for accidents involving chemicals or asbestos)

.....

s and Developers.

Destroyed

Anonymised

Pseudonymised

Archived in the public interest

Archived for scientific purposes

Archived for historical purposes

Archived for statistical purposes

East Herts Council Report

Overview and Scrutiny Committee

Date of meeting: 8 June 2021

Report by: Tyron Suddes – Information Governance and Data Protection Manager

Report title: East Herts Council Data Breach Policy and procedures

Ward(s) affected: All

Summary – This report presents the revised East Herts Council Data Breach Policy (Appendix A) and its related revised procedural documents, the Data Breach Flowchart (Appendix B), the Staff Data Breach Report Form (Appendix C) and the Data Breach Report template (Appendix D).

The policy updates and replaces the Data Security Breach Management Policy which was approved by LT on 23 May 2018 but not formally adopted.

This committee is asked to consider the draft policy and its related procedural documents, propose any amendments to include prior to consideration by Executive and recommend the policy and its related procedural documents, with any amendments, to Executive for **adoption**.

RECOMMENDATIONS FOR Overview and Scrutiny Committee

- (a) That the Committee considers the Data Breach Policy and its related procedural documents and provides any observations and suggested amendments to the**

Information Governance and Data Protection Manager for inclusion in the final version.

- (b) That the revised Data Breach Policy and its related procedural documents be recommended to Executive for adoption.**

1.0 Proposal(s)

- 1.1. As above

2.0 Background

2.1 Following an audit of the council's information management arrangements, it was identified that although the council had documented its data breach procedures, its Data Breach Policy had not been formally adopted.

2.2 The audit recommended that the policy should be adopted and then communicated to all staff.

3.0 Reason(s)

3.1 The revised policy and procedures ensure that the council has robust and updated breach detection, investigation and internal reporting procedures in place that facilitate decision-making about whether or not to notify the Information Commissioner's Office ("the ICO") or the affected individuals, or both. It also ensures that record is kept of any personal data breaches, regardless of whether notification is required or not so that council is able to demonstrate compliance with the UK GDPR.

3.2 The policy initially sets out what data breaches are and how to recognise them. Initial steps to be taken upon notification of a suspected breach are then laid out, including containing the

breach itself, determining the full particulars of it, working out what needs to be done to resolve and remedy the situation properly and establishing who needs to be notified internally. Officers that need to be notified are determined following a risk assessment of the potential breach. This initial process is recorded in the Staff Data Breach Report Form.

- 3.3 The policy then sets out the steps for a full investigation and assessment of the potential breach by determining who will be affected by the breach and to what degree, how much data is involved, how many data subjects will be affected, the consequences of the breach and more. Additionally, some personal data breaches must be notified to the ICO and to the individual data subjects whose data is involved in the breach. This policy sets out some key considerations to help determine who needs to be notified. The process above is recorded in the Data Breach Report template.
- 3.4 The policy and its related procedures have been drafted to ensure that suspected breaches are contained quickly and reported, if required, within the 72 hour timeframe set out by the Information Commissioner's Office.
- 3.5 The policy and data breach report template ensure that, once the breach itself is resolved and all necessary parties have been notified, steps are taken to prevent similar breaches from occurring in future. It sets out that all data breaches, regardless of risk, are recorded in a data breach log and reported half yearly to Leadership Team and Audit and Governance Committee so that existing practices, procedures, and measures can be evaluated, and changes and improvements implemented if required.
- 3.6 The updated data breach procedure flowchart reflects the contents of the policy in a summary chart of what needs to be done if a breach is suspected.

4.0 Options

- 4.1 Not to adopt this policy and maintain the existing data breach procedures and guidance without an adopted policy document. NOT RECOMMENDED as this would work against audit recommendations and the council's aim to ensure consistently robust data breach reporting procedures and compliance with the UK GDPR.
- 4.2 To consider and recommend this policy to Executive for adoption. RECOMMENDED as a means of ensuring that the council has an up-to-date policy document in place to ensure that data breach best practice is adopted and applied.

5.0 Risks

- 5.1 Failing to notify the Information Commissioner's Office and/or data subjects of a breach when required to do so can result in heavy fines which would have a high impact on the council.
- 5.2 There may be additional reputational implications if the Information Commissioner's Office were to investigate the council following a failure to notify regardless of the final decision.

6.0 Implications/Consultations

Community Safety

No

Data Protection

Yes – The adoption of this policy would ensure that the council has a robust breach reporting process in place to ensure that it is able to detect, and notify relevant parties of breaches, on time and provide and/or record the necessary details where required.

Equalities

No

Environmental Sustainability

No

Financial

No

Health and Safety

No

Human Resources

No

Human Rights

No

Legal

Yes – The Council is under an obligation to ensure it complies with UK data protection law, and the adoption of this policy strengthens the council's compliance with the relevant data protection legislation.

Specific Wards

No

7.0 Background papers, appendices and other relevant material

7.1 Appendix A – DRAFT – East Herts Council Data Breach Policy 2021

7.2 Appendix B – Data Breach Procedure Flowchart – 2021

7.3 Appendix C – Staff Data Breach Report Form – 2021

7.4 Appendix D – Data Breach Report Template - 2021

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East Herts District Council

Data Breach Policy

DRAFT

Document Control

Organisation	East Hertfordshire District Council
Title	Data Breach Policy
Author – name and title	Tyron Suddes, Information Governance and Data Protection Manager
Owner – name and title	Tyron Suddes, Information Governance and Data Protection Manager
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DRAFT

1. Introduction

This Policy sets out the obligations of East Hertfordshire District Council (“the Council”) regarding the handling and reporting of data breaches and personal data breaches in accordance with UK Data Protection Legislation. “Data Protection Legislation”, in this Policy, means all legislation and regulations in force from time to time regulating the use of personal data including, but not limited to, the retained EU law version of the General Data Protection Regulation ((EU) 2016/679) (the “UK GDPR”), as it forms part of the law of England and Wales, Scotland, and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, the Data Protection Act 2018, and any successor legislation.

The UK GDPR defines “Personal Data” as any information relating to an identified or identifiable natural person (a “Data Subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

The UK GDPR defines a “Personal Data Breach” as a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored, or otherwise processed.

The Council is under a duty to report certain types of Personal Data Breach directly to the Information Commissioner’s Office (“ICO”). The Council is also required to inform individual Data Subjects in the case of breaches that present a high risk of adversely affecting their rights and freedoms.

All personal data collected, held, and processed by the council will be handled in accordance with the Council’s Policy for Handling Personal Data.

The Council has in place procedures for the detection, investigation, and reporting of data breaches. This Policy applies to all data breaches (including personal data breaches) within the Council and is designed to assist in both the handling of such breaches and in determining whether or not they must be reported to the ICO and/or to Data Subjects.

The Council’s Information Governance and Data Protection Manager and Information Officer are responsible for overseeing the handling of all data breaches. The Council’s Leadership Team, line managers and Information Governance and Data Protection Manager are responsible for the implementation of this Policy and ensuring that this Policy is adhered to by all staff.

2. Scope of Policy

1.1 This Policy relates to all forms of data (including personal data and sensitive personal data (known as “special category” under the Data Protection Legislation)) collected, held, and processed by the Council.

1.2 This Policy applies to all staff and elected members of the Council, including but not limited to employees, agents, contractors, consultants, temporary staff, casual or agency staff, or other suppliers or data processors working for or on behalf of the Council.

1.3 This Policy applies to all data breaches, whether suspected or confirmed.

2. Data Breaches

2.1 For the purposes of this Policy, a data breach means any event or action (accidental or deliberate) which presents a threat to the security, integrity, confidentiality, or availability of data.

2.2 Incidents to which this Policy applies may include, but not be limited to:

- 2.2.1 the loss or theft of a physical data record;
- 2.2.2 the loss or theft of computer equipment (e.g. laptop), mobile devices (e.g. smartphone or tablet), portable data storage devices (e.g. USB drive), or other data storage devices;
- 2.2.3 equipment failure;
- 2.2.4 unauthorised access to, use of, or modification of data (or inadequate access controls allowing unauthorised access, use, or modification);
- 2.2.5 unauthorised disclosure of data;
- 2.2.6 human error (e.g. sending data to the wrong recipient);
- 2.2.7 unforeseen circumstances such as fire or flood;
- 2.2.8 hacking, phishing, and other 'blagging' offences whereby information is obtained by deception;

3. Internal Reporting

3.1 If a data breach is discovered or suspected, members of staff should immediately notify their line manager and complete a Staff Data Breach Report Form (available on the Council's intranet) and send the completed form to the Council's Information Officer and/or Information Governance and Data Protection Manager. If considered necessary due to the nature of the breach, it should be reported to IT Services via the ICT Help Desk (ext. 2249).

3.2 Members should complete a Staff Data Breach Report form and send the completed form to the Council's Information Officer and/or Information Governance and Data Protection Manager and if considered necessary, IT should be notified.

3.3 A completed Staff Data Breach Report Form should include full and accurate details about the incident including, but not limited to (where applicable):

- 3.3.1 the time and date the breach was discovered;

- 3.3.2 the type(s) of data involved;
- 3.3.3 where the breach involves personal data, the categories(s) of data subject to which the personal data relates (e.g. customers, employees etc.);
- 3.3.4 whether or not any sensitive personal data is involved;
- 3.3.5 how many Data Subjects are likely to be affected (if known);
- 3.3.6 details of what may have caused the breach;
- 3.3.7 details of any immediate actions taken to reduce the impact of the breach.

3.4 If a data breach occurs or is discovered outside of normal working hours, it should be reported as soon as is reasonably practicable to keep within the **72 hour limit** imposed by Data Protection Legislation. Staff should keep in mind that some time may be needed to minimise the effect of the potential data breach.

3.5 Unless and until instructed to by the Information Governance and Data Protection Manager or a Head of Service, no further action should be taken with respect to a data breach. In particular, individual members of staff should not take it upon themselves to notify affected Data Subjects, the ICO, or any other individuals or organisations.

4. Initial Management and Recording

4.1 Upon receipt of a Staff Data Breach Report Form (or upon being notified of a data breach in any other way), the Information Governance and Data Protection Manager and/or Information Officer and relevant member(s) of staff and/or their line manager shall begin by determining whether the data breach is still occurring. If this is the case, appropriate steps shall be taken immediately to minimise the effects of the data breach and to stop it.

4.2 Having established the above, the following steps shall then be taken by the parties mentioned in 5.1 above with respect to the data breach:

- 4.2.1 undertake an initial assessment of the data breach, liaising with the relevant staff and departments where appropriate, to establish the likelihood and severity of the data breach. This is will be determined on a case by case basis and may include, but is not limited to, consideration of the number of Data Subjects and sensitivity of personal data involved;
- 4.2.2 With assistance from IT if required, contain the data breach and, to the extent reasonably practicable, recover, amend, or restrict the availability of (e.g. by changing or revoking access permissions or by temporarily making the data unavailable electronically) the affected data;

- 4.2.3 determine whether anything further can be done to recover the data and/or other losses, and to limit the damage caused by the breach;
- 4.2.4 establish who needs to be notified initially (including, if physical records or equipment have been lost or stolen, the police) as part of the initial containment;
- 4.2.5 determine, in liaison with the relevant staff and departments, the best course of action to resolve and remedy the data breach; and
- 4.2.6 record the breach and the initial steps taken above in the Council's Data Breach Log.
- 4.2.7 Having completed the initial steps described above, the Information Governance and Data Protection Manager and/or Information Officer and relevant member(s) of staff and/or line manager shall proceed with investigating and assessing the data breach as described in Part 5, below.

5. Investigation and Assessment

5.1 The Information Governance and Data Protection Manager and/or Information Officer and relevant member(s) of staff and/or line manager shall begin an investigation of a data breach as soon as is reasonably possible after receiving a Staff Data Breach Report Form (or being notified in any other way) and, in any event, within **24 hours** of the data breach being discovered and/or reported.

5.2 Investigations and assessments may take the following into account:

- 5.2.1 the type(s) of data involved (and, in particular, whether the data is personal data or sensitive personal data);
- 5.2.2 the sensitivity of the data (both commercially and personally);
- 5.2.3 what the data breach involved;
- 5.2.4 what organisational and technical measures were in place to protect the data;
- 5.2.5 what might be done with the data as a result of a breach (including unlawful or otherwise inappropriate misuse);
- 5.2.6 where personal data is involved, what that personal data could tell a third party about the Data Subjects to whom the data relates;
- 5.2.7 the category or categories of data subject to whom any personal data relates;
- 5.2.8 the number of Data Subjects (or approximate number if calculating an exact number is not reasonably practicable) likely to be affected by the data breach;
- 5.2.9 the potential effects on the Data Subjects involved;

5.2.10 the potential consequences for the Council;

5.2.11 the broader consequences of the data breach, both for Data Subjects and for the Council;

5.3 The results of the investigation and assessment described above must be recorded in a Data Breach Report and a summary noted in the Council's Data Breach Log.

5.4 Having completed the investigation and assessment described above, the Information Governance and Data Protection Manager and/or Information Officer in liaison with the relevant member(s) of staff and/or line manager, shall determine the parties to be notified of the breach as described in Part 6, below.

6. Notification

6.1 If not already aware, the Head of Service of the affected service area shall be made aware of all data breaches regardless of the level of risk.

6.2 The Information Governance and Data Protection Manager and/or Information Officer in liaison with the relevant member of staff and/or line manager shall determine whether to notify one or more of the following parties of the breach:

6.2.1 Senior Information Risk Officer (SIRO);

6.2.2 Deputy Chief Executive and/or Chief Executive

6.2.3 affected Data Subjects;

6.2.4 the ICO;

6.2.5 the police;

6.2.6 affected third parties;

6.2.7 IT (if not already notified).

6.3 When considering whether to notify the SIRO, Deputy Chief Executive, Chief Executive or affected third parties, the nature of the breach and the severity of the impact it may have on Data Subjects should be taken into account. All data breaches deemed medium to high risk should immediately be brought to the attention of these parties. The Council's Leadership Team and Audit and Governance Committee will be made aware of all data breaches regardless of risk level on a half yearly basis through a data breach summary report.

6.4 When considering whether (and how) to notify individual Data Subjects in the event of a personal data breach, the following should be considered:

- 6.4.1 the likelihood that Data Subjects' rights and freedoms as set out in the Data Protection Legislation (and the Council's Policy for Handling Personal Data) will be adversely affected;
 - 6.4.2 whether there is a legal or contractual requirement to notify;
 - 6.4.3 whether measures in place to protect the affected personal data (e.g. pseudonymisation or encryption) have been applied, thereby rendering the data unusable to any unauthorised parties;
 - 6.4.4 whether measures have been taken following the data breach that will ensure that a high risk to the rights and freedoms of affected Data Subjects is no longer likely to occur;
 - 6.4.5 the benefits to Data Subjects' of being notified (e.g. giving them the opportunity to mitigate the risks posed by the data breach);
 - 6.4.6 whether notifying individuals will involve disproportionate effort (in which case a public communication or other widely available notice may suffice, provided that affected Data Subjects will still be informed effectively);
 - 6.4.7 the best way of notifying Data Subjects, taking into account the urgency of the situation and the security of the possible methods;
 - 6.4.8 any special considerations applicable to certain categories of data subject (e.g. children or vulnerable people);
 - 6.4.9 the information that should be provided to affected Data Subjects;
 - 6.4.10 how to make it easy for affected Data Subjects to contact the Council to find out more about the data breach;
 - 6.4.11 further assistance that the Council should provide to the affected Data Subjects, where appropriate;
 - 6.4.12 the risks of over-notifying – not all data breaches require notification and excessive notification may result in disproportionate work and numbers of enquiries from individuals;
- 6.5 When individual Data Subjects are to be informed of a data breach, those individuals must be informed of the breach without undue delay. Individuals shall be provided with the following information:
- 6.5.1 a user-friendly description of the data breach, including how and when it occurred, the personal data involved, and the likely consequences;
 - 6.5.2 clear and specific advice, where relevant, on the steps individuals can take to protect themselves;
 - 6.5.3 a description of the measures taken (or proposed to be taken) to address the data breach including, where relevant, measures taken to mitigate any possible adverse effects;

- 6.5.4 contact details for Information Governance and Data Protection Manager and relevant member(s) of staff from whom affected individuals can obtain further information about the data breach.
- 6.6 When considering whether (and how) to notify the ICO of a data breach, the following should be considered:
- 6.6.1 the risk and potential harm to Data Subjects, their rights, and freedoms – harm can include (but is not limited to) financial harm, physical harm, loss of control over personal data, discrimination, identity theft or fraud, damage to reputation, and emotional distress;
 - 6.6.2 the volume of personal data involved – the ICO should be notified if a large volume of data is involved and there is a real risk of Data Subjects suffering harm as a result, however it may also be appropriate to notify the ICO if a smaller amount of high-risk data is involved;
 - 6.6.3 the sensitivity of the data involved – the more sensitive the personal data is, the less the volume of it is relevant and if the data breach presents a significant risk of Data Subjects suffering substantial detriment or distress, the ICO should be notified.
- 6.7 If the ICO is to be notified of a data breach, this must be done within **72 hours** of becoming aware of the breach, where feasible. This time limit applies even if complete details of the data breach are not yet available. The ICO must be provided with the following information:
- 6.7.1 the category or categories and the approximate number of data subject whose personal data is affected by the data breach;
 - 6.7.2 the category or categories and the approximate number of personal data records involved;
 - 6.7.3 the name and contact details of the Information Governance and Data Protection Manager from which the ICO can obtain further information about the data breach;
 - 6.7.4 a description of the likely consequences of the data breach; and
 - 6.7.5 a description of the measures taken (or proposed to be taken) to address the data breach including, where relevant, measures taken to mitigate any possible adverse effects.
- 6.8 The police may have been contacted at an earlier point in the data breach procedure (see 4.2), however further investigation may reveal that the data breach resulted from a criminal act, in which case the police should be further informed.
- 6.9 Records must be kept of all data breaches, regardless of whether notification is required. The decision-making process surrounding notification should be documented and recorded in a Data Breach Report and a summary noted in the Data Breach Log.

7. Evaluation and Response

7.1 When the steps set out above have been completed, the data breach has been contained, and all necessary parties notified, the Information Governance and Data Protection Manager and/or Information Officer and/or relevant member(s) of staff, their line manager and, if required, the relevant Head of Service shall conduct a complete review of the causes of the data breach, the effectiveness of the measures taken in response, and whether any systems, policies, or procedures can be changed to prevent data breaches from occurring in the future. Additionally, where breaches have not been escalated, these will be reported via the half yearly meetings as mentioned in paragraph 6.3 above in order to determine if improvement is required. Any recommendations and/or actions made through a review, if applicable, will be shared with all council staff as soon as possible.

7.2 Such reviews shall, in particular, consider the following with respect to data (and in particular, personal data) collected, held, and processed by the Council:

- 7.2.1 where and how data is held and stored;
- 7.2.2 the current organisational and technical security measures in place to protect data and the risks and possible weaknesses of those measures;
- 7.2.3 the methods of data transmission for both physical and electronic data and whether or not such methods are secure;
- 7.2.4 the level of data sharing that takes place and whether or not that level is necessary;
- 7.2.5 whether any data protection impact assessments need to be conducted or updated;
- 7.2.6 staff awareness and training concerning data protection;

7.3 Where possible improvements and/or other changes are identified, the Information Governance and Data Protection Manager shall liaise with the relevant member(s) of staff, their line manager and, if required, the relevant Head of Service with respect to the implementation of such improvements and/or changes.

7.4 Any actions taken against an employee found to be responsible for a confirmed data breach shall be in line with the Council's Disciplinary Policy and should be treated as a general misconduct breach of the Council's Code of Conduct.

DATA BREACH REPORTING PROCEDURE

(SEE DATA BREACH POLICY FOR DETAIL)

Actual or suspected Data breach identified by Officer(s)

Notify Line Manager and IT (f required) and complete Staff Data Breach Report Form (SDBF)

Officer(s)/Line Manager sends SDBF to and notifies Information Governance and Data Protection Manager and/or FOI Officer

Information Governance and Data Protection Manager and/or FOI Officer and officer(s) and/or Line Manager determine if data breach is occurring. If so, put in place steps to minimise effects and stop breach

If breach is low risk, Information Governance and Data Protection Manager and/or Information officer and officer(s) and/or Line Manager to complete final data breach report and include details in breach log

Information Governance and Data Protection Manager and/or FOI Officer and officer(s) and/or Line Manager to determine which parties need to be notified

Information Governance and Data Protection Manager and/or FOI Officer and officer(s) and/or Line Manager to begin investigation of breach within 24 hours of notification using a Data Breach Report Form

If breach is medium-high risk then notify:

Senior Information Risk Officer
Head of Service
Deputy Chief Exec/Chief Exec
The Police(if required)
Affected Third Parties

If breach is deemed high risk then ICO and/or data subjects to be notified within 72 hours. ICO breach form to be completed for ICO notification

Information Governance and Data Protection Manager and/or FOI Officer and officer(s) and/or Line Manager and Head of Service (if required) to evaluate response using Data Breach Report Form

All data breaches reported to:
Leadership team – half yearly
Audit and Governance Committee – half yearly

Information Governance and Data Protection Manager and Line Manger, officer(s) and Head of Service (where required) to ensure improvements are implemented

Final breach report (including possible improvements) circulated with informed parties (ICO and Date Subjects if required)

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Please fill in and send this form as soon as possible after being notified of a data breach

Staff Data Breach Report Form (to be updated onto the intranet)

Name of staff member reporting breach:

Today's date:

Date that breach was reported to East Herts:

Service Area:

Has ICT been notified (if required)?

Has your line manager been notified?

Please give details of the breach including:

- *The type(s) and/or categories of data involved*
- *Whether sensitive personal data is involved*
- *How many people are likely to be affected (if known)*

Please give details of what may have caused the breach (if known):

Please give details of any immediate actions that have been taken to reduce the impact of the breach:

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Data Breach Report

Date of Breach:

Date breach notified to Information Governance and Data Protection Manager (DPO) and/or Information Officer:

Investigating Officer:

Notified to Line Manager/Head of Service/Deputy Chief Executive/Chief Executive:

Details of breach (use staff breach report form):

Who Notified East Herts of breach:

Details of Investigation undertaken (consider the points below):

- *Sensitivity of data (both commercially and personally)*
- *What organisational and technical measures were in place?*
- *What might be done with the data as a result of the breach?*
- *What could the personal data tell a third party about the person(s)?*
- *Potential effects on the data subject*
- *Potential consequences for the council*
- *Broader consequences of the breach (both for the person(s) and the council)*

Did a breach occur and if so, what was the severity?

Was the breach reported to the ICO, if so, on what date?

Were the Police informed?

Were the Data Subjects informed?

Were any other parties informed?

What corrective action(s) were considered/taken (consider the points below)?

