

Q2 Corporate Actions Update

Digital By Design Theme

Sub Theme - Implement agile working across the organisation

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

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

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

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

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

Enabling Communities Theme

Sub Theme - Keeping Communities Safe

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

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

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

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

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

Sub Theme -We will invest in our places

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

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

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

Sub Theme -We will support our vulnerable residents

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

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

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

Enabling Encouraging Growth Theme

Sub Theme -We will develop new sources of income

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

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

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

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

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

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

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

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