- *Where and how data is held and stored*
- *Current organisational and technical security measures and possible weaknesses of these*
- *Methods and security of data transmission of data*
- *Level of data sharing and whether or not it is necessary*
- *Whether any data protection impact assessments need to be conducted or reviewed*
- *Staff awareness and training*

Date report circulated with Line Manager/Head of Service/Deputy Chief Executive/Chief Executive:

East Herts Council Report

Overview and Scrutiny Committee

Date of meeting: 8 June 2021

Report by: Councillor Linda Haysey – Leader of the Council

Report title: Draft Equalities, Diversity and Inclusion Strategy

Ward(s) affected: All

Summary – A new draft strategy for Equalities, Diversity and Inclusion has been developed which will be proposed for adoption by Full Council on 28th July.

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE

a) To review the draft strategy and comment before further consultation and engagement takes place

1.0 Proposal(s)

1.1 Committee Members review the draft strategy and provide comments before formal consultation with key partners is undertaken in June and it is considered by Executive on 6th July before being proposed for adoption by Council on 28th July

2.0 Background

2.1 East Herts Council entered into a shared service with Hertfordshire County Council to provide Equalities and Diversity support in November 2020. This equates to 2 days per week of time from the Joint Equalities and Diversity Officer. The first task of this officer has been to lead on the overall process for refreshing the East Herts

strategy for Equalities, Diversity and Inclusion. The process to date has been as follows:

- A self-assessment of East Herts Council approach to equalities using the Local Government Association's Equality Framework (November 2020 – January 2021)
- Workshops and discussion with East Herts Council's Leadership Team and Senior Manager's Forum (January 2021)
- Initial engagement with key partners including Hertfordshire County Council, Broxbourne and East Herts Council for Voluntary Services, the Citizens Advice Service, GATE, Herts for Learning, (February – present)
- Discussion with Executive Members (March 2021)
- A briefing and discussion for East Herts Members (May 2021)

2.2 The result of this work is a draft strategy, setting out the issues and challenges which is attached at Appendix A.

2.3 Work to date on developing the strategy has been through informal consultation and engagement with key stakeholders. During the month of June, and following the views of Overview and Scrutiny Members, we will undertake formal consultation with partners listed above and other key stakeholders including CDA Herts, Dementia Friendly Action Group, Age Concern, LGBT representatives. In addition a number of East Herts Councillors have offered to share the draft strategy with contacts from different communities in our district and this will be an invaluable part of the engagement process.

2.4 The draft strategy will also be made available for public comment and consultation however we do not anticipate a large response through this general approach. Targeted consultation with specific groups and communities as outlined in (1.3) is more likely to result in meaningful feedback and engagement.

2.5 The draft strategy will be shared with Executive on the 6th July before being proposed for adoption at Full Council on 28th July.

3.0 Reason(s)

3.1 The Council's current equalities strategy is in urgent need of refresh

4.0 Options

4.1 Alternative option is to not have an equalities strategy

5.0 Risks

5.1 The strategy mitigates risks of the Council not complying with requirements of the Equalities Act 2010

6.0 Implications/Consultations

6.1 Focused consultation will be undertaken in June

Community Safety

No

Data Protection

No

Equalities

Yes – strategy will promote a stronger approach to equalities across the organisation

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

7.1 Appendix A: Draft Strategy

Contact Member

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East and Equal

Strategy for Equalities, Diversity and Inclusion

East and Equal

Why do we need an Equality and Diversity Strategy?

The council has a public sector equality duty to care for all our residents for legal and ethical reasons. This is stipulated under the requirements of the Equality Act 2010. However, our duty is more than a legal one. Global events over the past 18 months have highlighted the need for East Herts to have a focused vision and set of actions to address equalities' challenges.

Health inequalities have been reported and recognised as a result of the COVID-19 pandemic and a spotlight has been shone on race and ethnicity within our BAME communities as a result of the Black Lives Matter movement. These events have highlighted how we as an organisation need to understand the challenges some of our communities face.

A new strategy will enable us to identify some of the challenges specific to East Herts and how we as a District Council can work collaboratively with a focused vision to address them.

What are the demographics in East Herts?



RURAL OUTPUT AREAS

29.2% of Output Areas in East Herts are Rural in East Herts. Our leafy districts are picturesque, but often residents can feel isolated and struggle to access services, transport and broadband.



AGEING POPULATION

In East Hertfordshire, statistics show that there is a projected percentage change in residents aged 65 plus, up until 2040 of 72.2%. Age is one of the 9 protected characteristics of the Equality Act 2010.



EU NATIONALS

7,180 people living in the district applied for Settled Status. The highest countries of origin were Poland (1,200), Italy (1080) and Romania (1,030)



DISABILITY BENEFITS

11.1% of East Hertfordshire's working age population claims disability benefits. Disability is one of the 9 protected characteristics of the Equality Act 2010.



RACE & ETHNICITY

The white British population is the largest ethnic group in East Herts

Nearly 1,400 residents in East Hertfordshire have Dementia. The Director of Public Health



LGBTQ+

An estimated 6% of our population are Lesbian, Gay, Bisexual, Transgender or Questioning their sexual identity. Sexuality is one of the 9 protected characteristics of the Equality Act 2010.;



DEMENTIA

Nearly 1,400 residents in East Hertfordshire have Dementia. The Director of Public Health for Hertfordshire County Council has recognized that the current pandemic has led to an increased need to focus on issues relating to mental health and wellbeing.

What process did we follow?



What is 'East and Equal'?

Our strategy branded 'East and Equal' has simplified the aspirations we want for East Herts within the next 5 years.

Our Equality and Diversity Officer, who also works for Hertfordshire County Council curated this piece of work, drawing inspiration from both the Hertfordshire County Council Equality Strategy and the East Herts District Council Cultural Strategy.

It combines the Local Government Authority's Framework and the aspirations within the East Herts Corporate SEED plan:

Sustainability at the heart of everything we do
Enabling our communities
Encouraging economic growth
Digital by design

And uses these aims to create our East and Equal three Rs of 'Respond, Relate, Reach Out'.

Respond

'Responsive Services and Customer Care'

'Enable Economic Growth'

Relate

'Leadership and Organisational Commitment'

'Diverse and Engaged Workforce'

Reach out

'Understanding and working with your communities'

'Enabling our communities'



RESPOND

This value is a combination of the Equality Framework for Local Government criteria ‘Responsive Services and Customer Care’ with our Corporate SEED plan pledge to ‘Enable Economic Growth’

What are the Issues?

- We have data and information about our communities but not all of it is up to date. The joint working with Hertfordshire County Council and Public Health regarding the COVID-19 pandemic has provided much needed insight about communities and individuals, however we do need to share and collaborate much more to receive a more accurate picture of our communities.
- In terms of consultation and engagement there have been specific examples of focused work such as engaging with young people over proposals in the District Plan. However, we have struggled to make sure a diverse range of voices are heard in the district. We need to be pro-actively engaging with different demographics when undertaking consultation.
- The grading within the LGA Framework found that our quality of Equality Impact Assessments and the approach taken towards needs development. Their visibility on places such as the website and intranet needs improving, because it is currently difficult to see how they are being embedded into the decision making processes in the council. Furthermore, they are a crucial part of understanding how our services need to be changed and adjusted to ensure fair access and to minimise any discrimination..

What are the Priorities?

- Improve the methods through which we gather, analyse and store data to inform decision making
- Strengthen our Equality Impact Assessment process and their role in decision making

What Actions do we need to take?

- Conduct an internal staff survey to assess current understanding, uptake and content of Equality Impact Assessments.
- Use the data to forecast trends between the perceived impact on protected characteristics and different services to create a bank of Equality Impact Assessments and use these to produce workshops and training where needed.
- Ensure Equality and Diversity Officer supports staff, provide constructive challenge and act as a central point of expertise and advice between councillors and the council]
- Develop a Staff Network which champions Diversity, identifying where there is a need for it from the data

RELATE

This value is a combination of the EFLG criteria ‘Leadership and organisational commitment’, which looks at how our senior members and executives can embed Equality initiatives within East Herts District Council, and aspires to achieve a ‘Diverse and Engaged Workforce’. Due to the nature of our increasingly digital world as a result of the COVID-19 pandemic, this strategy aims to ensure our ‘Relate’ phase is Digital by Design in accordance with our corporate SEED plan. The Relate phase takes the data that we have gathered and looks inwardly, and takes on a workforce theme. It aspires to use integrity by practising our values amongst our own staff and leadership, to make sure we can accurately and fairly relate to our communities.

What are the Issues?

- The existing Annual Equalities Report produces demographics which includes actions on how we can improve recruitment to attract candidates from wider fields as well as other issues. We need to build on this to take the work insight further.
-
- Having undertaken a self assessment of the organisation against the Equalities Framework for Local Government, East Herts does take steps to ensure its services are accessible to all. These steps include work completed on making the website accessible, using plain text in social media posts and offering text services instead of phones for those who are hard of hearing. However we need to ensure we are making all reasonable adjustments and the the profile of this work could be raised both within the council and externally amongst residents, to show how relatable we are as local government.
- A recent staff survey indicated staff feel equalities issues are well understood across the council and very few employees face discrimination. In previous years, a staff network would meet to discuss equalities issues, however it has been disbanded for quite some time which means we are unable to take this dialogue further

What are the Priorities?

- Maximise joint working with Hertfordshire County Council
- Create a East Herts internal dialogue on Equality and Diversity
- Improve self-awareness on equalities issues in the district, such as those on race, ethnicity, disability and age

What Actions do we need to take?

- Reconvene the staff network on equalities, with a clear Terms of Reference, which offers guidance and challenge on Equality Impact Assessments
- Involve East Herts District Council staff in the BAME Network for Hertfordshire County Council and where necessary, make use of the Equality and Diversity Officer's ties to the Resources within Hertfordshire County Council. Ensure that the 'Ethnic Minority' part of the Committee is representative of East Herts' Eastern European and Gypsy, Roma & Traveller Community
- Undertake an Ethnicity Pay Gap report to acknowledge the influence of Gender Pay Gap Regulations under the Equality Act 2010
- Undertake bespoke training on unconscious bias and providing safe spaces, with Member support
- Undertake a mystery shop on our services to see how we respond to equalities issues and making reasonable adjustments

REACH OUT

The ‘Reach Out’ element of ‘East and Equal’ acknowledges the widespread inequalities highlighted by the COVID-19 pandemic. This value aspires to access the economically underprivileged, those suffering from health inequalities and also address the needs of the LGBT+ community. The emphasis is on the ‘whole’ community, demonstrating our commitment to inclusion. This uses ‘Understanding and working with your communities’ from EFLG and fuses it with the Corporate SEED ambition of ‘enabling our communities.’

This value is a combination of the Equality Framework for Local Government criteria ‘Understanding and working with your communities’ and ‘Enabling our communities’ within our Corporate SEED plan pledge.

What are the Issues?

Some of our staff and residents feel East Herts needs to have a higher profile on equalities issues generally. Although we have been heavily involved in the countywide Covid response work, there is a recognition of the fact that East Herts needs to publicise the work done, so as to access and therefore enable communities.

We know there have been particular tensions between the Gypsy, Roma and Traveller Community and the housed community regarding planning issues. Whilst not easily resolved, we need to consider how these tensions can be addressed.

What are the Priorities?

- We need to champion, and be seen to champion equality and diversity in a way that gives our residents’ confidence we take the issues seriously
- We need to Support and collaborate with the County Council on the BAME action plan and post Covid recovery plans

What Actions do we Need to take?

- Create and follow an East Herts Calendar of Events designed to engage with the public to celebrate and acknowledge the protected characteristics :
 - August 2021: International Day of Remembrance of the Slave Trade and its Abolition
 - October 2021: Mental Health Awareness Day
 - January 2022: Holocaust Memorial Day
 - February 2022 LGBT+ Awareness Month

- March 2022: International Women's Day
- Within the East Herts Calendar of Events engage with the public to celebrate and acknowledge the identity of East Herts:
 - April 2022: World Health Day (with an emphasis on Neurodiversity and Autism)
 - May 2022: Mental Health Awareness week (with emphasis on Dementia)
 - June 2022: **Carer's Week & World Refugee Day**
 - July 2022: Southern Maltings July Festival in Ware
 - November 2022: Remembrance Day
- Collaboration between the BAME Network and GATE on raising awareness of Gypsy, Roma and Traveller Community
- Support healthy engagement on health and vaccinations and in-person dialogue with caravan sites

East Herts Council Report Template

Overview and Scrutiny Committee

Date of Meeting: 8 June 2021

Report by: Linda Haysey, Leader of the Council

Report title: Annual Plan for 2020/21 and Refreshed Corporate Plan for 2021/22

Ward(s) affected: All

Summary

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE

- a) **That Committee Members review and comment on the refreshed Corporate Plan before it is proposed to Council by the Executive**

1.0 Proposal(s)

- 1.1 Overview and Scrutiny Committee Members are invited to review progress on the corporate plan to date and comment on refreshed priorities for 2021/22 onwards

2.0 Background

- 2.1 The Corporate Plan, *East Herts, A Place to Grow* and the four 'SEED' themes were adopted by Council on 29th January 2020. The Plan sets the strategic direction and priorities for the Council from 2020/21 – 2023/24.
- 2.2 One year into the plan is a good time to review achievements thus far (the Annual Report) and adjust any priorities and actions going forward (the refreshed Corporate Plan).

2.3 The Annual Report is a summary of achievements in 2020/21 against the 4 SEED themes and consists of the following:

- A one page summary of highlights (**Appendix A**)
- A short animated video of highlights (to be shown at the meeting)
- A detailed spreadsheet showing progress against each of the actions (**Appendix B**)
- A detailed spreadsheet showing data against each of the performance measures (**Appendix C**)

2.4 At the time of adopting the Corporate Plan the UK had not felt the impact of the Covid-19 pandemic which has since become a major focus of activity at a local, district, county and national level. This year's refresh of priorities has therefore been a more substantial process, accommodating various additional actions as well as keeping a focus on original priorities and consists of the following:

- A 'one page plan' for each of the 4 SEED themes – summarising the challenges faced and the updated high level priorities (**Appendix D**)
- A detailed spreadsheet showing all the actions and indicators under each theme with a summary of any changes made since last year (**Appendix E**). Please note the "Sustainability at the heart of everything we do theme is in a different format to the other themes as a separate report will be shared with Committee on 8th June.

2.5 The refreshed corporate plan will be proposed for adoption at Full Council on 28th July, following comments from Overview and Scrutiny. Once agreed, the priorities and actions in the corporate plan will be built into service, team and individual performance plans to ensure that all officers are clear how their work is directed towards achieving Council objectives.

3.0 Reason(s)

3.1 To seek Overview and Scrutiny views on the new Corporate Plan.

4.0 Options

4.1 The new Corporate Plan priorities have been developed by Executive Members with support and advice from officers on deliverability, risks and financial implications. No alternatives are currently being considered, as to do so would disregard the development process which has been undertaken.

5.0 Risks

5.1 There is no legal requirement for councils to develop a corporate plan, however, should the Council fail to refresh it's Corporate Plan there may be a risk that resources are not directed towards achieving key priorities.

5.2 The impact of these risks would be moderate, however the likelihood would be high should further measures against stopping the spread of Covid be announced.

6.0 Implications/Consultations

6.1 The new Corporate Plan priorities will guide the organisation's work over the coming years. They will be reviewed on an annual basis and agreed at Council.

Community Safety

Actions regarding community safety are captured within the refreshed Corporate Plan (See Enabling Communities theme)

Data Protection

No

Equalities

Actions regarding equalities are captured within the Corporate Plan (see Enabling Communities theme)

Environmental Sustainability

Actions regarding sustainability are captured within the Corporate Plan (see Sustainability at the Heart of Everything We Do theme)

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: A one page summary of highlights

Appendix B: A detailed spreadsheet showing progress against each of the actions

Appendix C: A detailed spreadsheet showing data against each of the performance measures

Appendix D: A 'one page plan' for each of the 4 SEED themes – summarising the challenges faced and the updated high level priorities

Appendix E: A detailed spreadsheet showing all the actions and indicators under each theme with a summary of any changes made since last year

Contact Member

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Corporate Priorities:

Sustainability at the heart of everything we do:

- Adopted the sustainability Supplementary planning document
- Leading a food waste reduction communications campaign



Enabling Communities:

- Continued to work on delivering the new Grange Paddocks Leisure Centre
- Worked with community groups to design new play areas (such as Hartham Common Wild Play)



Encouraging economic growth:

- Launched a 3 year business support project for those in the bio-science, airport MRO and social enterprise sectors
- Undertook a 'Shop safe, shop local' campaign to encourage people to buy online from local retailers



Digital by design:

- Continued to support development of Harlow and Gilston Garden Town
- Trialled webchat as a tool for customers whilst our receptions were forced to close



Introduction from Linda Haysey, Leader of the Council

2021-21 has been one of the most challenging in my time as a Council Leader. Responding to Covid-19 has had a massive impact on people's lives across the world and whilst there are some things we may have chosen to do differently with hindsight, I have been hugely impressed with the ability of our partners, from the NHS to the police, our Councillors and our staff to work together in addressing the most significant challenge we have faced in a generation.


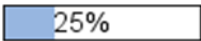



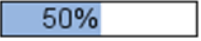

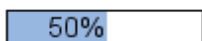




As well as playing our part in county, national and global efforts to address Covid we have still managed to deliver much of our core business, continuing to serve our local residents and undertake our community leadership role. This paper highlights some of our achievements over the past 12 months.




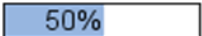
Cllr Linda Haysey
Leader







Playing our part in the fight against Covid-19:






- Staff contacted almost 1000 people in the district, known to GPs and classed as vulnerable but whom hadn't yet made contact with the county council or NHS to discuss any support they might need
- Over 500 wellbeing checks made through referrals from social prescribing project
- Hertford Theatre set up as a vaccination centre
- £29.9m given out in grants to 2381 businesses






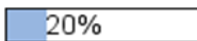


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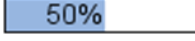

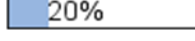

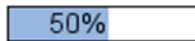
Action code and title	Expected Outcome	Progress Bar	Latest update
Sustainability at the Heart of Everything We Do			
S CSP Creation of East Herts awards scheme to encourage local organisations to implement sustainable activities			Several options identified in terms of running an award ceremony including setting up our own panel and judging or taking part in wider award ceremonies (eg. BS Independent Community Awards). This would require a budget however to cover costs. Business case being prepared however proposals for growth unlikely to fit easily into the MTFP.
S CSP Implement a smart approach to publicity			Undertaking an 'all-channels' approach (web, social and events) to communicate climate change and sustainability messages across the district to enable engagement, progress sharing, information exchange and behaviour change.
S OPS Maximise environmental sustainability efforts through upgrade of Hertford Theatre			The Hertford Theatre project is aiming for BREEAM excellence.
S CSP Work with Bishop's Stortford BID and other business groups to promote sustainability			Continued joint working on sustainability initiatives with The BID and business groups. This includes business recycling schemes, potential electric scooter scheme in Stortford. This action has been severely affected by Covid19 and will be going forward.
S HH Audit of council's vehicles			Range of options for van fleet procurement being explored. EV trial pending possibilities once lockdown is lifted.
S HH Determine the feasibility of becoming a white label supplier of renewable energy			Awaiting next steps advice from Scheme lead still awaited expected end September. Need to allocate staff time to achieve match fund element from end September.



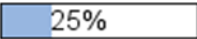




<p>S HH Draw up carbon assessment tool to be used to assess all council projects</p>			<p>Completed</p>
<p>S HH Establish and run a multi-agency/stakeholder Environmental and Climate Change Forum</p>			<p>Meeting held via Zoom on 21 September. Main topic for discussion was Env Sust SPD to link with formal consultation period Sept/Oct 2020, plus initial high level presentation on Climate Action Plan and also update on cross Hertfordshire working.</p>







S HH Hold a Schools Climate Conference		<input type="text" value="0%"/>	On Hold at current time due to COVID19
S HH Identify benefits of green walls		<input type="text" value="100%"/>	Completed and included in draft SPD. Opportunity to identify possible EHC exemplar sites for green walls
S HH Identify options for Millstream to build to a higher energy efficiency standard		<input type="text" value="0%"/>	This is dependent on the council requesting Millstream to cost up development to a higher standard. Millstream will seek the council's views on this when work commences on the Watton-at-Stone scheme in quarter 3
S HH Install rapid e-chargers in support of move to more e-taxis		<input type="text" value="30%"/>	Our partner, Electric Blue (EB) is leading this scheme and linked to ERDF grant scheme obtained by EB.
S HH Provide and promote energy efficiency grants/support		<input type="text" value="50%"/>	Three installs completed. Potential 29 in pipeline with home surveys just restarting following halt due to Covid19.
S HH Run EV roadshows and demonstrations		<input type="text" value="10%"/>	B/S event not achievable for 2020 due to ongoing Covid 19 restrictions. Moving to early Spring 2021 with date to be confirmed by local group leading on the Eco Festival and which this is part of. Hertford Arts Hub have expressed interest in looking at running similar Hertford event also in 2021.
S HH Run two climate change film festivals (Hertford and Stortford)		<input type="text" value="10%"/>	B/S event not achievable for 2020 due to on-going Covid 19 restrictions. Moving to early Spring 2021 with date to be confirmed by local group leading on the Eco Festival and which this is part of. Hertford Arts Hub have expressed interest in looking at running similar Hertford event also in 2021.
S HH Site Visits to Council Premises		<input type="text" value="10%"/>	On hold due to COVID19















<p>S HH Survey locally active residential developers to better understand barriers to higher energy efficiency/Passivhaus development</p>			<p>Survey completed. Results being considered</p>
<p>S HH Work with HCC on introducing anti-idling signage and fines</p>			<p>CLlr McAndrew has selected winning entry to be announced on CAD. Series of social media out for CAD. Issue of anti-idling raised at meeting with local East Herts MPs. Anti idling also part of HCCSP Transport action plan. Anti-idling also part of proposed Herts wide Defra AQ bid.</p>
<p>S HH Working in partnership to operate an energy services company</p>			<p>Formal sign off achieved. Awaiting next steps advice from Scheme lead expected October 2020. Anticipated that this project element is in phase 2 ie 2021</p>
<p>S HROD Deliver programme of training on carbon neutrality/sustainability</p>			<p>APSE are working on a face to face and e-learning training that could be delivered at East Herts. Once we see what is on offer from APSE then we can devise a delivery programme.</p>
<p>S HROD Draw up, maintain and use a list of environmental sustainability interventions that could be funded with s106 contributions</p>			<p>Meeting held. No single list currently. Aim to commence production of "shopping list" for use in readiness for future S106 as and when these arise. Have a draft list by January 2021</p>
<p>S HROD Use of e-car pool by officers</p>			<p>Incentives approved by LT however use of e-cars decreased over 2020/21 due to Covid. The Covid Marshals have been using the e-cars to travel around the district to provide support to residents and businesses</p>
<p>S IT Installation of video conferencing in council buildings</p>			<p>This will be informed by the agile working project</p>
<p>S OPS Actively implement and encourage waste minimisation initiatives</p>			<p>Social media continues to be used to promote waste minimisation messages coinciding with WasteAware current campaigns. Seasonal messages will go out for specific national days. A facebook group has also been set up as a community page to share composting and waste reduction ideas.</p>




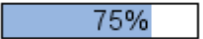



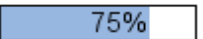



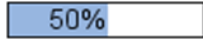


<p>S OPS Identify options for tree planting</p>			<p>Tree planting taking place as part of leisure centre refurb projects.</p>
<p>S OPS Maximise sustainability opportunities through development of Grange Paddocks Leisure Centre</p>			<p>Work on site continues to be delivered on programme. Works are just under over 6 months from completion at Grange Paddocks.</p> <p>Willmott Dixon are operating the considerate contractor's scheme on site and have positively been scored of their environmental impact. Some examples include using Solar PV to power their site cabins and rainwater recycling for their toilets.</p>
<p>S OPS Maximise sustainability opportunities through development of Hartham Leisure Centre</p>			<p>Planning for this project was approved with an aim of achieve BREEAM excellence, Cadman Construction have been awarded the contract to deliver this project. Qualitative assessment criteria for the tender included reference to sustainability and BREEAM excellent.</p> <p>The team are working through RIBA Stage 4 (technical design) where further BREEAM credits will be sought (5 achieved so far).</p> <p>The sustainability appraisal can be found on the planning pages and further information in the Design and Access Statement under the planning reference 3/20/1814/EUL.</p>
<p>S OPS Reduce domestic residual waste bins to 140 Litre capacity</p>			<p>Liaising with Planning regarding introduction of 140 bins for new build one and two beds. Alternative and more sustainable and financially viable approaches are being considered.</p>


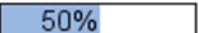
<p>S OPS Work with Hertfordshire Waste Partnership partners and others to explore synergies of working across administrative boundaries</p>			<p>The WasteAware partnership provides ongoing waste related campaign material which is used by EHC to promote sustainability messages in particular waste prevention & minimisation messages. Waste composition analysis commenced 08.09.20. Discussions continue in the background regarding joint working.</p>
<p>S PBC Develop sustainability advice geared towards listed buildings / conservation areas</p>			<p>This is included in the draft Environmental Sustainability SPD. SPD currently out for formal public consultation. Presentation and discussion held at East Herts Environment and Climate Forum</p>
<p>S PBC Maximise environmental sustainability through the Harlow Gilston Garden Town Development</p>			<p>The outline planning applications are still be considered by officers with a decision anticipated by the end of the year. Sustainability guidance is also being prepared for the HGGT</p>
<p>S PBC Publish an Environmental Sustainability SPD</p>			<p>SPD currently out for formal public consultation. Presentation and discussion held at East Herts Environment and Climate Forum</p>

<p>S SFP Amend procurement regulations to explicitly include consideration of the carbon footprint</p>			<p>CPR's have been approved and Head of Service has confirmed the amendment.</p>
<p>S SFP Audit of Council buildings</p>			<p>Baseline of Energy Performance for the Key Corporate Buildings achieved. Wallfields, Buntingford Depot, Charingtons, and Hertford Theatre. Works ongoing to improve energy efficiency mainly at Wallfields and Buntingford Depot as the pay back for the investment is the improvement is achievable. Any improvements at Charingtons House and Hertford Theatre would not be economical with the future of buildings due for full or partial demolitions within 12 -18 months.</p>
<p>S SFP Develop a programme to increase minimum EPC rating over the next three years</p>			<p>Energy Efficiency baselined for Wallfields. Current Assessment in February 2020 set the building at a score of 92 (Grade D) on the scale. This had improved from 115 (grade E) from Sept 2018. This improvement related to LED light fitting replacement on parts of the second floor. Since February we have completed the LED lighting replacement of the whole second and ground floors, with the 1st floor to be undertaken next financial year.</p>
<p>S SFP Explicitly refer to sustainability outcomes in MTFP from 2021/22 budget onwards</p>			<p>Action achieved in 2019/20</p>
<p>Enabling Communities</p>			
<p>C CSP Evaluate the impact of any comms and campaigns</p>			<p>A littering campaign took place across the summer months which was evaluated in a similar format to previous campaigns, so to was the food waste reduction campaign. Analysis looked at reach across different platforms and types of content. Average reach for facebook posts was 925, Insta was 826 and twitter was 1407, showing twitter remains our most popular social media channel.</p>


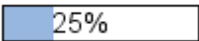







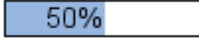


<p>C CSP Grow our digital communication channels</p>			<p>All social media channels continue to see an increase in following/likes (see performance data)</p>
<p>C CSP Maintain the register of community assets</p>			<p>Register is up to date. 20/21 has seen an unprecedented number of applications across the district.</p>
<p>C CSP Trial new communication and engagement tools with different audiences</p>			<p>Selection of Facebook posts have recently been boosted - JobSmart, resident survey - and have seen positive results with more engagement.</p>

<p>C HH Continue to deliver social prescribing project and launch the Hertford and Bishop's Stortford Healthy Hubs</p>			<p>Healthy Hub operated on a virtual model bringing together a range of partners from across the district to offer virtual health and wellbeing services, during the pandemic. Plans to use a hybrid model of face to face and virtual sessions, expanding the offer of more traditional sessions to more wellbeing based sessions (such as book clubs, health walks, social events) in 2021 are now under way.</p>
<p>C HH Deliver the community grants scheme</p>			<p>Final round of funding was oversubscribed. All grant monies awarded. Priorities for 2021-22 agreed at Council. Next round of funding now open, closing in May 2021</p>
<p>C HH Develop a cultural strategy for East Herts</p>			<p>Cultural Strategy adopted at Council 02.03.21.</p>
<p>C HH Manage the SLA with the Citizens Advice Service</p>			<p>SLA has been agreed for 21/22</p>
<p>C HH Manage the SLA with the CVS to deliver support to voluntary and community organisations and community transport</p>			<p>20-21 KPIs all achieved and in many cases exceeded.</p>
<p>C HH Provide temporary accomodation to those in need</p>			<p>At the end of March 2021 the council was providing 50 households with temporary accommodation under statutory homeless duties. This is an increase fo 10 families compated to 31 March 2020</p>
<p>C HH Review CCTV provision and management arrangements</p>			<p>Meetings between Town Councils and EHC ongoing. Town Councils have opted to take on a tender process and a way forward will hopefully be agreed when this has completed.</p>


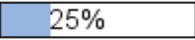








<p>C HH Support community safety</p>			<p>The eight actions identified within the CSP Action Plan, which contribute to the five overarching priorities have all been achieved; however it was noted that some were significantly impacted by the pandemic. Work is now being undertaken to develop the priorities and plan for 2021/22.</p>
<p>C HH Support delivery of chatter tables</p>			<p>Action to restart post lifting of lock down measures in June 21. 5 venues had been set up, 3 of which had begun delivery when the pandemic hit. Mekhola Ray remains in contact with venues with a view to restarting once lockdown measures are lifted (hopefully from June 2021)</p>
<p>C HH Support the East Herts Dementia Friendly Action Group</p>			<p>Virtual groups continued to meet throughout pandemic. Dementia Friendly District status has been renewed and MR has been asked to speak on the work of East Herts at the National Dementia Awareness Week conference.</p>
<p>C HH Support the Herts 2020 Year of Culture with HCC</p>			<p>The majority of events through the year were postponed due to the pandemic. East Herts continued to promote virtual events, work with the HYOC delivery group and engage the HYOC group in the development of a cultural strategy for East Herts.</p>
<p>C HH Undertake Active Local initiative based on Asset Community Development</p>			<p>Work continues through the Active Local programme. This year's big successes saw the agreement of Active In to take on the old Scout Hut in Sele Farm and a disused plot of land on the Sele Estate being identified to be repurposed as a community allotment. CP working with community groups to establish a constituted group to take forward this work in 2021.</p>
<p>C OPS Deliver £20m investment in Hertford Theatre</p>			<p>Planning consent granted on 31 March for the growth and legacy project to continue. Marketing and Branding Consultant has been appointed. Work will commence in Autumn 2021 and project completion due 2023</p>
<p>C OPS Deliver parks and open spaces strategy</p>			<p>Consultation on a draft strategy is due Summer 2021</p>





<p>C OPS Deliver the Castle Park Heritage Lottery Funded project</p>			<p>All design work completed including modification to building for sustainable air heat source pumps to replace traditional heating. Minor adjustments made to landscape designs to satisfy planning condition. Construction due to commence Spring 21 pending successful tender award.</p>
<p>C OPS Maintain street cleanliness</p>			<p>Roads included in the contract currently under review, in advance of a review of schedules. The majority of roads inspected by the client team are at expected standards. High speed road litter picking started in April 2021. Member briefing took place 20th May on street cleanliness</p>
<p>C OPS Respond to fly-tipping in a timely manner</p>			<p>Related PI QC OP 2.4 indicates collection times well under target of 2 days at 0.44 days and remains an area in which performance is strong</p>
<p>C PBC Complete construction of a refurbished and extended Hartham Leisure Centre</p>			<p>Project due to complete in Autumn 2022</p>
<p>C OPS Complete construction of new Grange Paddocks Leisure Centre</p>			<p>Project still on track to deliver on time and in budget. Wilmott Dixon took possession of the site in March 2020 and work has continued at pace. Contractual completion date is October 2021 however Willmott Dixon are still targeting practical completion Autumn 2021.</p>
<p>C PBC Support local communities with the neighbourhood planning process</p>			<p>Ongoing - 4 neighbourhood plans. Thunderidge, Bengoe & Sele and Gilston in progress</p>
<p>C RB Ensure all new applications for Housing Benefit and/or Council Tax support are processed on average within 10 days</p>			<p>Despite additional pressures in the service around dealing with administration of grants performance was 4.63 day average over 2020/21 - well below target</p>


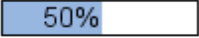



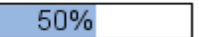
Encouraging Economic Growth















<p>E CSP Adopt a policy on viability and intervention on commercial schemes on new developments including BS South, BS North, Caxton Hill, NE of Ware</p>			<p>Action on hold pending changes to national planning legislation and consultation in 20/21 (particularly with regards to PDR and new use classes). The commercial property market is very uncertain currently which means producing a policy is challenging until we have more certainty</p>
<p>E CSP Begin construction of the multi-story car park on the Old River Lane site (72 week building)</p>			<p>Completion on track for Spring /Summer 2022</p>
<p>E 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</p>			<p>Dayton Bell have been appointed as the delivery partner to the project as of 21st December 2020 and will be delivering business support until 2023</p>
<p>E CSP Ensure Section 106 contributions are allocated in accordance with agreements</p>			<p>All allocations made during this financial year (2020/21) will be reported in the Infrastructure Funding Statement which will be published on the council's website before 31 December 2021 in accordance with the CIL Legislation.</p>
<p>E CSP Grow revenues from trading companies</p>			<p>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.</p>
<p>E CSP Implement Article 4 Directions on designated employment sites</p>			<p>Conformation of Direction signed off 1/4/21 retrospectively to a start date of 2/1/21. However one of these notices on a particular site is being challenged. Changes to national legislation which are due to come in next year also mean the future of Article 4 Directions as a tool for planning authorities are uncertain</p>








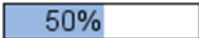

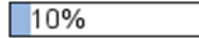






<p>E CSP</p> <p>Provide a programme of business networking and support activities</p>			<p>Launchpad continues to run services for members and EHC ED signposting companies to appropriate schemes and providers of info including the Growth Hub and LEP programmes.</p>
<p>E CSP</p> <p>Provide discretionary business rate grants to incentivise new businesses to set up/ existing businesses to expand</p>			<p>The scheme was made redundant following the COVID-19 restrictions and government support for businesses. East Herts administered £18m in rate reliefs and £31m in grants to 2500 businesses in the district in 20/21</p>
<p>E CSP</p> <p>Provide support for local business representative organisations including Chambers of Commerce and the Bishop's Stortford BID</p>			<p>We have worked closely with business representative organisations over the past year particularly focusing on Covid recovery and will continue to provide support to the BID and local chambers of commerce. Hertford Hub were also supported to set up as a CIO and represent Hertford retailers</p>
<p>E CSP</p> <p>Undertake a pilot project with stakeholders on Hertford Town Centre to get a vision and strategy in place</p>			<p>Town centre action plan was produced, however COVID restrictions from December 2020 meant that the focus was on safety as opposed to growth. Focus for 21/22 will be on recovery and supporting businesses.</p>
<p>E CSP</p> <p>Work in partnership with the LSCC (Innovation Corridor) and Central Zone Alliance to lobby for inward investment</p>			<p>Innovation core brochure has been produced.</p>
<p>E CSP</p> <p>Work with Visit Herts to ensure local businesses and venues are supported</p>			<p>Vist Herts have continued to disseminate information and advice to leisure and tourism sectors along with guidance and virtual workshops about operating safely.</p>
<p>E CX</p> <p>Support the Herts Growth Board with presenting a case for additional infrastructure investment in Hertfordshire</p>			<p>Joint Governance Committee set up which means all Board meetings are now open to the public to attend, bringing increased transparency about ambitions and future priorities. Priorities for 21/22 will be on economic recovery, joint housing delivery, sustainability and the role of digital in service delivery</p>




<p>E HH Deliver the Millstream Property Investment Ltd's Business plan</p>			<p>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</p>
<p>E HH Grow the East Herts Lottery</p>			<p>The 12 month forecast, as of 31.03.21 was £46,831, showing continued growth of the East Herts lottery every quarter.</p>
<p>E HH Potential for charging for regulatory advice</p>			<p>No progress to date due to Covid</p>
<p>E HH Provision of advice and support around licensing function - alcohol, food, noise - and compliance.</p>			<p>The team have been helping and advising businesses throughout the pandemic. Pavement licensing procedure and process in place for new legislation</p>
<p>E HH Support the Better Business for All Partnership</p>			<p>Funding agreed by CE for one year rather than proposed 5 years. Better Business for All partnership has continued to focus on providing Covid support, advice and guidance to businesses</p>

<p>E HH</p> <p>Supporting the crowdfunding platform for community causes</p>			<p>Five campaigns have signed up through the platform with 2 successfully receiving a pledge of £2,000 so far.</p>
<p>E OPS</p> <p>Introduce parking permits for town centre business employees</p>			<p>Parking permits for town centre workers is being explored. Currently there are no capacity issues within long stay car parks following covid-19 restrictions and we are unsure how parking facilities will be used in the context of changes to the workplace</p>

<p>E PBC</p> <p>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</p>			<p>Work on the Gilston Area Village Masterplans is due to commence shortly. The Gilston Area Charter SPD was adopted by Council on the 22 July 2020. The role of the Charter is to support the production of Masterplans and Design Codes specific to the Gilston Area villages and the important network of greenspaces that will surround and connect them in accordance with the District Plan Policy DES1. The Charter seeks to ensure that the Gilston Area is planned and delivered comprehensively involving site promoters, land owners, East Herts Council, parish councils and other relevant stakeholders and informed by public participation.</p> <p>The Masterplanning Framework for land North and East of Ware (WARE2) was approved by Council on the 23 October 2019. Further masterplanning work will be undertaken prior to submission of a planning application for the site (currently anticipated before end 2021).</p> <p>Ongoing discussions with the site promoter are taking place on land East of Welwyn Garden City (EWEL1) pending outcome of Welwyn Hatfield Local Plan Examination. Allies and Morrison have been appointed to do some early scoping work on a Supplementary Planning Document for the site.</p> <p>A number of other sites are currently going through or about to embark on masterplanning work, including the Goods Yard site and the Old River Lane site in Bishop's Stortford, Hertford Industrial Estate (Caxton Hill) in Hertford, and land to the east of the A10, west of Ermine Street in Buntingford.</p>
<p>E PBC</p> <p>Delivery of the strategic sites allocated in the District Plan</p>			<p>Ongoing delivery is in accordance with the district plan</p>
<p>E PBC</p> <p>Undertake planning enforcement activity where required in keeping with the district plan and NPPF</p>			<p>Site visits were suspended for the early part of lockdown which has meant some enforcement cases are still on-going. Site visits have now resumed</p>

E RB Ensure all business rate reliefs are applied in a timely manner			Completed. £18m of reliefs granted
E SFP Develop financial Sustainability Group acquisitions/ investments			Financial Sustainability Committee hosted on Zoom in August. Committee agreed latest investment criteria, which again confirmed that no investment properties should be acquired with an EPC score of E, F or G.
Digital By Desgn			
D CSP Implement new conditions of contract for customer services team			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 in 2020/21 as a result of not undertaking face to face services.
D CSP Improve website accessibility			Final fixes identified by the audit have been tested and our statement has been updated: https://www.eastherts.gov.uk/accessibility-statement There are still some challenges due to the presence of inaccessible PDFs and the Gov Metric widge. These will be reviewed in 21/22
D CSP Launch new Member case management system			The new system was launched on 29 June in conjunction with the portfolio holder for Corporate Services. However there is more work to do with Leadership Team to improve response times.
D CSP Provide a programme of business networking and awareness raising on GDPR and cyber-security			All COVID related grants dispersed or in the process of being dispersed. Plans being discussed re use or ARG, Levelling up fund and Welcome back fund to provide a comprehensive support package for the local economy and business in 2021/22.
D CSP Undertake training on complaints handling			Training with champions and other members of staff has been undertaken over zoom. We hope this will assist with addressing performance issues around timeliness of complaints responses and data indicates some improvement have been made


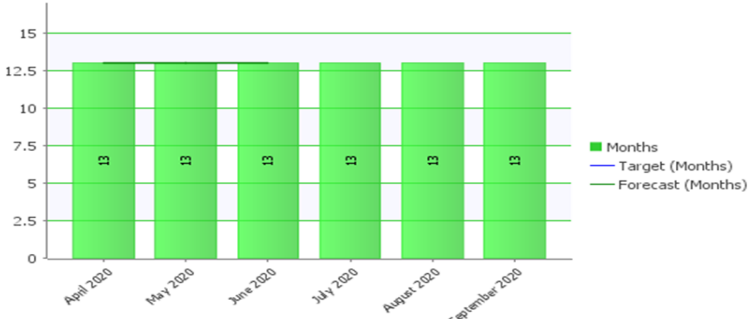
<p>D DCX Sign up to the MHCLG Digital Declaration</p>			<p>East Herts signed up to the MHCLG Digital Declaration on 8th July - Action Complete</p>
<p>D DCX Support the Digital Innovation Zone to lobby for investment in our towns and villages</p>			<p>Local Full Fibre Network project on track to complete Summer 2021. A priority for 21/22 will be to look at digital inclusion for communities following COVID-19 restrictions. HCC recently joined the DIZ as full board members.</p>
<p>D HROD Develop and implement customer service standards/behaviours as part of core competency behavioural development</p>			<p>Customer charter was developed and is being used in the PDR process to assist with assessing performance against values and behaviours</p>
<p>D PBC Ensure fibre to the premise (FTTP) is provided on all new developments</p>			<p>Ongoing action - taking forward approval of the planning applications</p>
<p>D PBC Support joint delivery of Harlow and Gilston Garden Town as a fully sustainable and digital 'place'</p>			<p>Work remains on-going and in 20/21 applications were submitted. Village 7 due to be considered by Development Management Committee and May and Villages 1-6 in July 2021</p>
<p>D RB Develop and publish the East Herts Customer Charter</p>			<p>Completed and cleared for publication 20.7.20</p>
<p>D SFP Improve customer journey and self-service in Wallfields reception</p>			<p>Design work was commissioned however this was put on hold during lockdown as both receptions were closed. This action will be reviewed for 21/22</p>
<p>KEY Action Expected Outcome</p>			
<p>Action achieved</p>			
<p>Action on target</p>			


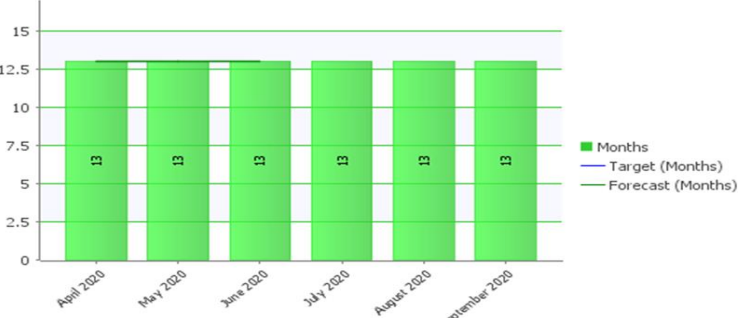
Revised completion date	
Action to be deleted/suspended	
Action off target	

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Performance Indicator	2020/21 Q3 performance OR 2019/20 annual performance	2020/21 Q4 performance OR 2020/21 annual performance	Performance target	General trend compared to previous quarter/ year	Performance Data Trend	Notes & History
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Sustainability at the Heart of Everything We Do

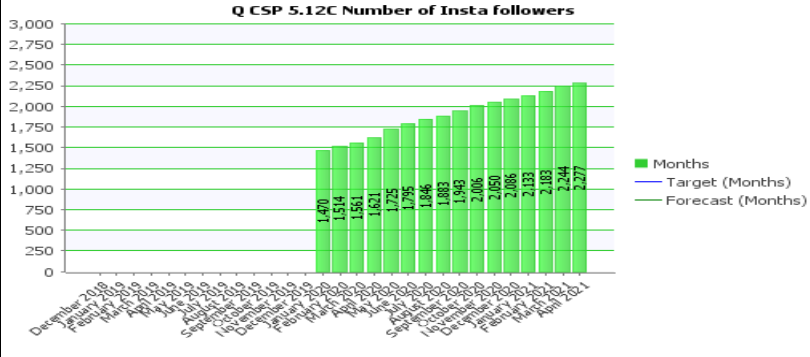
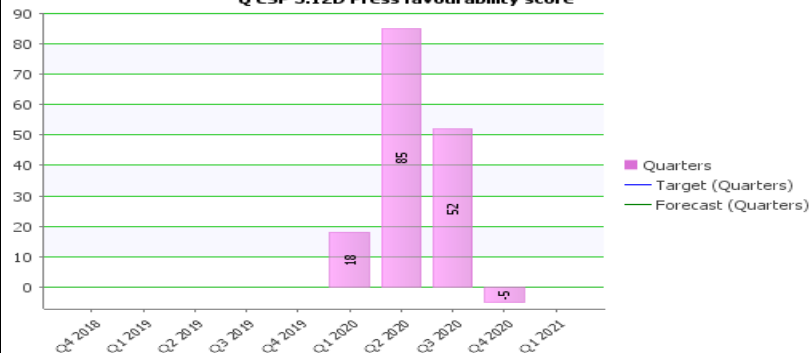
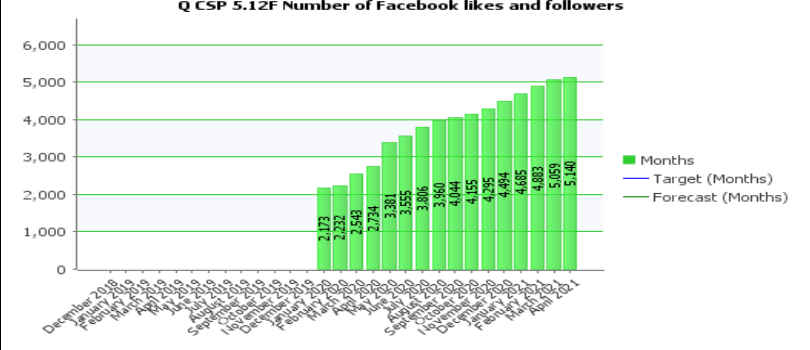
<p>MC HH 228: Number of e-chargers installed on council premises</p>	13	13 (annual)	N/A		<p style="text-align: center;">MC HH 228 Number of e-chargers installed on council premises</p>  <table border="1"> <caption>MC HH 228 Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>13</td><td>13</td><td>15</td></tr> <tr><td>May 2020</td><td>13</td><td>13</td><td>15</td></tr> <tr><td>June 2020</td><td>13</td><td>13</td><td>15</td></tr> <tr><td>July 2020</td><td>13</td><td>13</td><td>15</td></tr> <tr><td>August 2020</td><td>13</td><td>13</td><td>15</td></tr> <tr><td>September 2020</td><td>13</td><td>13</td><td>15</td></tr> </tbody> </table>	Month	Months	Target (Months)	Forecast (Months)	April 2020	13	13	15	May 2020	13	13	15	June 2020	13	13	15	July 2020	13	13	15	August 2020	13	13	15	September 2020	13	13	15	<p>No new e-chargers have been installed over the quarter due to COVID 19. However, looking to the future a significant number of chargers will be installed as part of the Northgate End MSCP development (20 active /20 passive).</p>
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<p>QC HH 234 Number of energy efficient grants made</p>	<p>1</p>	<p>4</p>	<p>N/A</p>		<p>QC HH 234 Number of energy efficient grants made</p> <table border="1"> <caption>QC HH 234 Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>1</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q2 2020/21</td> <td>4</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q3 2020/21</td> <td>0</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q4 2020/21</td> <td>0</td> <td>4</td> <td>4</td> </tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q1 2020/21	1	4	4	Q2 2020/21	4	4	4	Q3 2020/21	0	4	4	Q4 2020/21	0	4	4	<p>First time central heating installations provided through Herts Warm Homes Fund. Aiming to award to 20 privately owned homes for vulnerable customers who are currently off the gas network and required first time central heating.</p>																								
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Q4 2020/21	0	4	4																																															
<p>QC HROD 223: Attendance at carbon neutrality training</p>		<p>0%</p>	<p>0%</p>			<p>Training package is being drafted in conjunction with APSE (Association of Public Service Excellence) with an aim to commence training in 2021/22</p>																																												
<p>Enabling Communities</p>																																																		
<p>QC HH 151: Number of homeless households living in temporary accommodation at the end of the quarter</p>	<p>41</p>	<p>50 (as at 31 March)</p>	<p>N/A</p>		<p>QC HH 151 Number of homeless households living in temporary accommodation at the end of the quarter.</p> <table border="1"> <caption>QC HH 151 Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>21</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q4 2018/19</td> <td>27</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q1 2019/20</td> <td>30</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q2 2019/20</td> <td>33</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q3 2019/20</td> <td>25</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q4 2019/20</td> <td>37</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q1 2020/21</td> <td>32</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q2 2020/21</td> <td>35</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q3 2020/21</td> <td>41</td> <td>50</td> <td>50</td> </tr> <tr> <td>Q4 2020/21</td> <td>50</td> <td>50</td> <td>50</td> </tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q3 2018/19	21	50	50	Q4 2018/19	27	50	50	Q1 2019/20	30	50	50	Q2 2019/20	33	50	50	Q3 2019/20	25	50	50	Q4 2019/20	37	50	50	Q1 2020/21	32	50	50	Q2 2020/21	35	50	50	Q3 2020/21	41	50	50	Q4 2020/21	50	50	50	<p>At the end of March 2021 the council had 50 households in temporary accommodation under statutory homeless duties. Nineteen were accommodated in the council's hostel accommodation, 5 were in private sector leased accommodation and a further 26 were in B&B accommodation. The number of households in temporary accommodation remains high due to an increase in homeless approaches from single complex needs households and because fewer general needs properties have been advertised this year through Choice Based Lettings. In addition a further 14 households were being provided with discretionary B&B accommodation under the governments rough sleeper 'Everyone In' and Protect Plus initiatives due to their vulnerabilities to COVID 19.</p>
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<p>QC OP 2.4 Fly-tips: Time taken for removal.</p>	0.44 days	0.42 days	2.00 days		<p>QC OP 2.4 Fly-tips: Time taken for removal.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Time taken (days)</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>2.10</td></tr> <tr><td>Q4 2018/19</td><td>1.61</td></tr> <tr><td>Q1 2019/20</td><td>1.45</td></tr> <tr><td>Q2 2019/20</td><td>1.47</td></tr> <tr><td>Q3 2019/20</td><td>1.21</td></tr> <tr><td>Q4 2019/20</td><td>0.44</td></tr> <tr><td>Q1 2020/21</td><td>0.44</td></tr> <tr><td>Q2 2020/21</td><td>0.42</td></tr> <tr><td>Q3 2020/21</td><td>0.42</td></tr> <tr><td>Q4 2020/21</td><td>0.42</td></tr> </tbody> </table>	Quarter	Time taken (days)	Q3 2018/19	2.10	Q4 2018/19	1.61	Q1 2019/20	1.45	Q2 2019/20	1.47	Q3 2019/20	1.21	Q4 2019/20	0.44	Q1 2020/21	0.44	Q2 2020/21	0.42	Q3 2020/21	0.42	Q4 2020/21	0.42	Performance remains strong in this area																																														
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<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p>	48%	49.32% (annual)	50.00%		<p>MC OP 192 % of household waste sent for reuse, recycling and composting.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>48.85</td></tr> <tr><td>May 2019</td><td>53.02</td></tr> <tr><td>June 2019</td><td>53.79</td></tr> <tr><td>July 2019</td><td>53.24</td></tr> <tr><td>August 2019</td><td>53.24</td></tr> <tr><td>September 2019</td><td>52.52</td></tr> <tr><td>October 2019</td><td>52.48</td></tr> <tr><td>November 2019</td><td>51.77</td></tr> <tr><td>December 2019</td><td>51.12</td></tr> <tr><td>January 2020</td><td>50.47</td></tr> <tr><td>February 2020</td><td>50.45</td></tr> <tr><td>March 2020</td><td>54.45</td></tr> <tr><td>April 2020</td><td>54.57</td></tr> <tr><td>May 2020</td><td>55.00</td></tr> <tr><td>June 2020</td><td>54.37</td></tr> <tr><td>July 2020</td><td>53.42</td></tr> <tr><td>August 2020</td><td>57.02</td></tr> <tr><td>September 2020</td><td>51.05</td></tr> <tr><td>October 2020</td><td>51.72</td></tr> <tr><td>November 2020</td><td>50.46</td></tr> <tr><td>December 2020</td><td>48.83</td></tr> <tr><td>January 2021</td><td>49.05</td></tr> <tr><td>February 2021</td><td>47.97</td></tr> <tr><td>March 2021</td><td>49.67</td></tr> <tr><td>April 2021</td><td>49.52</td></tr> <tr><td>May 2021</td><td>49.32</td></tr> <tr><td>June 2021</td><td>49.32</td></tr> </tbody> </table>	Month	Percentage (%)	April 2019	48.85	May 2019	53.02	June 2019	53.79	July 2019	53.24	August 2019	53.24	September 2019	52.52	October 2019	52.48	November 2019	51.77	December 2019	51.12	January 2020	50.47	February 2020	50.45	March 2020	54.45	April 2020	54.57	May 2020	55.00	June 2020	54.37	July 2020	53.42	August 2020	57.02	September 2020	51.05	October 2020	51.72	November 2020	50.46	December 2020	48.83	January 2021	49.05	February 2021	47.97	March 2021	49.67	April 2021	49.52	May 2021	49.32	June 2021	49.32	Performance was just shy if the 50% target for 2020/21												
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<p>MC OP 191 Residual household waste per household.</p>	433kg (2019/20)	459 kg (annual)	450kg		<p>MC OP 191 Residual household waste per household.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Residual waste (kg)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>81</td></tr> <tr><td>May 2019</td><td>112</td></tr> <tr><td>June 2019</td><td>112</td></tr> <tr><td>July 2019</td><td>178</td></tr> <tr><td>August 2019</td><td>210</td></tr> <tr><td>September 2019</td><td>258</td></tr> <tr><td>October 2019</td><td>258</td></tr> <tr><td>November 2019</td><td>305</td></tr> <tr><td>December 2019</td><td>305</td></tr> <tr><td>January 2020</td><td>352</td></tr> <tr><td>February 2020</td><td>352</td></tr> <tr><td>March 2020</td><td>455</td></tr> <tr><td>April 2020</td><td>119</td></tr> <tr><td>May 2020</td><td>105</td></tr> <tr><td>June 2020</td><td>172</td></tr> <tr><td>July 2020</td><td>205</td></tr> <tr><td>August 2020</td><td>205</td></tr> <tr><td>September 2020</td><td>314</td></tr> <tr><td>October 2020</td><td>352</td></tr> <tr><td>November 2020</td><td>352</td></tr> <tr><td>December 2020</td><td>383</td></tr> <tr><td>January 2021</td><td>414</td></tr> <tr><td>February 2021</td><td>119</td></tr> <tr><td>March 2021</td><td>157</td></tr> <tr><td>April 2021</td><td>157</td></tr> <tr><td>May 2021</td><td>192</td></tr> <tr><td>June 2021</td><td>288</td></tr> <tr><td>July 2021</td><td>201</td></tr> <tr><td>August 2021</td><td>201</td></tr> <tr><td>September 2021</td><td>201</td></tr> <tr><td>October 2021</td><td>201</td></tr> <tr><td>November 2021</td><td>201</td></tr> <tr><td>December 2021</td><td>201</td></tr> </tbody> </table>	Month	Residual waste (kg)	April 2019	81	May 2019	112	June 2019	112	July 2019	178	August 2019	210	September 2019	258	October 2019	258	November 2019	305	December 2019	305	January 2020	352	February 2020	352	March 2020	455	April 2020	119	May 2020	105	June 2020	172	July 2020	205	August 2020	205	September 2020	314	October 2020	352	November 2020	352	December 2020	383	January 2021	414	February 2021	119	March 2021	157	April 2021	157	May 2021	192	June 2021	288	July 2021	201	August 2021	201	September 2021	201	October 2021	201	November 2021	201	December 2021	201	The target for 2020/21 was reduced from 475kg to 450kg per household due to continuing trends in reduction of household waste. Figure has increased from 433kg last year to 459 kg in 2020/21. Covid-19 restrictions has led to more people being forced to stay home and thus generating more waste
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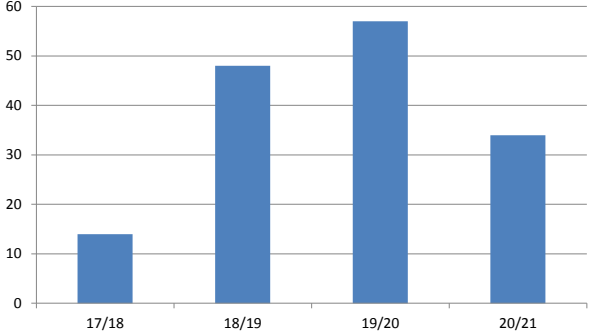
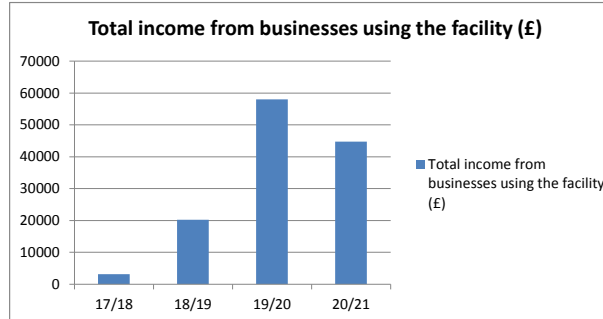
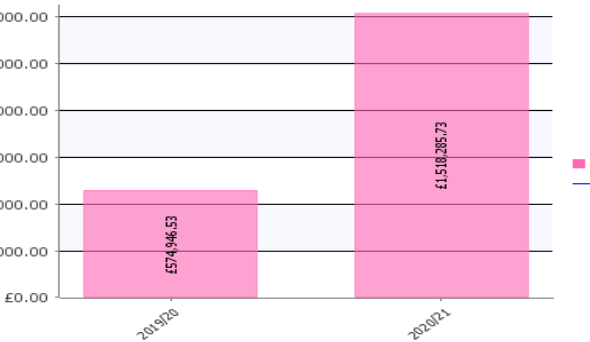
<p>MC RB 181: Time taken to process Housing Benefit new claims and change events</p>	<p>5.31 days</p>	<p>4.63 days</p>	<p>10 days</p>		<p>MC RB 181 Time taken to process Housing Benefit new claims and change events.</p> <table border="1"> <caption>MC RB 181 Time taken to process Housing Benefit new claims and change events (Days)</caption> <thead> <tr> <th>Month</th> <th>Days</th> </tr> </thead> <tbody> <tr><td>December 2018</td><td>7.88</td></tr> <tr><td>January 2019</td><td>7.75</td></tr> <tr><td>February 2019</td><td>7.77</td></tr> <tr><td>March 2019</td><td>6.65</td></tr> <tr><td>April 2019</td><td>4.87</td></tr> <tr><td>May 2019</td><td>7.26</td></tr> <tr><td>June 2019</td><td>9.05</td></tr> <tr><td>July 2019</td><td>8.77</td></tr> <tr><td>August 2019</td><td>8.46</td></tr> <tr><td>September 2019</td><td>8.12</td></tr> <tr><td>October 2019</td><td>8.04</td></tr> <tr><td>November 2019</td><td>7.78</td></tr> <tr><td>December 2019</td><td>7.54</td></tr> <tr><td>January 2020</td><td>7.37</td></tr> <tr><td>February 2020</td><td>7.23</td></tr> <tr><td>March 2020</td><td>6.60</td></tr> <tr><td>April 2020</td><td>5.46</td></tr> <tr><td>May 2020</td><td>5.12</td></tr> <tr><td>June 2020</td><td>5.19</td></tr> <tr><td>July 2020</td><td>5.24</td></tr> <tr><td>August 2020</td><td>5.31</td></tr> <tr><td>September 2020</td><td>5.46</td></tr> <tr><td>October 2020</td><td>5.56</td></tr> <tr><td>November 2020</td><td>5.56</td></tr> <tr><td>December 2020</td><td>4.63</td></tr> <tr><td>January 2021</td><td>6.58</td></tr> </tbody> </table>	Month	Days	December 2018	7.88	January 2019	7.75	February 2019	7.77	March 2019	6.65	April 2019	4.87	May 2019	7.26	June 2019	9.05	July 2019	8.77	August 2019	8.46	September 2019	8.12	October 2019	8.04	November 2019	7.78	December 2019	7.54	January 2020	7.37	February 2020	7.23	March 2020	6.60	April 2020	5.46	May 2020	5.12	June 2020	5.19	July 2020	5.24	August 2020	5.31	September 2020	5.46	October 2020	5.56	November 2020	5.56	December 2020	4.63	January 2021	6.58	<p>Performance remains strong despite the face the shared Revenues and Benefits service have been working on administration of additional grants to businesses</p>
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<p>HC HH 148 Number of applicants on the housing register</p>	<p>2003</p>	<p>2,168</p>	<p>Trend only</p>		<p>HC HH 148 Number of applicants on the housing register</p> <table border="1"> <caption>HC HH 148 Number of applicants on the housing register</caption> <thead> <tr> <th>Half Year</th> <th>Number of Applicants</th> </tr> </thead> <tbody> <tr><td>H1 2017/18</td><td>2,048</td></tr> <tr><td>H2 2017/18</td><td>2,047</td></tr> <tr><td>H1 2018/19</td><td>2,057</td></tr> <tr><td>H2 2018/19</td><td>2,016</td></tr> <tr><td>H1 2019/20</td><td>2,003</td></tr> <tr><td>H2 2019/20</td><td>2,129</td></tr> </tbody> </table>	Half Year	Number of Applicants	H1 2017/18	2,048	H2 2017/18	2,047	H1 2018/19	2,057	H2 2018/19	2,016	H1 2019/20	2,003	H2 2019/20	2,129	<p>At the end of March 2021 there were 2,168 households on the East Herts Housing Register . The breakdown of accommodation required was: 1 bedroom - 1,100 households, 2 bedrooms 635 households, 3 bedrooms 334 households and 76 households required 4 bedroom accommodation. The demand for 2 bedroom and 4 bedroom homes has seen the most significant increase since the beginning of 20/21.</p>																																								
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<p>Q CSP 5.12A: Number of Twitter followers</p>	<p>10 856</p>	<p>11 351</p>	<p>N/A</p>		<p>Q CSP 5.12A Number of Twitter followers</p> <table border="1"> <caption>Q CSP 5.12A Number of Twitter followers</caption> <thead> <tr> <th>Month</th> <th>Number of Followers</th> </tr> </thead> <tbody> <tr><td>December 2018</td><td>10,108</td></tr> <tr><td>January 2019</td><td>10,207</td></tr> <tr><td>February 2019</td><td>10,328</td></tr> <tr><td>March 2019</td><td>10,538</td></tr> <tr><td>April 2019</td><td>10,639</td></tr> <tr><td>May 2019</td><td>10,697</td></tr> <tr><td>June 2019</td><td>10,758</td></tr> <tr><td>July 2019</td><td>10,803</td></tr> <tr><td>August 2019</td><td>10,856</td></tr> <tr><td>September 2019</td><td>11,006</td></tr> <tr><td>October 2019</td><td>11,110</td></tr> <tr><td>November 2019</td><td>11,200</td></tr> <tr><td>December 2019</td><td>11,282</td></tr> <tr><td>January 2020</td><td>11,351</td></tr> <tr><td>February 2020</td><td>11,363</td></tr> <tr><td>March 2020</td><td>11,363</td></tr> <tr><td>April 2021</td><td>11,363</td></tr> </tbody> </table>	Month	Number of Followers	December 2018	10,108	January 2019	10,207	February 2019	10,328	March 2019	10,538	April 2019	10,639	May 2019	10,697	June 2019	10,758	July 2019	10,803	August 2019	10,856	September 2019	11,006	October 2019	11,110	November 2019	11,200	December 2019	11,282	January 2020	11,351	February 2020	11,363	March 2020	11,363	April 2021	11,363	<p>Twitter followers have increased over the year and this channel remains our most popular channel for engagement</p>																		
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<p>Q CSP 5.12C: Number of Instagram followers</p>	<p>1 943</p>	<p>2 244</p>	<p>N/A</p>		<p>Q CSP 5.12C Number of Insta followers</p>  <p>Insta followers have steadily increased over the year</p>
<p>Q CSP 5.12D: Press favourability score</p>	<p>67</p>	<p>-5</p>	<p>N/A</p>		<p>Q CSP 5.12D Press favourability score</p>  <p>This is measured by looking at whether press coverage is positive or negative which then translates into an overall score. Scores were negative in Feb and March due to articles and letters from residents raising concerns over ORL, garden waste, and council tax rises.</p>
<p>Q CSP 5.12F: Number of Facebook likes and followers</p>	<p>4 044</p>	<p>5 059</p>	<p>N/A</p>		<p>Q CSP 5.12F Number of Facebook likes and followers</p>  <p>Facebook continues to grow as a channel</p>

<p>Q CSP 5.12G: Number of email subscribers to network</p>	<p>2 656</p>	<p>3 290</p>	<p>N/A</p>		<p>Q CSP 5.12G Number of email subscribers to network</p> <table border="1"> <caption>Q CSP 5.12G Monthly Data</caption> <thead> <tr><th>Month</th><th>Months</th><th>Target (Months)</th><th>Forecast (Months)</th></tr> </thead> <tbody> <tr><td>Dec 2018</td><td>1,795</td><td></td><td></td></tr> <tr><td>Jan 2019</td><td>1,815</td><td></td><td></td></tr> <tr><td>Feb 2019</td><td>2,085</td><td></td><td></td></tr> <tr><td>Mar 2019</td><td>2,115</td><td></td><td></td></tr> <tr><td>Apr 2019</td><td>2,379</td><td></td><td></td></tr> <tr><td>May 2019</td><td>2,500</td><td></td><td></td></tr> <tr><td>Jun 2019</td><td>2,566</td><td></td><td></td></tr> <tr><td>Jul 2019</td><td>2,611</td><td></td><td></td></tr> <tr><td>Aug 2019</td><td>2,655</td><td></td><td></td></tr> <tr><td>Sep 2019</td><td>2,687</td><td></td><td></td></tr> <tr><td>Oct 2019</td><td>2,800</td><td></td><td></td></tr> <tr><td>Nov 2019</td><td>2,876</td><td></td><td></td></tr> <tr><td>Dec 2019</td><td>3,067</td><td></td><td></td></tr> <tr><td>Jan 2020</td><td>3,290</td><td></td><td></td></tr> <tr><td>Feb 2020</td><td>3,417</td><td></td><td></td></tr> <tr><td>Mar 2020</td><td></td><td></td><td></td></tr> <tr><td>Apr 2020</td><td></td><td></td><td></td></tr> <tr><td>May 2020</td><td></td><td></td><td></td></tr> <tr><td>Jun 2020</td><td></td><td></td><td></td></tr> <tr><td>Jul 2020</td><td></td><td></td><td></td></tr> <tr><td>Aug 2020</td><td></td><td></td><td></td></tr> <tr><td>Sep 2020</td><td></td><td></td><td></td></tr> <tr><td>Oct 2020</td><td></td><td></td><td></td></tr> <tr><td>Nov 2020</td><td></td><td></td><td></td></tr> <tr><td>Dec 2020</td><td></td><td></td><td></td></tr> <tr><td>Jan 2021</td><td></td><td></td><td></td></tr> <tr><td>Feb 2021</td><td></td><td></td><td></td></tr> <tr><td>Mar 2021</td><td></td><td></td><td></td></tr> <tr><td>Apr 2021</td><td></td><td></td><td></td></tr> </tbody> </table>	Month	Months	Target (Months)	Forecast (Months)	Dec 2018	1,795			Jan 2019	1,815			Feb 2019	2,085			Mar 2019	2,115			Apr 2019	2,379			May 2019	2,500			Jun 2019	2,566			Jul 2019	2,611			Aug 2019	2,655			Sep 2019	2,687			Oct 2019	2,800			Nov 2019	2,876			Dec 2019	3,067			Jan 2020	3,290			Feb 2020	3,417			Mar 2020				Apr 2020				May 2020				Jun 2020				Jul 2020				Aug 2020				Sep 2020				Oct 2020				Nov 2020				Dec 2020				Jan 2021				Feb 2021				Mar 2021				Apr 2021				<p>Number of subscribers have increased over the year</p>
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<p>Q CSP 5.12H: Number of LinkedIn Followers</p>	<p>1 081</p>	<p>1 366</p>	<p>N/A</p>		<p>Q CSP 5.12H Number of LinkedIn Followers</p> <table border="1"> <caption>Q CSP 5.12H Monthly Data</caption> <thead> <tr><th>Month</th><th>Months</th><th>Target (Months)</th><th>Forecast (Months)</th></tr> </thead> <tbody> <tr><td>Dec 2018</td><td>721</td><td></td><td></td></tr> <tr><td>Jan 2019</td><td>751</td><td></td><td></td></tr> <tr><td>Feb 2019</td><td>771</td><td></td><td></td></tr> <tr><td>Mar 2019</td><td>786</td><td></td><td></td></tr> <tr><td>Apr 2019</td><td>868</td><td></td><td></td></tr> <tr><td>May 2019</td><td>936</td><td></td><td></td></tr> <tr><td>Jun 2019</td><td>960</td><td></td><td></td></tr> <tr><td>Jul 2019</td><td>1,014</td><td></td><td></td></tr> <tr><td>Aug 2019</td><td>1,081</td><td></td><td></td></tr> <tr><td>Sep 2019</td><td>1,138</td><td></td><td></td></tr> <tr><td>Oct 2019</td><td>1,210</td><td></td><td></td></tr> <tr><td>Nov 2019</td><td>1,238</td><td></td><td></td></tr> <tr><td>Dec 2019</td><td>1,268</td><td></td><td></td></tr> <tr><td>Jan 2020</td><td>1,304</td><td></td><td></td></tr> <tr><td>Feb 2020</td><td>1,366</td><td></td><td></td></tr> <tr><td>Mar 2020</td><td>1,401</td><td></td><td></td></tr> <tr><td>Apr 2020</td><td></td><td></td><td></td></tr> <tr><td>May 2020</td><td></td><td></td><td></td></tr> <tr><td>Jun 2020</td><td></td><td></td><td></td></tr> <tr><td>Jul 2020</td><td></td><td></td><td></td></tr> <tr><td>Aug 2020</td><td></td><td></td><td></td></tr> <tr><td>Sep 2020</td><td></td><td></td><td></td></tr> <tr><td>Oct 2020</td><td></td><td></td><td></td></tr> <tr><td>Nov 2020</td><td></td><td></td><td></td></tr> <tr><td>Dec 2020</td><td></td><td></td><td></td></tr> <tr><td>Jan 2021</td><td></td><td></td><td></td></tr> <tr><td>Feb 2021</td><td></td><td></td><td></td></tr> <tr><td>Mar 2021</td><td></td><td></td><td></td></tr> <tr><td>Apr 2021</td><td></td><td></td><td></td></tr> </tbody> </table>	Month	Months	Target (Months)	Forecast (Months)	Dec 2018	721			Jan 2019	751			Feb 2019	771			Mar 2019	786			Apr 2019	868			May 2019	936			Jun 2019	960			Jul 2019	1,014			Aug 2019	1,081			Sep 2019	1,138			Oct 2019	1,210			Nov 2019	1,238			Dec 2019	1,268			Jan 2020	1,304			Feb 2020	1,366			Mar 2020	1,401			Apr 2020				May 2020				Jun 2020				Jul 2020				Aug 2020				Sep 2020				Oct 2020				Nov 2020				Dec 2020				Jan 2021				Feb 2021				Mar 2021				Apr 2021				<p>LinkedIn continues to grow as a platform for sharing business to business news, events and job advertisements</p>
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<p>Q HH 238A: Number of unique clients supported through the EH Social Prescribing Service</p>	<p>50</p>	<p>36</p>	<p>N/A</p>		<p>Q HH 238A Number of unique clients supported through the EH Social Prescribing Service</p> <table border="1"> <caption>Q HH 238A Quarterly Data</caption> <thead> <tr><th>Quarter</th><th>Quarters</th><th>Target (Quarters)</th><th>Forecast (Quarters)</th></tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>32</td><td></td><td></td></tr> <tr><td>Q4 2018/19</td><td></td><td></td><td></td></tr> <tr><td>Q1 2019/20</td><td></td><td></td><td></td></tr> <tr><td>Q2 2019/20</td><td></td><td></td><td></td></tr> <tr><td>Q3 2019/20</td><td></td><td></td><td></td></tr> <tr><td>Q4 2019/20</td><td></td><td></td><td></td></tr> <tr><td>Q1 2020/21</td><td>50</td><td></td><td></td></tr> <tr><td>Q2 2020/21</td><td></td><td></td><td></td></tr> <tr><td>Q3 2020/21</td><td>54</td><td></td><td></td></tr> <tr><td>Q4 2020/21</td><td>36</td><td></td><td></td></tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Forecast (Quarters)	Q3 2018/19	32			Q4 2018/19				Q1 2019/20				Q2 2019/20				Q3 2019/20				Q4 2019/20				Q1 2020/21	50			Q2 2020/21				Q3 2020/21	54			Q4 2020/21	36			<p>Referrals dipped through the winter lockdown. EHSPS services now merged with Healthy Hubs moving forward.</p>																																																																												
Quarter	Quarters	Target (Quarters)	Forecast (Quarters)																																																																																																																											
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<p>Q HH 238B: Number of unique clients engaging with healthy hub services</p>	4	10	N/A		<p>Q HH 238B Number of unique clients engaging with healthy hub services</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>2</td><td>0</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>4</td><td>0</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>3</td><td>0</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>10</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q3 2018/19	0	0	0	Q4 2018/19	0	0	0	Q1 2019/20	0	0	0	Q2 2019/20	0	0	0	Q3 2019/20	0	0	0	Q4 2019/20	0	0	0	Q1 2020/21	2	0	0	Q2 2020/21	4	0	0	Q3 2020/21	3	0	0	Q4 2020/21	10	0	0	<p>A successful Facebook campaign, messaging through OWL and a review of promotional approach are taking an impact on the awareness and sign up of Healthy Hub.</p>
Quarter	Actual	Target	Forecast																																															
Q3 2018/19	0	0	0																																															
Q4 2018/19	0	0	0																																															
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Q3 2020/21	3	0	0																																															
Q4 2020/21	10	0	0																																															
<p>QC HH 239A: Unique number of cases raised by antisocial behaviour</p>	57	29	N/A		<p>QC HH 239A Unique number of cases raised by ASB</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>32</td><td>0</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>57</td><td>0</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>21</td><td>0</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>29</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q3 2018/19	0	0	0	Q4 2018/19	0	0	0	Q1 2019/20	0	0	0	Q2 2019/20	0	0	0	Q3 2019/20	0	0	0	Q4 2019/20	0	0	0	Q1 2020/21	32	0	0	Q2 2020/21	57	0	0	Q3 2020/21	21	0	0	Q4 2020/21	29	0	0	
Quarter	Actual	Target	Forecast																																															
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Q2 2020/21	57	0	0																																															
Q3 2020/21	21	0	0																																															
Q4 2020/21	29	0	0																																															
<p>QC HH 239B: Number of safeguarding referrals</p>	7	29	N/A		<p>QC HH 239B Number of safeguarding referrals</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Forecast</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2018/19</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>4</td><td>0</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>7</td><td>0</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>10</td><td>0</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>29</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	Actual	Target	Forecast	Q3 2018/19	0	0	0	Q4 2018/19	0	0	0	Q1 2019/20	0	0	0	Q2 2019/20	0	0	0	Q3 2019/20	0	0	0	Q4 2019/20	0	0	0	Q1 2020/21	4	0	0	Q2 2020/21	7	0	0	Q3 2020/21	10	0	0	Q4 2020/21	29	0	0	<p>Referral continued to increase in Q4. Cases included Mental Health, Homelessness, Emotional Abuse and self neglect.</p>
Quarter	Actual	Target	Forecast																																															
Q3 2018/19	0	0	0																																															
Q4 2018/19	0	0	0																																															
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Q3 2020/21	10	0	0																																															
Q4 2020/21	29	0	0																																															

<p>QC HH 240A: Number of agencies trained/signed up to the Dementia Friendly pledge</p>	2	21	N/A		<p>QC HH 240A Number of agencies trained/signed up to the Dementia Friendly pledge</p> <table border="1"> <caption>QC HH 240A Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q3 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>2</td><td>0</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>1</td><td>0</td><td>0</td></tr> <tr><td>Q1 2021/22</td><td>21</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Forecast (Quarters)	Q3 2019/20	0	0	0	Q4 2019/20	0	0	0	Q1 2020/21	0	0	0	Q2 2020/21	0	0	0	Q3 2020/21	2	0	0	Q4 2020/21	1	0	0	Q1 2021/22	21	0	0											
Quarter	Actual (Quarters)	Target (Quarters)	Forecast (Quarters)																																													
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Q4 2020/21	1	0	0																																													
Q1 2021/22	21	0	0																																													
<p>QC HH 240B: Number of staff attending dementia friendly awareness sessions</p>	6	2	N/A		<p>QC HH 240B Number of staff attending dementia friendly awareness sessions</p> <table border="1"> <caption>QC HH 240B Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q3 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>6</td><td>0</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>4</td><td>0</td><td>0</td></tr> <tr><td>Q1 2021/22</td><td>2</td><td>0</td><td>0</td></tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Forecast (Quarters)	Q3 2019/20	0	0	0	Q4 2019/20	0	0	0	Q1 2020/21	0	0	0	Q2 2020/21	0	0	0	Q3 2020/21	6	0	0	Q4 2020/21	4	0	0	Q1 2021/22	2	0	0	<p>Event took place on 12 May 2021 which was well attended after further work was undertaken to publicise events to staff and encourage more participation</p>										
Quarter	Actual (Quarters)	Target (Quarters)	Forecast (Quarters)																																													
Q3 2019/20	0	0	0																																													
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Q4 2020/21	4	0	0																																													
Q1 2021/22	2	0	0																																													
Encouraging Economic Growth																																																
<p>AC CSP 111 Vacancy Rates in Town Centres</p>	8.89%	7.90%	N/A		<p>Encouraging Economic Growth</p> <table border="1"> <caption>AC CSP 111 Data</caption> <thead> <tr> <th>Quarter</th> <th>Bishop's Stortford</th> <th>Hertford</th> <th>Sawbridgeworth</th> <th>Ware</th> <th>Buntingford</th> </tr> </thead> <tbody> <tr><td>Q3 2019/20</td><td>8.89%</td><td>8.89%</td><td>8.89%</td><td>8.89%</td><td>8.89%</td></tr> <tr><td>Q4 2019/20</td><td>7.90%</td><td>9.50%</td><td>7.50%</td><td>8.00%</td><td>7.50%</td></tr> <tr><td>Q1 2020/21</td><td>7.90%</td><td>10.00%</td><td>7.00%</td><td>10.00%</td><td>2.00%</td></tr> <tr><td>Q2 2020/21</td><td>7.90%</td><td>11.50%</td><td>4.50%</td><td>11.50%</td><td>4.50%</td></tr> <tr><td>Q3 2020/21</td><td>7.90%</td><td>11.50%</td><td>5.00%</td><td>11.50%</td><td>5.00%</td></tr> <tr><td>Q4 2020/21</td><td>8.89%</td><td>12.50%</td><td>3.50%</td><td>6.50%</td><td>3.50%</td></tr> </tbody> </table>	Quarter	Bishop's Stortford	Hertford	Sawbridgeworth	Ware	Buntingford	Q3 2019/20	8.89%	8.89%	8.89%	8.89%	8.89%	Q4 2019/20	7.90%	9.50%	7.50%	8.00%	7.50%	Q1 2020/21	7.90%	10.00%	7.00%	10.00%	2.00%	Q2 2020/21	7.90%	11.50%	4.50%	11.50%	4.50%	Q3 2020/21	7.90%	11.50%	5.00%	11.50%	5.00%	Q4 2020/21	8.89%	12.50%	3.50%	6.50%	3.50%	<p>The vacancy figures show a slight decrease over December's figures, partly due to stirring demand for small retail premises. Overall vacancy rates in the district are very healthy considering the impact of the pandemic with plenty of demand for vacant retail space in our towns. Our smallest towns (Buntingford and Sawbridgeworth) have the lowest vacancy rates.</p>
Quarter	Bishop's Stortford	Hertford	Sawbridgeworth	Ware	Buntingford																																											
Q3 2019/20	8.89%	8.89%	8.89%	8.89%	8.89%																																											
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Q4 2020/21	8.89%	12.50%	3.50%	6.50%	3.50%																																											

<p>AC CSP 13.1 Total number of businesses using the Launchpad facility</p>	56	37	N/A		<p>Number of businesses using the Launchpad after the free trial</p>  <table border="1"> <caption>Number of businesses using the Launchpad after the free trial</caption> <thead> <tr> <th>Period</th> <th>Number of businesses</th> </tr> </thead> <tbody> <tr> <td>17/18</td> <td>14</td> </tr> <tr> <td>18/19</td> <td>48</td> </tr> <tr> <td>19/20</td> <td>58</td> </tr> <tr> <td>20/21</td> <td>34</td> </tr> </tbody> </table>	Period	Number of businesses	17/18	14	18/19	48	19/20	58	20/21	34	<p>The Launchpad closed in March 2020 due to Covid restrictions meaning there were zero users until the facility re-opened in June. Space has been limited since then due to the need for Covid restrictions however clients have started to return. As at March 31st there were 34 regular users (6 in Ware and 28 in Bishop's Stortford). This is down from the pre-Covid high of 58 in March 2020 however we are receiving high volumes of queries from new clients and, as restrictions ease, expect user numbers to increase</p>
Period	Number of businesses															
17/18	14															
18/19	48															
19/20	58															
20/21	34															
<p>AC CSP 13.3 Total income from businesses using the Launchpad facility</p>	£57,500 (2019/20)	£44,737 (annual)	N/A		<p>Total income from businesses using the facility (£)</p>  <table border="1"> <caption>Total income from businesses using the facility (£)</caption> <thead> <tr> <th>Period</th> <th>Total income (£)</th> </tr> </thead> <tbody> <tr> <td>17/18</td> <td>3,000</td> </tr> <tr> <td>18/19</td> <td>20,000</td> </tr> <tr> <td>19/20</td> <td>58,000</td> </tr> <tr> <td>20/21</td> <td>44,000</td> </tr> </tbody> </table>	Period	Total income (£)	17/18	3,000	18/19	20,000	19/20	58,000	20/21	44,000	<p>Despite having no income for 3 months the facility has recovered well and managed to achieve income just above the annual target. Income for 2020/21 was below that of the previous year but we anticipate income for 2021/22 to be return to previous levels</p>
Period	Total income (£)															
17/18	3,000															
18/19	20,000															
19/20	58,000															
20/21	44,000															
<p>AC CSP 217 Amount of section 106 contributions awarded (£)</p>	574,946.53 (2019/20)	1518285.73 (annual)	N/A		<p>AC CSP 217 Amount of section 106 contributions awarded (£)</p>  <table border="1"> <caption>AC CSP 217 Amount of section 106 contributions awarded (£)</caption> <thead> <tr> <th>Year</th> <th>Amount (£)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>574,946.53</td> </tr> <tr> <td>2020/21</td> <td>1,518,285.73</td> </tr> </tbody> </table>	Year	Amount (£)	2019/20	574,946.53	2020/21	1,518,285.73	<p>Payment was triggered from thirteen (13) individual Section 106 Agreements in 2020/2021. resulting in receipt of £1,518,285.73 in financial contributions. This figure includes the indexation added on to the original contribution amount.</p>				
Year	Amount (£)															
2019/20	574,946.53															
2020/21	1,518,285.73															

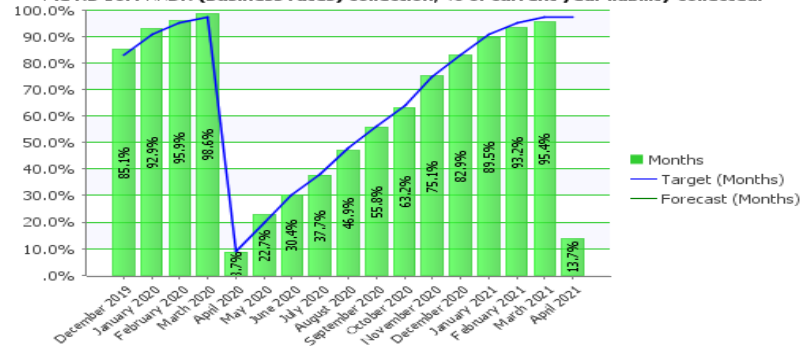
MC RB 10.4:
 NNDR (Business rates) collection, % of current year liability collected

55.80%

95.40%

97.50%

MC RB 10.4 NNDR (Business rates) collection, % of current year liability collected.



Business rates collection percentage decreased in April due to Covid 19 pandemic but this has seen a steady increase over quarter 2 as businesses start to reopen

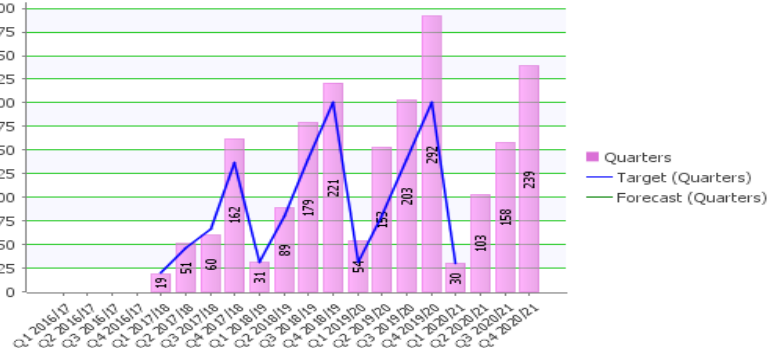
QC HH 155
 Number of affordable homes delivered (gross)

239

200

N/A

QC HH 155 Number of affordable homes delivered (gross)




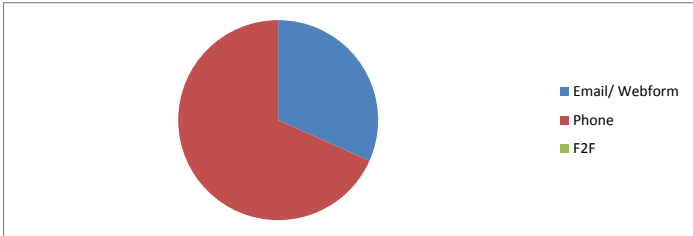
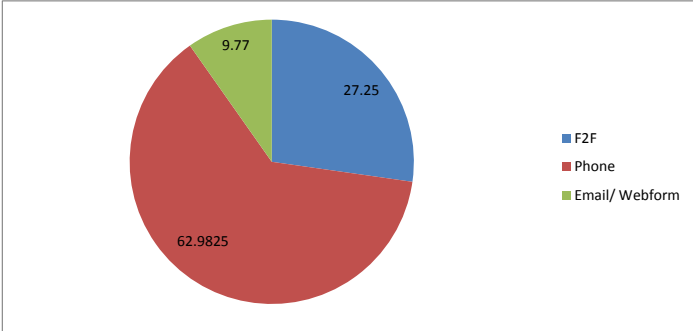
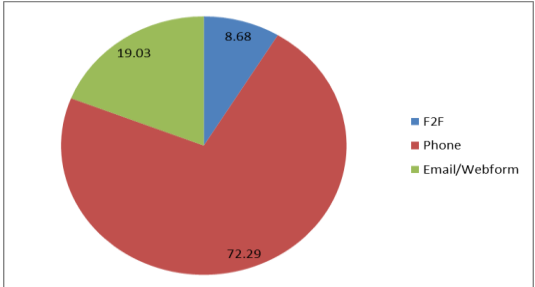
Cumulatively to the end of March 2021 a total of 239 new affordable homes (104 affordable rented homes and 135 shared ownership) were completed and advertised through the council's Choice Based Lettings Service or Home Buy Agent. The majority of the properties were developed as part of Section 106 planning obligations aside from 2 affordable rented homes on a redevelopment site owned by Clarion and a site developed by Metropolitan Housing predominately for shared ownership. The handover of properties was slightly delayed during the year because of the suspension of building works during the lock down period earlier in the pandemic.

<p>MC PB 157A: % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p>	75.00%	33.00%	60.00%		<p>MC PB 157A % Processing of planning applications dealt with in timely manner - Major applications (Majors under 13 weeks)</p> <table border="1"> <caption>MC PB 157A Data</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr><td>December 2019</td><td>100.00%</td></tr> <tr><td>January 2020</td><td>67.00%</td></tr> <tr><td>February 2020</td><td>100.00%</td></tr> <tr><td>March 2020</td><td>67.00%</td></tr> <tr><td>April 2020</td><td>100.00%</td></tr> <tr><td>May 2020</td><td>0%</td></tr> <tr><td>June 2020</td><td>100.00%</td></tr> <tr><td>July 2020</td><td>0%</td></tr> <tr><td>August 2020</td><td>75.00%</td></tr> <tr><td>September 2020</td><td>0%</td></tr> <tr><td>October 2020</td><td>100.00%</td></tr> <tr><td>November 2020</td><td>50.00%</td></tr> <tr><td>December 2020</td><td>100.00%</td></tr> <tr><td>January 2021</td><td>100.00%</td></tr> <tr><td>February 2021</td><td>100.00%</td></tr> <tr><td>March 2021</td><td>33.00%</td></tr> </tbody> </table>	Month	Actual (%)	December 2019	100.00%	January 2020	67.00%	February 2020	100.00%	March 2020	67.00%	April 2020	100.00%	May 2020	0%	June 2020	100.00%	July 2020	0%	August 2020	75.00%	September 2020	0%	October 2020	100.00%	November 2020	50.00%	December 2020	100.00%	January 2021	100.00%	February 2021	100.00%	March 2021	33.00%	1 out of 3.
Month	Actual (%)																																							
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March 2021	33.00%																																							
<p>MC PB 157B: % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks)</p>	93.00%	67.00%	80.00%		<p>MC PB 157B % Processing of planning applications dealt with in timely manner- Minor applications (Minors under 8 weeks).</p> <table border="1"> <caption>MC PB 157B Data</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr><td>December 2019</td><td>82.00%</td></tr> <tr><td>January 2020</td><td>86.00%</td></tr> <tr><td>February 2020</td><td>91.00%</td></tr> <tr><td>March 2020</td><td>88.00%</td></tr> <tr><td>April 2020</td><td>92.00%</td></tr> <tr><td>May 2020</td><td>95.00%</td></tr> <tr><td>June 2020</td><td>89.00%</td></tr> <tr><td>July 2020</td><td>94.00%</td></tr> <tr><td>August 2020</td><td>86.00%</td></tr> <tr><td>September 2020</td><td>93.00%</td></tr> <tr><td>October 2020</td><td>77.00%</td></tr> <tr><td>November 2020</td><td>86.00%</td></tr> <tr><td>December 2020</td><td>92.00%</td></tr> <tr><td>January 2021</td><td>92.00%</td></tr> <tr><td>February 2021</td><td>88.00%</td></tr> <tr><td>March 2021</td><td>67.00%</td></tr> </tbody> </table>	Month	Actual (%)	December 2019	82.00%	January 2020	86.00%	February 2020	91.00%	March 2020	88.00%	April 2020	92.00%	May 2020	95.00%	June 2020	89.00%	July 2020	94.00%	August 2020	86.00%	September 2020	93.00%	October 2020	77.00%	November 2020	86.00%	December 2020	92.00%	January 2021	92.00%	February 2021	88.00%	March 2021	67.00%	18 out of 27.
Month	Actual (%)																																							
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<p>M PB 206: % of site visits undertaken in relation to all other cases within 15 workings days of 'start date'</p>	N/A	N/A	90%	N/A	<p>M PB 206 % of site visits undertaken in relation to all other cases within 15 workings days of 'start date'.</p> <table border="1"> <caption>M PB 206 Data</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr><td>December 2019</td><td>96%</td></tr> <tr><td>January 2020</td><td>86%</td></tr> </tbody> </table>	Month	Actual (%)	December 2019	96%	January 2020	86%	Site visits have not been achievable due to Covid 19 restrictions																												
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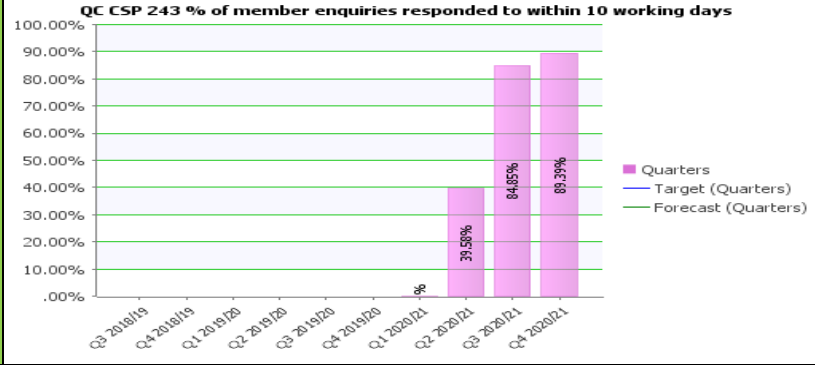
<p>M DEH 10a: % of households that have signed up to Council Tax Self Serve</p>	<p>13.67%</p>	<p>16.74%</p>	<p>N/A</p>	<p>M DEH 10a % of households that have signed up to Council Tax Self Serve</p>	<p>The last quarter has seen a steady increase in the number of households accessing Council Tax Self Service as this may be attributed to the Council offices being closed and more people making use of our online services.</p>
<p>M DEH 10b: % of Businesses that have registered to self-service (business rates)</p>	<p>3.18%</p>	<p>3.50%</p>	<p>N/A</p>	<p>M DEH 10b % of Businesses that have registered to self-service (business rates)</p>	<p>The last quarter has seen a steady increase in the number of businesses accessing Self Service. This may be attributed to the COVID19 response and businesses preferring online options.</p>
<p>M DEH 10c: Number of Landlords that have signed up to self-service</p>	<p>56</p>	<p>62</p>	<p>N/A</p>	<p>M DEH 10c Number of Landlords that have signed up to self-service</p>	<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.</p>

<p>QC CSP 5.1: % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p>	<p>64% (2019/20)</p>	<p>78.57% (annual)</p>	<p>70.00%</p>	<p>QC CSP 5.1 % of complaints resolved in 14 days (10 working days) or less (based on stage 1 complaints)</p>	<p>Over the year we have 155 formal, stage 1 complaints and 32 stage 2 complaints. However it is worth noting we also had over 1000 complaints and concerns regarding green waste charges. These were not recorded as official complaints as they related to a Council decision</p>
<p>MC CSP 5.13A: % Good Satisfaction (GovMetric) - Face to Face</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>MC CSP 5.13A % Good Satisfaction (GovMetric) - Face to Face.</p>	<p>Latest statistics not recorded due to COVID19 preventing us from offering a face to face service.</p>
<p>MC CSP 5.13C: % Good Satisfaction (GovMetric) - Website</p>	<p>51.00%</p>	<p>41.00%</p>	<p>50%</p>	<p>MC CSP 5.13C % Good Satisfaction (GovMetric) - Website.</p>	<p>Despite making numerous changes to the website and improving content, we still struggle to gain satisfaction scores.</p>

<p>MC CSP 5.13D % Good Satisfaction (GovMetric) - Email</p>	79.00%	64.00%	80.00%			152 green, 21 amber and 64 red for the quarter. No trend data as this was only introduced mid way through 2020																														
<p>QC CSP 5.2A: % of complaints about the Council and its services that are upheld: 1st stage</p>	32.00%	19.23%	30.00%		<p>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</p> <table border="1"> <caption>QC CSP 5.2A % of complaints about the Council and its services that are upheld: 1st stage</caption> <thead> <tr> <th>Quarter</th> <th>% Upheld</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>54.00%</td></tr> <tr><td>Q4 2018/19</td><td>36.84%</td></tr> <tr><td>Q1 2019/20</td><td>48.00%</td></tr> <tr><td>Q2 2019/20</td><td>46.57%</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>9.53%</td></tr> <tr><td>Q4 2020/21</td><td>19.23%</td></tr> <tr><td>Q1 2021/22</td><td></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	% Upheld	Q3 2018/19	54.00%	Q4 2018/19	36.84%	Q1 2019/20	48.00%	Q2 2019/20	46.57%	Q3 2019/20	31.57%	Q4 2019/20	14.81%	Q1 2020/21	11.62%	Q2 2020/21	12.00%	Q3 2020/21	9.53%	Q4 2020/21	19.23%	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Final quarter - Out of 52 stage 1 complaints, only 10 were upheld.
Quarter	% Upheld																																			
Q3 2018/19	54.00%																																			
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<p>QC CSP 5.2B: % of complaints about the Council and its services that are upheld: 2nd Stage - appeal</p>	18.00%	28.57%	N/A	↓	<p>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p> <table border="1"> <caption>QC CSP 5.2B % of complaints about the Council and its services that are upheld: 2nd stage - appeal</caption> <thead> <tr> <th>Quarter</th> <th>% Upheld</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>33.00%</td></tr> <tr><td>Q4 2018/19</td><td>0%</td></tr> <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> </tbody> </table>	Quarter	% Upheld	Q3 2018/19	33.00%	Q4 2018/19	0%	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%	For the last quarter - 2 out of 7 stage 2 complaints were upheld.								
Quarter	% Upheld																																			
Q3 2018/19	33.00%																																			
Q4 2018/19	0%																																			
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<p>QC 1A - C Volume + Proportion of Contacts by Channel</p>	<p>F2F: 0.00% Email/ Webform: 24.57% Phone: 75.43%</p>	<p>F2F: 0.00% Email/Webform: 31.67% Phone: 68.33%</p>	<p>Trend only</p>		<p>Annual Data for 2020/21</p>  <p>Annual data for 2019/20</p>  <p>Annual data for 2018/29</p> 	<p>Telephony remains the contact channel of choice for most residents however email and webforms are increasing. We aim to continue this trend by encouraging more customers to interact online where possible as in most cases this leads to a quicker resolution for the customer (eg. reporting a missed bin) as well as reduced costs for us</p>
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<p>QC CSP 243: % of member enquiries responded to within 10 working days</p>	39.58%	89.39%	N/A	
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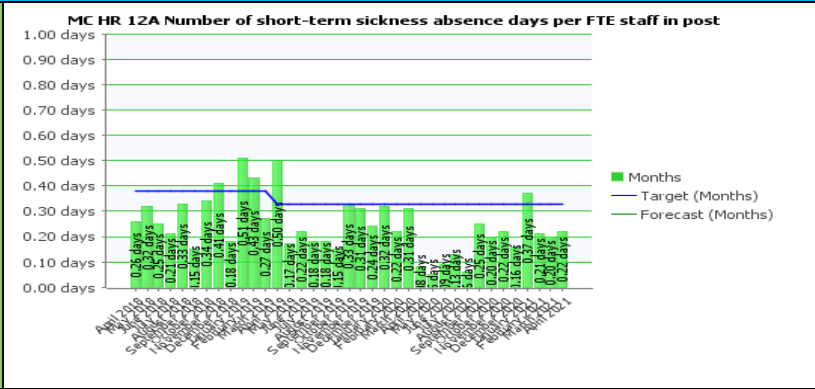


132 members enquiries received between 01.01.21 and 31.03.21

118 of these were completed within 10 working days however we are aware that there have been issues with responses not being delivered

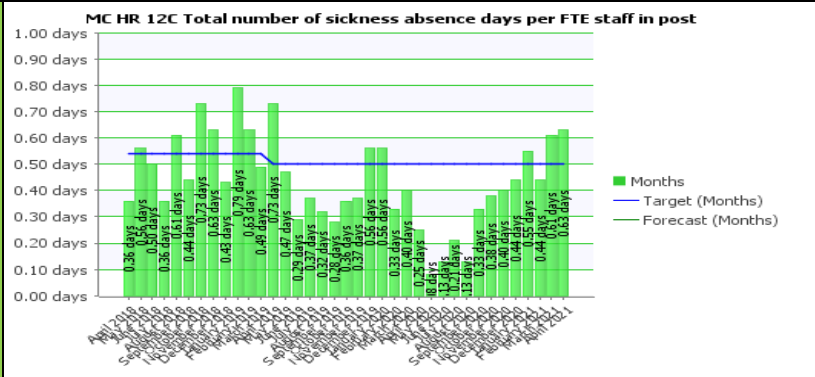
CORPORATE HEALTH INDICATORS

<p>MC HR 12A Number of short-term sickness absence days per FTE staff in post</p>	0.22 days	0.33 days		
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2021 S/T absence for the year so far = 0.22 (end of year target = 4)

<p>MC HR 12C Total number of sickness absence days per FTE staff in post</p>	0.63 days	0.50 days		
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Total absence for the year so far = 0.63 (end of year target = 6)

Over target this month due to a number of ongoing long term sickness cases which HR Officers are working on with Managers.

<p>MC HR 12B Number of long-term sickness absence days per FTE staff in post</p>	0.40 days	0.17 days			<p>L/T absence for the year so far = 0.40 (end of year target = 2)</p> <p>Over target this month due to a number of ongoing long term sickness cases which HR Officers are working on with Managers.</p>
<p>MC DL 5.15 % of FOI cases closed in month that were closed within 20 working days or less</p>		100.00%	90.00%		<p>The lower figure in March is due to an issue with our software not correctly displaying cases where a response was ready.</p>

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	

**** NOTE FOR BEN - MISSED BINS INFO IS MISSING

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

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East Herts: A Place to Grow
Corporate Plan Refresh for 2021/ 2022

The Council's Corporate Plan (2020/21 – 2023/24) was agreed in January 2020 and sets out a range of actions and objectives against 4 overall, 'SEED' priorities. Whilst the aspirations in that plan are still relevant Covid-19 has changed local, national and global priorities for public service delivery and impacted how and where East Herts Council is deploying its resources. This refreshed plan outlines amended objectives for the 2021/ 2022 year which better reflect the needs of the district in this context.

Each of the 'one page plans' for the 4 themes have been updated. New priorities have been included where relevant and actions which have either been completed or are now less relevant compared to one year ago have been removed. Please note that for each theme there is a wider set of actions and measures which sit underneath the one page plan.

Sustainability at the heart of everything we do 2021/ 2022

The council's work towards achieving its nine commitments for tackling climate change has continued at pace in 2020/21. For example, over the last 12 months, we have developed a carbon assessment tool to assess the carbon footprint of council projects, adopted a new Sustainability Supplementary Planning Document to guide new development and switched our electricity contract to 100% renewable energy sources.

Work in 2021/22 will focus on further encouraging residents and partners to make sustainable choices and working with other Hertfordshire authorities to deliver larger, multi-agency projects. Notably, we aim to promote higher energy efficiency in housing roll-out the installation of more e-vehicle chargers and provide more information to facilitate positive behaviour change.

Strategy/ objectives	Actions/ key projects	Who	When
1. We will make changes to how the council manages its own premises, people and services	1a. Train council staff and councillors on carbon neutrality and sustainability	David Thorogood	30/09/21
	1b. Complete redevelopment of Grange Paddocks Leisure Centre, Bishop's Stortford and in doing so reduce the building's carbon emissions by at least 18%, that is, 93 tonnes of CO ₂	Jess Khanom-Metaman	31/10/21
	1c. Reduce the number of fossil-fuelled vehicles in the council's fleet	Jonathan Geall	31/03/22
2. We will use our regulatory powers to promote action by others	2a. Implement the council's new Sustainability Supplementary Planning Document	Sara Saunders	30/06/21
	2b. Facilitate moves toward more e-taxis in the district	David Thorogood	31/12/21
	2c. Encourage the building of additional energy efficient properties in the private and affordable housing sectors	Jonathan Geall	31/03/22
	3a. Update council's sustainability website including the provision of a numerical tracker of the council's progress towards its target to be carbon neutral by 2030	Linda Meehan	30/09/21
3. We will influence and encourage others to be more environmentally sustainable	3b. Run a food waste minimisation publicity campaign	Jess Khanom-Metaman	30/09/21
	3c. Work with partners to install e-vehicle chargers in more locations in East Herts	David Thorogood	31/03/22

Enabling our communities 2021/ 2022

Over the past 12 months we have kept up momentum on delivery of our capital programme where possible and within covid-19 guidelines, demonstrating on-going commitment to the wellbeing of our communities. However we have also seen increasing demand for important services such as housing and benefits advice and support. Social isolation has increasingly become a challenge for many individuals due to restrictions on movement. As we move towards recovery from the economic and social impact of Covid-19 it is paramount no one in East Herts is left behind.

Over 2021/22 we will focusing on continuing to deliver our capital programme, services to our most vulnerable residents and supporting partners with Covid recovery efforts. Other key activities will include delivery of our new Cultural Strategy and developing a new Equalities, Diversity and Inclusion Strategy.

Strategy/ objectives	Actions/ key projects	Who	When
1. We will invest in our places	1a. Complete refurbishment of Hartham Leisure Centre	Jess Khanom	1/9/22
	1b. Deliver £20m investment in Hertford Theatre	Jess Khanom	1/8/23
	1c. Deliver the Castle Park project	Ian Sharratt	30/3/23
	1d. Deliver the Cultural Strategy	Nick Phipps	TBC
2. We will ensure all voices in the community are heard	2a. Grow our digital communications channels (Instagram, Twitter, Facebook and Linked in)	Communications Manager	31/3/22
	2b. Implement a new Equalities, Diversity and Inclusion Strategy	Corinne Crosbourne	28/7/21
3. We will support our vulnerable residents	3a. Relaunch the East Herts Healthy Hub to promote easier access to health and wellbeing advice and support	Simon Barfoot	30/6/21
	3b. Provide specialist support to those facing or recovering from homelessness	Claire Bennett	31/3/22
4. Keeping communities safe	4a. Support roll out of testing and vaccination centres	Geoff Hayden	31/3/22
	4b. Support national and county led campaigns on vaccine roll out and vaccine hesitancy	Communications Manager	31/3/22
	4b. Provide regulatory advice and support to businesses for safe re-opening	Paul Thomas-Jones	21/6/21
	4c. Provision of Covid marshals in town centres, neighbourhood shopping centres and green spaces	Ben Wood	30/6/21

Encouraging economic growth 2021/ 2022

There has been a substantial shift in priorities around this theme over the past 12 months. The focus of our activity has been around business survival as oppose to supporting growth with over £30m awarded in grants and £18m in reliefs between May 2021 and April 2021. Our High Streets are under enormous pressure to recover and remain relevant and with changing patterns of workplace distribution we will face additional pressure on viability of commercial development. However this may also bring opportunities for the district and our housing delivery rate of 104% over the past three years against District Plan targets give us reason to be optimistic.

Over 2021/22 we will continue to focus on delivery of major projects such as Old River Lane and our European Funded Launchpad 2 business support programme. Working in partnership with the County Council, Town Councils, police and businesses will be an important means of ensuring residents feel comfortable and confident when visiting their town centres. Continuing to work with developers on delivery of growth sites across the district and supporting communities with neighbourhood planning will be key to ensuring East Herts remains a vibrant place to live.

Strategy/ objectives	Action/ key projects	Who	When
1. We will develop new sources of income	1a. Deliver the Millstream Property Investment Ltd's Business Plan	Jonathan Geall	31/3/22
	1b. Grow the East Herts Lottery to bring in more resources for local good causes	Claire Pullen	31/3/22
2. We will support businesses and town centres with post Covid recovery	2a. Deliver the ERDF Launchpad 2 project	Chris Smith	31/3/23
	2b. Work in partnership to support recovery of town centres and deploy 'Welcome Back' funding	Andrew Figgis	31/3/22
	2c. Deliver the Jobsmart employment support programme	Ben Wood	31/3/22
	2d. Continue to support administration of businesses grants	Su Tarran	31/3/22
3. We will create viable places	3a. Support the Herts Growth Board with presenting a case for additional infrastructure investment in Hertfordshire	Richard Cassidy	31/3/22
	3b. Complete construction of the multi-story car park on the Old River Lane site	Rob Mayo	31/12/21
	3c. Deliver an SPD and Masterplan for the Old River Lane site	Sara Saunders	31/12/21
	3d. Delivery of the strategic sites allocated in the District Plan in accordance with the housing trajectory.	Sara Saunders	31/3/22

Digital by default 2021/ 2022

Following the onset of the COVID-19 pandemic, our main reception areas were closed and residents were encouraged to contact us by telephone, email or via the website. The availability of more customer service staff (following face 2 face closure) has resulted in more telephone calls being answered and an overall improvement of the service. The changes in working practice have, on the whole, been a positive experience for our customers and has enabled us to embrace digital technology through the provision of grant claim forms on the website, appointment booking, webchat and ‘call back’ software. This has enabled businesses across the District to access much needed support grants almost solely through digital means and helped manage customer contact demand. We will build on this impetus to further enhance the digital offer to residents, businesses, employees and members.

The Council has also effectively continued to deliver services with staff working remotely and our emerging agile working project will maximise opportunities arising from this global change in the workplace.

Strategy/ objectives	Action/ key projects	Who	When
1. We will improve the customer experience for those who use council services	1a. Undertake a transformation programme to make it easier for our customers to interact with us (including Implement new online and telephony payments software and a customer relationship management system)	Steven Linnett	TBC
	1b. Implement self-service reception and increase range of digital channels available	Ben Wood	30/6/21
2. We will work with partners to ensure our communities are digitally enabled	2a. Ensure fibre to the premise (FTTP) is provided on all new developments	George Pavey	31/3/22
	2b. Support joint delivery of Harlow and Gilston Garden Town as a fully sustainable and digital ‘place’	Jenny Pierce	31/3/22
	2c. Support the Digital Innovation Zone to lobby for investment in our towns and villages	Helen Standen	31/3/22
3. Implement agile working across the organisation	3a. Agree an agile working policy with staff	Simon O’Hear	21/7/21
	3b. Agree a business case for creating modern workspaces	Geoff Hayden	TBC

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Objective	Action	Lead	By when	Relevant indicators/ measures/ targets	Reporting frequency	Lead for uploading to pentana	Portfolio holder	Changes
ENABLING COMMUNITIES THEME								
We will invest in our places	Complete construction of new Grange Paddocks Leisure Centre	Jess Khanom	31/9/2021		Quarterly	Emily Coulter	Eric Buckmaster	Capture in sustainability theme
	Complete construction of a refurbished and extended Hartham Leisure Centre	Jess Khanom	01/09/22		Quarterly	Emily Coulter	Eric Buckmaster	
	Deliver the Castle Park Heritage Lottery Funded project	Jess Khanom	01/06/21		Quarterly	Ian Sharratt	Eric Buckmaster	
	Deliver £20m investment in Hertford Theatre	Jess Khanom	01/04/23		Quarterly	Tamara Jarvis	Eric Buckmaster	
	Support the Herts 2020 Year of Culture with HCC (one promotion each month depending on theme)	Mekhola Ray	31/03/21		Quarterly	Nick Phipps	Eric Buckmaster	Completed
	Develop a cultural strategy for East Herts (agree by December 2020)	Nick Phipps & Mekhola Ray	31/12/20		Annual	Nick Phipps	Eric Buckmaster	Completed - now into delivery phase
	Produce a business case for the refurbishment and extension of Pinehurst Community Centre	Geoff Hayden	31/03/21		Annual	Geoff Hayden	Geoffrey Williamson	New action
	Deliver the cultural strategy	Nick Phipps & Mekhola Ray	31/03/21		Annual	Nick Phipps	Eric Buckmaster	New action
	Respond to fly-tipping in a timely manner	Chloe Hipwood	31/03/21	Fly-tips: time taken for removal	Quarterly	Louise Overington	Graham McAndrew	
	Maintain standards of cleanliness in our streets	Chloe Hipwood	31/03/21	Inspector's grading of Urbaser street cleaning	Quarterly	Louise Overington	Graham McAndrew	Amended measure
	Deliver the community grants scheme	Claire Pullen	31/03/22	Number of grants given	Annual	Nick Phipps	Suzanne Rutland-Barsby	
	Maintain the register of community assets (Assets of Community Value)	Esther Piper	31/03/22		Annual	Kirsty McKenzie	Geoffrey Williamson	
	Undertake a review of the EHC owned Community Centres in East Herts, understanding how they are currently used and the support they may require going forward, undertake public engagement to understand our communities needs and how we can match these up with the use of our Community Centres	Claire Pullen	31/03/22		Bi-annual	Nick Phipps	Geoffrey Williamson/Suzanne Rutland-Barsby	Amended measure taking account of the impact of Covid
	With Herts Sports Partnership, undertake Active Local initiative based on Asset Based Community Development, promoting physical activity and increased use of green spaces in the Sele area	Claire Pullen	31/03/21		Bi-annual	Nick Phipps	Eric Buckmaster/Suzanne Rutland-Barsby	Completed - new action below
	Sett up a Charitable Incorporated Organisation with residents to repurpose a council allotment site into a community garden	Claire Pullen	31/03/22		Bi-annual	Nick Phipps	Eric Buckmaster/Suzanne Rutland-Barsby	New action
We will ensure all voices in the community are heard	Grow our digital communications channels	Communicatinos and Digital Media Manager	31/03/22	Number of Twitter followers Number of LinkedIn followers Number of Insta followers Press favourability score Number of Facebook likes Number of email subscribers to Network	Quarterly	Communicatinos and Digital Media Manager	George Cutting	
	Evaluate the impact of any comms and campaigns (eg. behaviour change/ awareness raising)	Communicatinos and Digital Media Manager	31/03/22	Audience attention – e.g., unique visitors, views, clickthroughs Awareness – e.g., recall Understanding – e.g., comments Interest and liking – e.g., likes, follows, shares, retweets.	Annual	Communicatinos and Digital Media Manager	George Cutting	
	Trial new communication and engagement tools with different audiences (including ORL masterplan and HGGT)	Communicatinos and Digital Media Manager	31/03/22	Engagement – e.g., return visits, subscribing, positive comments. Consideration – e.g., comments, subscribing, registering.	Annual	Communicatinos and Digital Media Manager	George Cutting	
	Support our local communities with the neighbourhood planning process	George Pavey	31/03/22		Annual	George Pavey	Jan Goodeve	
	Agree and implementa new Equalities, Diversity and Inclusion Strategy	Corinne Crossboure	28/07/21		Annual	Gemma Bates	Linda Haysey	New action

We will support our vulnerable residents

	Relaunch the East Herts Healthy Hub to promote easier access to health and wellbeing advice and support	Simon Barfoot	31/03/21	Number of clients supported through EH Social Prescribing Service Number of EH residents registering for Healthy Hubs Number of EH residents attending Healthy Hub sessions Number of Healthy Hub sessions delivered Number of onward referrals through Healthy Hubs	Quarterly	Nick Phipps	Eric Buckmaster	Amended action due to impact of Covid
	Provide temporary accomodation to those most in need	Claire Bennett	31/03/22	Number of homeless households living in temporary accomodation	Quarterly	Claire Bennett	Eric Buckmaster	
	Ensure all new applications for Housing Benefit and/or Council Tax support, including changes in circumstances, are processed on average within 10 days	Su Tarran	31/03/22	Time taken to process new benefit claims (10 days)	Quarterly	Su Tarran	Geoffrey Williamson	
	Manage the SLA with the CVS to deliver support to voluntary and community organisations and community transport	Nick Phipps	31/03/22		Quarterly	Nick Phipps	Eric Buckmaster/Suzanne Rutland-Barsby	
	Manage the SLA with the Citizens Advice Service	Nick Phipps	31/03/22		Quarterly	Nick Phipps	Eric Buckmaster/Suzanne Rutland-Barsby	
Support community safety	Nick Phipps/ Julie Pomfrett	31/03/22	Neighbourhood watch membership (as OWL is a useful way of reaching communities) – ASB data around the issuing of CPWs / CPNs where the conduct that has led to the issuing of the CPW/N is relevant – Number of safeguarding referrals?	Quarterly	Nick Phipps	Peter Boylan		
Review CCTV provision and management arrangements	Nick Phipps	31/03/22		Annual	Nick Phipps	Peter Boylan		
Inspection, licensing and regulation of HMOs	Paul Thomas-Jones	31/03/22		Annual	Paul Thomas-Jones	Eric Buckmaster		
Provide support to hoarding cases	Paul Thomas-Jones	31/03/22		Annual	Paul Thomas-Jones	Eric Buckmaster		
Undertake public burials	Paul Thomas-Jones	31/03/22		Annual	Paul Thomas-Jones	Eric Buckmaster		
Deal with nuisance and noise cases	Paul Thomas-Jones	31/03/22		Annual	Paul Thomas-Jones	Eric Buckmaster		
Support the East Herts Dementia Friendly Action Group	Mekhola Ray	31/03/22	Renewal of Dementia Friendly District Status Number of agencies signed up to action group Number of staff attending awareness sessions	Annual Quarterly Quarterly	Nick Phipps Nick Phipps Nick Phipps	Eric Buckmaster Eric Buckmaster Eric Buckmaster		
Support delivery of chatter tables in the 5 towns to address social isolation and loneliness for vulnerable residents.	Mekhola Ray	31/03/22	Number of chatter tables running in 5 market towns, not requiring PWC facilitation Number of people attending chatter tables	Annual Quarterly	Nick Phipps Nick Phipps	Eric Buckmaster Eric Buckmaster		
Support the East Herts Dementia Friendly Action Group	Mekhola Ray	31/03/21		Annual	Mekhola Ray	Eric Buckmaster		
Identify community assets that are managed via a third party and investigate SLAs and appropriate policies are in place (eg. safeguarding)	Claire Pullen	31/03/22	Assets identified and timescales for engagement with them agreed	Bi-annual	Claire Pullen	Geoffrey Williamson		
Provide training and support for third parties who manage community centres to engage effectively with wider community, including vulnerable residents.	Claire Pullen	31/03/22	No. of training activities provided	Bi-annual	Claire Pullen	Eric Buckmaster/Suzanne Rutland-Barsby		
Continue to administer self-isolation grants	Su Tarran	31/03/22	No. of grants administered	Bi-annual	Su Tarran	Geoffrey Williamson	New action	
Support roll out of testing and vaccination centres	Geoff Hayden	31/03/22		Bi-annual	Geoff Hayden	Geoffrey Williamson	New action	
Support national and county led campaigns on vaccine roll out and vaccine hesitancy	Communicatinos and Digital Media Manager	31/03/22		Bi-annual	Communicatinos and Digital Media Manager	George Cutting	New action	
Provide regulatory advice and support to businesses for safe re-opening	Paul Thomas-Jones	31/03/22		Bi-annual	Paul Thomas-Jones	Peter Boylan	New action	
Provision of Covid marshals in town centres, neighbourhood shopping centres and green spaces	Ben Wood	30/06/21		Bi-annual	Ben Wood	Jan Goodeve	New action	

Keeping Communities Safe

ENCOURAGING ECONOMIC GROWTH THEME								
We will develop new sources of income	Deliver the Millstream Property Investment Ltd's Business plan	Jonathan Geall/ Helen Standen/ Jess Khanon- Metaman	On-going	Annual return on investment/ dividend (£)	Annual	Jonathan Geall	Geoffrey Williamson	
	Develop Financial Sustainability Group acquisitions / investments	Geoff Hayden	31/03/22	Income targets as agreed in the MTFP	Annual	Geoff Hayden	Geoffrey Williamson	
	Develop a new Asset Management Strategy	Steven Linnett	30/06/21				Geoffrey Williamson	New action
	Grow revenues from trading companies	Helen Standen	31/03/22	Share dividend from the Herts Building Control Company	Annual	Helen Standen	Geoffrey Williamson	
		Ben Wood	31/03/22	Share dividend from Herts CCTV Ltd	Annual	Ben Wood	Geoffrey Williamson	
	Grow the East Herts Lottery	Claire Pullen	31/03/21	Number of players Number of groups signed up to take part Income raised for good causes (£)	Annual	Claire Pullen	Geoffrey Williamson	Slightly adjusted wording on measures
	Supporting the crowdfunding platform for community causes	Claire Pullen	31/03/21	Number of groups who have created a campaign Amount pledged (£)	Annual	Claire Pullen	Geoffrey Williamson	
We will support businesses and town centres with post Covid recovery	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 (Expand the Launchpad Offering)	Chris Smith	31/03/23	Number of Launchpad uses (both sites)	Annual	Paula Beades	Jan Goodeve	
				Income generated (both sites) (£)	Annual	Paula Beades	Jan Goodeve	
				Number of businesses supported across the 3 sectors	Annual	Hilary Marsh	Jan Goodeve	
				Number of businesses receiving financial support	Annual	Hilary Marsh	Jan Goodeve	
				Number of businesses receiving non financial support	Annual	Hilary Marsh	Jan Goodeve	
	Find alternative accommodation for the BS Launchpad	Chris Smith	31/03/22		Annual	Chris Smith	Jan Goodeve	New action
	Provide discretionary business rate grants to incentivise new businesses to set up/ existing businesses to expand	Ben Wood	31/03/21	Number of grants awarded Amount awarded (£) (max value £65,000)	Biannual	Ben Wood	Jan Goodeve	Scheme no longer relevant following Covid business support from central
	Support the Better Business for All Partnership	Oliver Rawlings	31/03/22		Annual	Oliver Rawlings	Jan Goodeve	
	Ensure all business rate reliefs are applied in a timely manner	Sandra Huntingford	31/03/22	NNDR (Business rates) collection, % of current year liability collected	Monthly	Sandra Huntingford	Geoffrey Williamson	
	Provide support for local business representative organisations including Chambers of Commerce and the Bishop's Stortford BID	Chris Smith	31/03/22		Annual	Chris Smith	Jan Goodeve	
	Work in partnership with the LSCC (Innovation Corridor) and Central Zone Alliance to lobby for inward investment	Ben Wood	31/03/22		Annual	Ben Wood	Linda Haysey	
	Provision of advice and support around licensing function (alcohol, food, noise) and processing pavement licences to support town centres	Oliver Rawlings	31/03/22	Number of pavement licences granted	Annual	Oliver Rawlings	Peter Boylan	Measure expanded to include pavement licences
	Undertake a pilot project with stakeholders on Hertford Town Centre to get a vision and strategy in place	Ben Wood	31/03/21	Town centre vacancy levels	Quarterly	Andrew Figgis	Jan Goodeve	Replaced by new action on town centre plans through Welcome Back Fund
	Work with Visit Herts to ensure local businesses and venues are supported	Andrew Figgis	31/03/22	Total value of visitor economy to East Herts and by town	Annual	Andrew Figgis	Jan Goodeve	
				Total number of day trips and overnight trips to district and by town				
	Provide a programme of business networking and support activities	Andrew Figgis	31/03/21	Total number of businesses supported	Annual	Andrew Figgis	Jan Goodeve	Action completed
Work in partnership to support recovery of town centres and deploy Welcome Back funding	Andrew Figgis	31/03/22	Production of town centre visions and action plans	Biannual	Andrew Figgis	Jan Goodeve	New action	
Continue to administer business grants including the Restart Grants and Additional Restriction (discretionary) grants	Su Tarran	31/03/22	Number of grants awarded and amount (£) given out	Quarterly	Su Tarran	Geoffrey Williamson	New action	
Implement grant scheme to support businesses taking up vacant retail, commercial and industrial premises	Chris Smith	31/03/22	Number of grants awarded	Biannual	Chris Smith	Jan Goodeve	New action	
Deliver the Jobsmart employment support programme	Ben Wood	31/03/22	Number of referrals	Biannual	Ben Wood	Jan Goodeve	New action	

We will create viable places	Complete construction of the multi-story car park on the Old River Lane site (72 week build)	Rob Mayo	31/03/22		Annual	Gemma Bates	Linda Haysey	
	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	Rob Mayo	31/03/22		Annual	Gemma Bates	Linda Haysey	New action
	Implement Article 4 Directions on designated employment sites	Andrew Figgis	31/03/21		Annual	Andrew Figgis	Jan Goodeve	Action completed
	Adopt a policy on viability and intervention on commercial schemes on new developments including BS South, BS North, Caxton Hill, NE of Ware	Andrew Figgis	31/03/21		Annual	Andrew Figgis	Geoffrey Williamson/Jan Goodeve	Action under review following effect of Covid on commercial property market
	Support the Herts Growth Board with presenting a case for additional infrastructure investment in Hertfordshire	Richard Cassidy	On-going		Annual	Ben Wood	Linda Haysey	
	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	Sara Saunders	31/03/22	Approval of strategic sites Determine major applications within 13 weeks Determine 80% of minor/other applications within 8 weeks	Quarterly	Paul Burt	Jan Goodeve	
	Ensure housing development meets the needs of the district population	Sara Saunders	31/03/22	Delivery of at least 839 new dwellings per year and delivery of affordable homes	Quarterly	Paul Burt	Jan Goodeve	
	Develop Neighbourhood Plans with all neighbourhoods requesting this	Sara Saunders	31/03/21	Neighbourhood Plans agreed	Quarterly	George Pavey	Jan Goodeve	Removed as covered under the enabling theme
	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	Sara Saunders	31/03/22		Annual	Sara Saunders	Jan Goodeve	
	Ensure Section 106 contributions are allocated in accordance with agreements	Jackie Bruce	31/03/22	Amount awarded	Annual	Jackie Bruce	Jan Goodeve	
Undertake planning enforcement activity where required in keeping with the district plan and NPPF	TBC	31/03/22	Site visits undertaken for non urgent cases within 15 working days	Quarterly	Paul Burt	Jan Goodeve		

DIGITAL BY DEFAULT THEME

We will improve the customer experience for those who use council services	Sign up to the MHCLG Digital Declaration	Helen Standen	30/09/20	Increase proportion of customer contacts undertaken through digital channels	Quarterly	Alex Cook	George Cutting	Action complete
	Implement a new core digital platform	Steven Linnett	TBC		Annual	Steven Linnett	George Cutting	New action linked to transformation programme
	Implement a central business support function	Ben Wood	31/03/22		Annual	Ben Wood	George Cutting	New action linked to transformation programme
	Implement a front of house offering at Hertford and Bishop's Stortford aimed at maximising self-service	Ben Wood	30/09/20	Ensure 80% of govmetric ratings for face to face are rated as good	Quarterly	Alex Cook	George Cutting	Action amended following behaviour changes from Covid-19
				Increase customer satisfaction with East Herts web	Quarterly	Lauren Hague	George Cutting	
				Increase % of households that have signed up to self service	Quarterly	Mark Eldridge	George Cutting	
				Increase % of businesses that have signed up to self service	Quarterly	Mark Eldridge	George Cutting	
	Increase % of landlords that have signed up to self service	Mark Eldridge	George Cutting					
	Maintain website accessibility (WCAG 2.1) standards	Lauren Hague	30/06/20	Socitim accessibility rating	Annual	Lauren Hague	George Cutting	Action amended after significant work in 20/21 to achieve good accessibility rating
	Deliver an effective complaints and member query management system	Sharon Bunce	31/03/22	Ensure 80% of stage 1 complaints are dealt with within 10 working days	Quarterly	Sharon Bunce	George Cutting	Action amended to incorporate member query system
				% of complaints that are upheld at stage 1	Quarterly	Sharon Bunce	George Cutting	
				% of complaints that are upheld at stage 2	Quarterly	Sharon Bunce	George Cutting	
Number of complaints upheld by the ombudsman				Annual	Ben Wood	George Cutting		
Launch new Member case management system	Sharon Bunce	30/06/20	Ensure 80% of Member enquiries are responded to within 10 working days	Quarterly	Sharon Bunce	Suzanne Rutland-Barsby	Action completed - PI to be included in action above	
Implement new conditions of contract for customer services team	Ben Wood	30/09/20		Annual	Ben Wood	George Cutting	Action suspended due to Covid. To be part of transformation programme	
Develop and publish the East Herts Customer Charter, including development of service specific customer standards where appropriate	Su Tarran	01/07/20		Annual	Su Tarran	George Cutting	Action completed	

Develop and implement customer service standards/behaviours as part of core competency behavioural development	Simon O'Hear	30/09/2020		Quarterly	Simon O'Hear	George Cutting	Action completed
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We will work with partners to ensure our communities are digitally enabled	Ensure fibre to the premise (FTTP) is provided on all new developments	George Pavey	On-going		Annual	George Pavey	Jan Goodeve	
	Support joint delivery of Harlow and Gilston Garden Town as a fully sustainable and digital 'place'	Sara Saunders	On-going		Annual	Sara Saunders	Jan Goodeve	
	Support the Digital Innovation Zone to lobby for investment in our towns and villages	Helen Standen	On-going		Annual	Ben Wood	Linda Haysey/Jan Goodeve	
	Provide a programme of business networking and awareness raising on GDPR and cyber-security	Andrew Figgis	31/03/21		Annual	Andrew Figgis	Jan Goodeve	Action completed
Implement agile working across the organisation	Agree an agile working policy with staff	Simon O'Hear	31/9/2021		Annual	Simon O'Hear	Geoffrey Williamson	New action
	Agree a business case for creating modern workspaces	Geoff Hayden	31/03/22		Annual	Geoff Hayden	Geoffrey Williamson	New action
	Roll out MS Teams for all staff	Zoe Taylor-Dixon	31/03/22		Annual	Gemma Bates	Geoffrey Williamson	New action

	Action	Update
Make changes to the council's own premises, people and services we deliver	Climate Declaration - Account for climate impacts in decision-making process	Master (Original) Action with measurable sub-actions now created below.
	Draw up carbon assessment tool to be to assess all council projects	COMPLETE - In use
	Undertake initial review of current EH sustainability purchasing statements included within existing service contracts to determine effectiveness and relevance.	Initial review underway.
	Engagement with main contractors to understand their current commitments towards carbon reduction	Reviewing corporate contractors list with a view to seeking information from contractors on their current and expected commitments towards carbon reduction and climate change.
	Explicitly refer to sustainability outcomes in MTFP from 2020/21 budget onwards	COMPLETE - Now standard element of council's budget planning.
	Amend the council's procurement regulations to explicitly include consideration of carbon footprint (a) the determination of whether to procure (b) the specification for good and/or services to be procured and (c) the quality assessment of competing tenders.	COMPLETE - Contract procedure rules amended.
	Climate Declaration - Train members & officers to promote carbon neutral policies	Master (Original) Action with measurable sub-actions now created below.
	Train officers in climate change and sustainability through bite-sized training session.	15 training sessions are programmed and underway, due for completion in mid-May 2021.
	Train Senior Officers in climate change and use of carbon assessment methodology.	To be commenced once Officer training schedule is complete.
	Offer Member training in sustainability and climate change.	To be commenced once Senior Officer training schedule is complete. All Members are also invited to attend the bi-monthly Environmental and Climate Forum for Action Plan updates and topical presentations and discussion.
	Visits to sustainability sites for the purpose of learning from best practice examples	First socially distanced agricultural visit took place in February 2021. Further opportunities under consideration in line with current Covid restrictions.
	Carry out a staff survey to gather ideas for environmental sustainability	COMPLETE - 9 ideas were already in the Action Plan. Of the remainder, (24/69) 35% have been created as specific additional line items. The remainder, are already either complete, incorporated within a wider Action Plan line item or can be dealt with outside of the Action Plan.
	WALLFIELDS - Target EPC rating C Within programme to increase minimum EPC rating of estate over the next three years.	Assessment improved from E to D In Feb 2020. Revised EPC rating commissioned following full LED replacement in Dec 2020.
	WALLFIELDS - Audit to inform retrofit / re-fit programme	Will not be progressed until Agile Working building requirements are established.
	WALLFIELDS - Review and action repairs to improve insulation of windows	Will not be progressed until Agile Working building requirements are established.
	WALLFIELDS - Investigate opportunities for renewable energy generation	Will not be progressed until Agile Working building requirements are established
	WALLFIELDS - Replace lightfittings with LED	COMPLETE - Full replacement in December 2020.
	WALLFIELDS - Review Local Authority decarbonisation grant scheme	COMPLETE - Investigated but oversubscribed.
	BUNTINGFORD - Target EPC rating C Within programme to increase minimum EPC rating of estate over the next three years.	To be progressed once replacement LED programme is complete.
	BUNTINGFORD - Audit to inform retrofit / re-fit programme	Awaiting update.
	BUNTINGFORD - Replace light fittings with LED	All LEDs have been replaced in the top shed and work is almost complete in the offices and warehouses.
	BUNTINGFORD - Investigate opportunities for renewable energy generation	Yet to commence.
	BUNTINGFORD - Review Local Authority Decarbonisation Grant Scheme	COMPLETE - Investigated but oversubscribed.
	NORTHGATE END - Investigate opportunities for installation of solar canopy on top deck.	An option but planning is currently prohibitive. Further meetings and work progressing regarding this and BREEAM level.
	Procure 100% renewable energy for council estate	This action point has been split out to encompass both electricity and gas. 100% renewable electricity has now been procured by the Council.
	Investigate/procure 100% renewable electricity	COMPLETE - From 1st April 2021, when our energy accounts as part of CCS framework swap from British gas to EDF, we will be placed on their Blue for Business tariff which used 100% renewable energy. This exercise has gone beyond the original existing EDF contracts i.e. 19 rather than 4 contracts and includes the BG electricity contracts which are for smaller site e.g. public toilets so is a positive move.
Investigate potential opportunity to procure 100% renewable gas	Investigation started.	
Install LEDs at all external lamp columns on Council's own estate.	95% of all surface level carparks and lamp columns in parks have been fitted with energy efficient bulbs. G-Way MSCP and Jackson Square will be addressed on a replacement basis. The full project is part of our 5 year internal programme.	
GRANGE PADDOCKS - Achieve BREEAM Excellent standard at new development	Sustainability related project milestones have been split out so they are specific and measurable as the project build timeline progresses.	

GRANGE PADDOCKS - Maximise environmental opportunities sustainability through the tender evaluation process.	COMPLETE - Tender specification fully reviewed
GRANGE PADDOCKS - Investigate opportunities for Solar PV installation	These will need to be discharged as a planning condition shortly.
GRANGE PADDOCKS - Investigate opportunities for Heat Recovery	These will need to be discharged as a planning condition shortly.
GRANGE PADDOCKS - Installation of EV charger(s)	Meetings have taken place to discuss methodology for future EV charging contractual arrangements going forward.
GRANGE PADDOCKS - Review contractor utilisation of water, energy and resource use throughout the build process in line with BREEAM requirements.	Water utilisation reports are now available for Sustainability Team review.
HARTHAM - Achieve BREEAM Excellent standard for new development	Sustainability related project milestones have been split out so they are specific and measurable as the project build timeline progresses. Progress with and opportunities related to BREEAM criteria will be monitored throughout the build lifecycle.
HARTHAM - Maximise environmental sustainability opportunities through the tender evaluation process.	COMPLETE - Tender evaluation now complete and contract awarded.
HARTHAM - Calculate carbon reduction from reduced thermal gain	New sub action for further reporting.
HARTHAM - Calculate carbon reduction from installing LEDs throughout	New sub action for further reporting.
HARTHAM - Calculate carbon reduction from solar PV installation	New sub action for further reporting.
HARTHAM - Calculate carbon reduction from air source heat pump installation	New sub action for further reporting.
HARTHAM - Calculate carbon reduction from heat recovery technology	New sub action for further reporting.
HARTHAM - Calculate carbon reduction from green wall installation	Yet to commence.
HARTHAM - Audit current number of/need for e-chargers and install more.	Meetings have taken place to discuss methodology for future EV charging contractual arrangements going forward.
HERTFORD THEATRE - Achieve BREEAM Excellent standard for new development	Sustainability related project milestones have been split out so they are specific and measurable as the project build timeline progresses. Progress with and opportunities related to BREEAM criteria will be monitored throughout the build lifecycle.
HERTFORD THEATRE - Maximise environmental sustainability through the planning and tender evaluation process.	Engagement established and information sharing ongoing with Theatre build consultants.
HERTFORD THEATRE - Calculate carbon reduction replacement of gas boilers by air source heat pumps for heating/cooling.	Yet to commence.
Maximise opportunity for EV - own and contract fleet	Master (Original) Action with measurable sub-actions now created below.
Incentivise use of e-car pool by officers	Incentives identified. Full roll-out once Covid 19 agile working fully in place. New booking platform was launched in November.
Audit the council's vans with a view to replacing them with e-vehicles	Range of options for van fleet procurement being explored. EV trial pending possibilities once lockdown is lifted.
Millstream to conduct EPC ratings for existing housing stock.	Action objective amended to include EPC ratings of existing stock. Full audit to be complete by year end.
Utilise Eastern New Energy ERDF Scheme to deliver innovative, low carbon sustainability projects.	MHCLG approval now obtained but given the delay this may impact on the central scheme timetable and programme.
Assess opportunities and possible benefits of establishing an energy 'White Label'.	Yet to commence
Assess options for work in partnership to operate an energy services company to deliver potential carbon offset opportunities.	Yet to commence
Continue to develop sustainable options for waste and recycling	Master (Original) Action with measurable sub-actions now created below
Work with Hertfordshire Waste Partnership partners and others to explore synergies of working across administrative boundaries	Waste composition analysis was undertaken in Autumn 2020 to inform future service changes and communications plans. Outcomes of the analysis anticipated in early 2021.
Consider reducing domestic residual waste bins to 140 litre capacity to 'nudge' more recycling	For 2021/21 the Council Waste communication will focus on food waste reduction. The Council will be promoting and encouraging home composting through a partnership arrangement with the Master Composters programme. This will support the council plan for a mandated separate weekly food collection service in line with the government's Resources and Waste Strategy. Consideration for a reduced residual bin to 140L is scheduled simultaneously with the weekly food collection service in 2023 (subject to the resources and waste strategy).
Assess evidence-base for benefits of green walls	COMPLETE - Incorporated into the Sustainability Supplementary Planning Document (SPD) which was passed at full council in March 2021.
Investigate opportunities for improving biodiversity of council estate and associated services.	Master (Original) Action with measurable sub-actions now created below.

	Work with HCC and others to identify options for tree planting	Work with HCC and partners is underway to look at options for enhancing tree planting options across the district. In 2020 we planted 800 trees on East Herts owned land .
	Maximise environmental sustainability opportunities through Hertford Hydro	Investigations ongoing.
	Maximise opportunities to utilise IT infrastructure (back and front end) to further carbon reduction.	Master (Original) Action with measurable sub-actions now created below.
	Introduce video-conferencing technology in council buildings	COMPLETE - Q3 2020 (FY)
	Confirm Terms of Reference for Environmental Sustainability Corporate Group with a view to include wider sustainability issues beyond immediate carbon measures.	COMPLETE - Beyond carbon accounting, this Action Plan now incorporates the following terms : <ul style="list-style-type: none"> - Waste/Recycling - Land use/agriculture/Biodiversity - Energy/water/resources - Housing and planning - Business and Economic Development - Transport Each of these themes will expand as we take on local actions identified from HCCSP plans and themes.
	Incorporate HCCSP Water plans etc	Water Plan received. Integration into this Action Plan yet to commence.
	Work to improve biodiversity infrastructure on Council estate.	Co-ordination with internal teams ongoing.
	Incorporate relevant actions from HCCSP biodiversity Action Plan within this Action Plan.	Yet to commence.
Use regulatory powers to promote action by others	Climate declaration - climate and sustainability friendly planning and building control regulations. Seek to develop appropriate planning policy to further establish climate change and sustainability ambitions.	Master (Original) Action with measurable sub-actions now created below.
	Climate declaration - Publish an Environmental Sustainability SPD	COMPLETE - Agreed at Full Council 2nd March 2021 and now published on East Herts Council website.
	Publish a Vehicle Parking Standards SPD	Yet to commence - indicative schedule for consultation and draft commencement - Autumn/Winter 2021
	Consider publication of Biodiversity SPD.	To commence following completion of the Vehicle Parking Standards SPD.
	Develop sustainability advice geared towards listed buildings / conservation areas	Incorporated into the Sustainability Supplementary Planning Document which passed full council in March 2021. Further initiatives to provide localised information and advice ongoing.
	Survey locally active residential developers to better understand barriers to higher energy efficiency/Passivhaus development	COMPLETE - Results of survey provided useful information. HCCSP Carbon Group is looking to develop actions around upskilling of contractors on a County-wide basis.
	Utilise s106 to maximise interventions in order to facilitate the Council's sustainability ambitions.	Work underway and development of scheme interventions being developed.
	Understanding the sign off process and ensuring sustainability gains in relation to the ambitions of the climate change Action Plan are facilitated in future agreements	Scope of work now established and meetings underway to progress.
	Investigate 'unallocated' sums with a view to working with recipients to provide guidance and encouragement to ensure use of funds is related as far as possible to sustainability ambitions of the Council.	Further meetings to be held.
	Produce 'shopping list' for actions which can be assisted and achieved through s106 agreements eg Village Hall enhancements	Yet to commence.
	Work with HCC Transport to review existing funds/projects and future allocations to ensure facilitation of the Council's climate and sustainability ambitions with a joined up approach.	Relationship and scope of work established. Further actions underway.
	Maximise environmental sustainability through the Harlow Gilston Garden Town Development	Master (Original) Action with measurable sub-actions now created below
	Identify and meet sustainability leads and develop co-ordinated action.	Epping Sustainability lead and other influencers identified. Meetings to be scheduled to progress opportunities and schedule of Action Plan line items.
	Install anti-idling guidance/advisory signage in council carparks.	Local design competition held for development of anti-idling signage with aim for installation in June 2021 in conjunction with Clean Air Day. Issue also discussed with local MPs and being progressed through the HCCSP transport group.
	Work with HCC on introducing enforcement measures in relation to anti-idling.	Yet to commence.
	Facilitate move to increased use of e-taxis.	Work progressing.
Install rapid e-chargers in support of move to more e-taxis.	Our partner, Electric Blue (EB) is leading this scheme and linked to ERDF grant scheme obtained by EB.	

	Review and update taxi vehicle policies to further strengthen incentives/requirements for low emission taxis	East Herts is particularly strong on this issue. Will participate in county-wide standard raising exercise via the Hertfordshire Climate Change and Sustainability Partnership. County-wide, e-taxi trial lease scheme also being rolled out over coming months operated by an external partner. HCCSP has agreed a range of transport objectives to be considered for its action plan and these specifically include facilitating electric taxi infrastructure
	Work to utilise regulatory powers to facilitate improved domestic energy efficiency measures.	Initial investigations/discussions underway. Progressing to next stages.
	Consider promoting improved EPC ratings through HMO licensing powers and policies.	This action is being expanded to also include single family private sector dwellings promoting the availability of a range of Grant schemes to enhance energy efficiency levels.
Influence and encourage others to do things	Provide and promote energy efficiency grants/support	Five installs completed. Full pipeline of interest but work now halted due to Covid. The sustainability page on the East Herts website now brings together full information on central and local Government grant schemes.
	Climate Declaration - Establish and run a multi-agency/stakeholder Environmental and Climate Change Forum which will also monitor progress against the Action Plan.	COMPLETE - Now established and meeting every two months with different themes per meeting.
	Climate declaration - Call on National Government for more powers and resources	Ongoing.
	Enhance biodiversity infrastructure across the District	Master (Original) Action with measurable sub-actions now created below. Further actions, or specific amendments to new items created, to be information following commission and results of the Hertfordshire Climate Change and Sustainability Group biodiversity baseline
	Work with community to explore and action tree planting	Initial discussions held. Opportunities being explored. Positive inbound engagement.
	Investigate options to sign up to Queen's Canopy Project once officially launched in May.	Awaiting launch details.
	Consider opportunities to establish an 'adopt a tree pit' scheme.	New Action - Initial ideas underway, requires expansion.
	Enable volunteers to come together on joint initiatives (information, co-ordination and training)	Looking for opportunities through web and social media engagement as well as tying in specific projects listed elsewhere.
	Consider opportunities to establish community wildlife areas, for example, adjacent to play areas	New Action - Initial ideas underway, requires expansion.
	Work with Parish Councils to promote local biodiversity action.	Idea to be shared at the East Herts Parish Council's meeting planned for June, alongside requirements informed from the HCCSP biodiversity baseline report, as detailed above.
	Work with HCC to ensure appropriate management of highways verges for biodiversity.	Work underway. Some verges are now cut less regularly or managed differently with this objective in mind. Fully scoped and all verge encompassing project yet to be defined.
	Establish improved dialogue with rural and farming community	Master (Original) Action with measurable sub-actions now created below.
	Establish and run a Rural Round Table bringing together key stakeholders in the farming and land holding/owning community.	Local landowner/managers met with East Herts on 24th February for the first time. The next meeting is planned for mid-May to take action points forward.
	Write to minister to initiate dialogue about powers and freedoms to support delivery of climate change commitments	COMPLETE
	Work with local MPs to promote the case for investment in sustainability interventions in East Herts	Regular dialogue ongoing with individual initiatives identified for further investigation/involvement.
	Run EV roadshows and demonstrations - at least one a year	Paused due to Covid 19 but planning to hold events in 2021 when restrictions lift.
	Run two climate change film festivals (Hertford and Stortford)	Paused due to Covid 19 but planning to hold events in 2021 when restrictions lift.
	Install more bicycle racks in the five market towns	The Five Cycle Racks enabled by national government funding and a successful bid to Hertfordshire County Council were installed during early November. Further work on cycle rack locations being undertaken.
	Incentivise the public to make more use of the council e-car pool	New booking platform launched in December 2021 but public booking remains on hold due to Covid 19.
	Hold a Schools Climate Conference	Work commenced to explore a pilot schools event in 2021 with Herts Agricultural Society and the Hertfordshire County Show.
Work with Bishop's Stortford BID and other business groups to promote sustainability	Work paused due to Covid 19. Options for provision of energy efficiency advice grants being explored.	
Create East Herts awards scheme to encourage local organisations, neighbourhoods and individuals to implement sustainable activities	Previously paused due to Covid. Work around Idea under development - joint campaign in conjunction with the Bishop Stortford Independent.	

Actively implement and encourage waste minimisation initiatives	Social media continues to be used to promote waste minimisation messages coinciding with WasteAware current campaigns. Tips for a greener Christmas were distributed via wheelie bin hangers, for example, and the Food Waste Action Week saw us launch the East Herts Food Reduction campaign over the full first week in March via Social Media.
Hertford Subways AQMA project	COMPLETE - Subways now opened. Some minor works to be completed e.g.relocation of the litter bin.
PARISH COUNCILS AND VILLAGE HALLS - explore creation of rural EV charging hub network based on parish owned sites	Options for a rural EV charging hub network were presented to Parish representatives I late 2020 and a follow up meeting conducted in February 21. The full project will be launched via the Town & Parish Engagement event in June 2021.
Work with Parish Councils and Village Halls on sustainability initiatives	Idea to be shared at the East Herts Parish Council's meeting planned for June.
Explore creation of 'sustainable shopping list' for village hall equipment upgrades where s106 funding exists.	Feedback from Village Halls and opportunities identified internally have led to the creation of this action.
Integrate sustainability topics within the agenda for East Herts Parish Council meetings.	Idea to be shared at the East Herts Parish Council's meeting planned for June.
Smart approach to publicity	Undertaking an 'all-channels' approach (web, social and events) to communicate climate change and sustainability messages across the district to enable engagement, progress sharing, information exchange and behaviour change.
Review and expand web site pages on environmental sustainability, climate change and energy efficiency to provide enhanced advice and encourage behaviour change to promote positive climate action	Phase 1 of website enhancement has been completed with information on energy grants, hints and tips on energy efficiency and Action Plan updates now in place.
Use social media more effectively to encourage behaviour change	Phase 2 of website additions is now complete with a dedicated page detailing how to get involved with sustainability in your local area and a full schedule of forthcoming Forum meetings and minutes of meetings held. Social media and event ticketing systems are now in place and being actively used.
Climate Declaration - Work with partners - District, County and Region	Herfordshire Climate Change and Sustainability Partnership (HCCSP) and Water plans to be integrated into Action Plan once complete
Review heat recovery initiatives in the domestic sector.	Initial discussions held. Opportunities being explored.

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East Herts Council Report

Overview and Scrutiny Committee

Date of Meeting: 8 June 2021

Report by: Scrutiny Officer

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

Ward(s) affected: All

Summary

- This report reviews actions included 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 This report sets out items, identified or suggested for inclusion in the Overview and Scrutiny (Overview and Scrutiny) Work Programme in **Appendix A**. The Appendix is now presented as a consolidated report to include those issues for consideration by both committees. It was felt that consolidating the work of both Committees in one report would give Members of both committees a better perspective from the viewpoint of scrutiny.

1.2 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 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 (eg. from central government) external sources and officers.

2.2 Members may recall that the Annual Scrutiny reports for 2019/20 and 2020/21 were presented to Council for consideration on 29 April 2021. These were approved for publication on the Council's website.

2.3 Members will be aware that a Scrutiny Training Session by Link Services took place on 11 and 12 May to which all Members of Audit and Governance and Overview and Scrutiny Committee were invited. The bespoke training was provided by David McGrath of Link Services and was tailored to address the recommendations coming out of the Review of Scrutiny undertaken by the CfGS in 2020. **(UPDATE)??**

2.4 Members of Overview and Scrutiny Committee will recall that Councillor Curtis expressed concern at an earlier meeting regarding the issue of litter in the District. The Head of Operations has met with Councillor Curtis and it has been agreed that the waste team will do a short update at an All Member Briefing session on a date to be confirmed, to ensure that all members understand what the Council is doing now and plans for the future.

- 2.5 Additionally the matter of vehicle parking SPD and new developments was an issue which was raised by the Chairman and Vice Chairman at a meeting of the Co-ordination of Work Programmes meeting. This was raised with the Head of Planning who has advised that a number of member engagement sessions are planned during week commencing 24 May and before a decision is taken by the Executive on 28 September; this will give Members an opportunity to raise concerns and issues.
- 2.6 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.
- 2.1 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 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.
- 2.2 Members are also asked whether there is any training relevant to scrutiny or to the function and remit of the OS Committee that they wish to suggest.

5.0 Reason(s)

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

6.0 Options

- 6.1 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

7.0 Risks

- 7.1 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).
- 7.2 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.

8.0 Implications/Consultations

- 8.1 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.
- 8.2 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 eg 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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Report Author: Lorraine Blackburn, Scrutiny Officer, Tel: 01279 502172. lorraine.blackburn@eastherts.gov.uk

Overview and Scrutiny Committee and Audit and Governance Committee - Consolidated Work Programmes 2021/22

(this is a working document and is subject to regular amendment) – last updated 4 May 2021

Meeting Date Overview and scrutiny	Topic and Notes	Lead Member and Officer	Meeting Date Audit and Governance	Topic and Notes	Lead Member and Officer
8 June 2021	Executive Member for Corporate Services – Update on Portfolio	Cllr Cutting	27 May 2021	Review of Internal Audit	Simon Martin, SIAS
	RIPA and Use of Social Media - report back (Head of Legal and Democratic Services)	Head of Legal and Democratic Services		Annual Report of Internal Audit Activity	Steven Linnett Head of Strategic Finance and Property
	Data Retention Policy	Head of Legal and Democratic Service		2020/21 Provisional Outturn	Steven Linnett Head of Strategic Finance and Property
	Data Breach Policy	Head of Legal and Democratic Services		2020/21 Annual Anti-Fraud Report	Nick Jennings, SAFS

Overview and Scrutiny Committee and Audit and Governance Committee - Consolidated Work Programmes 2021/22

(this is a working document and is subject to regular amendment) – last updated 4 May 2021

Meeting Date Overview and scrutiny	Topic and Notes	Lead Member and Officer	Meeting Date Audit and Governance	Topic and Notes	Lead Member and Officer
	Environmental Sustainability Action Plan (Agreed to report twice a year)	Head of Housing and Health		Data Protection Update Report	James Ellis, Head of Legal and Democratic Services
	Annual Plan and Refreshed Corporate Plan	Head of Communications Strategy and Policy		Local Government Association (LGA) Model Code of Conduct	James Ellis, Head of Legal and Democratic Services
	Draft equalities, Diversity and Inclusion Strategy	Head of Housing and health		Standards Model Code and an update on Standards Issues generally	27 May 2021

Overview and Scrutiny Committee and Audit and Governance Committee - Consolidated Work Programmes 2021/22

(this is a working document and is subject to regular amendment) – last updated 4 May 2021

Executive Responses to recommendations made by O&S Committee:

Parking Recommendations – Report of the Task and Finish group (Considered by Executive on 27 November 2020) – Members updated via Chairman’s Announcements February 2021
Affordable Housing Research - Report and O&S Recommendations – (Considered by Executive on 5 January 2021) Members updated via Chairman’s Announcements February 2021

Updates

Overview and Scrutiny Committee	Audit and Governance
	Complaints lodged with the Monitoring Officer (Head of Democratic and Legal Support Services). When there are updates. Changes to Constitution Review Update (Head of Democratic and Legal Support Services): When there are updates.

Overview and Scrutiny Committee and Audit and Governance Committee - Consolidated Work Programmes 2021/22

(this is a working document and is subject to regular amendment) – last updated 4 May 2021

Looking Forward – 2021/22 onwards

Overview and Scrutiny Committee	Due date	Audit and Governance	Due Date
Environmental Sustainability Action Plan (Agreed to report twice a year)	8 June 2021 then 2 November 2021 June 2022 then November 2022	Quarterly Corporate Budget Monitor – Quarter 3 December 2020	30 March 2021 (executive) Due to the timetable of meetings it is not possible to produce the report and send it to an Audit & Governance Committee meeting prior to consideration by Executive. The report will be circulated to Members of the Committee when ready and views sort and reported to Executive.
Carbon Reduction report	2 November 2021		
Cultural Strategy - Update	7 September 2021		

Overview and Scrutiny Committee and Audit and Governance Committee - Consolidated Work Programmes 2021/22

(this is a working document and is subject to regular amendment) – last updated 4 May 2021

Overview and Scrutiny Committee	Due date	Audit and Governance	Due Date
on Development of “Smart Targets”, Measurements and Monitoring Mechanisms			
Planning Enforcement Plan – Update on new working practices	February 2022		

Notes:

Members will note the new format of the Consolidated Work Programme. It was felt that by combining both work programmes might provide Members with a better insight into the issues to be considered by both committees and respective timeframes and so aid the process of scrutiny. Additionally, Members should note that the Chairman and Vice Chairman of both Committees are now meeting quarterly with the Leader and Deputy Leader to consider both work programmes in the context of the Council’s Forward Plan to facilitate better scrutiny and review where necessary.

Overview and Scrutiny Committee and Audit and Governance Committee - Consolidated Work Programmes 2021/22

(this is a working document and is subject to regular amendment) – last updated 4 May 2021

Members are encouraged to review the Council's Forward Plan which details the decisions the Executive (and Council) will be taking over the next three months. The Centre for Governance and scrutiny has recommended that early involvement with the decision making process (and before decisions are taken) is good practice. Only decisions which are taken by the executive can be called in.

[Latest Forward Plan](#)



Executive Forward Plan 2021-22

for Overview & Scrutiny Committee

Date of meeting	Report title	Report author	Background information
6 July 2021	Adoption of Bengoe Neighbourhood Area Plan following Referendum	George Pavey	
	Adoption of Sele Neighbourhood Area Plan following Referendum	George Pavey	
	Adoption of Thundridge Neighbourhood Area Plan following Referendum	George Pavey	
	Adoption of Gilston Neighbourhood Area Plan following Referendum	George Pavey	
	2020/21 Provisional Outturn	Steven Linnett	
	Regulation of Investigatory Powers Act 2000	James Ellis	
	Annual Plan & Refreshed Corporate Plan	Ben Wood	
	Draft equalities, diversity and inclusion strategy	Ben Wood/Corrine Crosbourne	'East & Equal' Equalities Strategy for Equalities, Diversity & Inclusion: a communities focussed approach to 'Recover, Relate, Reach Out' to residents over the next 4 years
	Implementation of CPO Powers in the Gilston Area	Kevin Steptoe	To make a decision regarding whether to proceed with CPO action in the Gilston area.
	Access to Information Policy	Tyron Suddes	To consider the newly drafted Access to Information Policy for adoption following any proposed amendments.
Data Retention Policy	Tyron Suddes	To consider the reviewed Data Retention Policy and newly drafted Data Retention Schedule for adoption following any	



Executive Forward Plan 2021-22

for Overview & Scrutiny Committee

			proposed amendments
	Data Breach Policy	Tyron Suddes	To consider the reviewed Data Breach Policy and its related procedures for adoption following any proposed amendments
	Transformation Programme	Helen Standen	To consider a report to transform the way the council operates in order to deliver budget savings, non-cashable efficiencies and improvements in customer service.
	Statement of Licensing Policy	Oliver Rawlings	
28 September 2021	Financial Management 2021/22 – Quarter 1 Forecast to Year End	Steven Linnett	
	Old River Lane Supplementary Planning Document – Draft for Consultation	George Pavey	
	Vehicle Parking in New Development Supplementary Planning Document – Draft for Consultation	Laura Guy	
	Tenancy Strategy	Helen George	To meet East Herts Council's obligation under the Localism Act 2011 to produce a Tenancy Strategy. The East Herts Tenancy Strategy will provide guidance to registered providers of social housing on the types of tenancies which they should grant in the East Hertfordshire district.
	Council Tax Support Scheme	Su Tarran	
	Council Tax Long Term Empty Premium	Su Tarran	To consider increasing premium charged on long term empty properties.



Executive Forward Plan 2021-22

for Overview & Scrutiny Committee

23 November 2021	Community Transport Strategy	Nick Phipps	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.
	Private Sector Housing Assistance Policy	Paul Thomas-Jones	Review of the private sector housing policy to reflect current practices and introduce loans rather than grants.
	Housing Strategy	Jonathan Geall	
8 February 2021	Tbc		
19 April 2021	Tbc		

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