



Public Document Pack  
**FINANCE AND RESOURCES  
OVERVIEW AND SCRUTINY  
AGENDA**

*Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committees promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum.*

**TUESDAY 6 JUNE 2023 AT 7.30 PM**

**CONFERENCE ROOM 2 - THE FORUM**

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Membership

Councillor Freedman (Chair)  
Councillor Capozzi  
Councillor Gale  
Councillor Reynolds  
Councillor Santamaria  
Councillor Stewart  
Councillor Adeleke


Councillor Elliot (Vice-Chairman)  
Councillor Guest  
Councillor Pound  
Councillor Hannell  
Councillor Hobson  
Councillor Williams

For further information, please contact Corporate and Democratic Support

**AGENDA**

- 6. ACTION POINTS FROM THE PREVIOUS MEETING (Pages 2 - 7)**

**Finance and Resources OSC Action Points - March**

Date of meeting	Action point	Responsible officer	Date action completed	Response
07/03/23	B Hosier to circulate the breakdown of parking sessions and PCNs, and the associated revenue contributions, for Hemel Hempstead and outside Hemel Hempstead.	B Hosier	25/05/23	<p>Please see attached document that shows the parking sessions by location, the data on PCNs by location will take longer to obtain as it is not currently held in this format.</p>  <p>Parking Sessions 2022-23.xlsx</p>
07/03/23	B Hosier to raise the idea of a warning notice regarding pavement parking and obstruction of pavements with the parking service.	B Hosier	25/05/23	<p>This has been discussed with the Parking Manager who has raised the logistics and practicalities of this with the parking enforcement contractor.</p>
07/03/23	<p>M Brookes to request voter identification application statistics be circulated to members.</p> <p>M Brookes to investigate and confirm variations in identification and photograph requirements.</p>	M Brookes	08/03/23	<p>We have issued between 90 - 95 VAC's to date. It's currently impossible to give an exact number because the system automatically deletes/hides records that are more than 28 days old and DLUHC haven't yet released the functionality to be able to create/run statistic reports. We are told this is imminent.</p> <p>The photo must be:</p> <ul style="list-style-type: none"> <li>• clear and in focus</li> <li>• in colour</li> <li>• against a plain, light-coloured background</li> <li>• your true likeness, with no photoshop or filters</li> <li>• at least 45 x 35 mm (height x width) in size, and no bigger than 297 x 210 mm (height x width)</li> <li>• undamaged (e.g. not torn, creased, or marked)</li> </ul> <p>In the photo, the elector must:</p>

				<ul style="list-style-type: none"> <li>• face forwards and look straight at the camera</li> <li>• be alone, with no other objects or people</li> <li>• have a plain expression</li> <li>• have eyes open and visible, with no hair in front of them</li> <li>• not wear sunglasses, but normal glasses are fine if you typically wear them</li> <li>• not have a head covering (except for religious or medical reasons)</li> <li>• not have 'red-eye', glare or shadows over your face</li> </ul> <p>If they have a disability, the photo:</p> <ul style="list-style-type: none"> <li>• doesn't need to have a plain expression</li> <li>• doesn't need to have your eyes open and visible</li> </ul> <p>I can confirm that provisional driving licenses do contain a photo. However the old style paper driving licence does not. Therefore it cannot be used as photographic ID. The guidance relates to the photo driving licence.</p> <p>The team are currently liaising with Council Tax to include the Voter ID graphic either on their envelope or the bill itself.</p>
07/03/23	B Hosier to check whether work for Hertfordshire County Council is included in the tree maintenance contracts and confirm with Cllr Symington.	B Hosier	25/05/23	Email sent to Officer with Cllr Sally Symington copied in.
07/03/23	The Chairman wondered, on page 47, whether it was possible to know the number of GDPR requests rather than the percentage.	M Brookes	25/05/23	The full number of data protection requests submitted should be available with the annex to the report with all the Performance Indicators for the service.
	M Rawdon to take request for	M Rawdon	09/03/23	One of my colleagues in communications has responded to

07/03/23	follow-up and lessons learned regarding the green bin subscription service to the Head of Communications.			<p>Cllr Freedman, providing the following information (and a copy of the information leaflet which was distributed to homes throughout January):</p> <ul style="list-style-type: none"> <li>• We have produced bin hangers which will be left on residents' bins for those who don't have collection stickers, to explain the new process.</li> <li>• The communications were also sent to the local media, and texts were sent through the MyDacorum text alert system and the separate waste text alerts to notify residents of the changes.</li> <li>• Due to printing deadlines, the information was not in the winter edition of Dacorum Life, which was distributed in November.</li> </ul> <p>Paul Salter – Communications Lead Officer</p>										
07/03/23	S Choudhury to investigate the industry standard for call length and inform Cllr Adeleke.	S Choudhury	10/03/23	There are currently no industry standard targets for Local Government. Our wait time targets of 300 seconds were set when the service was outsourced 2014-2017. The call centre industry in general has now moved towards a particular focus on customer satisfaction levels as opposed to call waiting times. Improving customer satisfaction will be a particular focus for us as part of the Customer Strategy Transformation programme.										
07/03/23	M Rawdon to produce breakdown of staff turnover by department or service, and role, and circulate this to committee members.	M Rawdon	20/03/23	<p><b>2022/2023</b></p> <table border="1" data-bbox="1283 1126 2000 1289"> <thead> <tr> <th data-bbox="1283 1126 1487 1169">Service</th> <th data-bbox="1487 1126 1615 1169">Q1</th> <th data-bbox="1615 1126 1742 1169">Q2</th> <th data-bbox="1742 1126 1870 1169">Q3</th> <th data-bbox="1870 1126 2000 1169">Q4</th> </tr> </thead> <tbody> <tr> <td data-bbox="1283 1169 1487 1289">Housing Operations</td> <td data-bbox="1487 1169 1615 1289">7%</td> <td data-bbox="1615 1169 1742 1289">4%</td> <td data-bbox="1742 1169 1870 1289">3%</td> <td data-bbox="1870 1169 2000 1289">4%</td> </tr> </tbody> </table>	Service	Q1	Q2	Q3	Q4	Housing Operations	7%	4%	3%	4%
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				Safe Communities	0%	0%	0%	3%
				Head of Strategy, Quality and Assurance	0%	0%	0%	0%
				Head of Investment and Delivery	0%	0%	0%	9%
				Head of Safe Homes	0%	0%	0%	20%
				Head of Asset Management	0%	0%	0%	0%
				Commercial Housing Contracts	0%	0%	0%	0%
				Property Services	0%	7%	0%	0%
				Regulatory Services	0%	0%	0%	4%
				Environmental Services	1%	2%	2%	2%
				Development Management	5%	5%	0%	12%
				Place, Communities and	5%	11%	18%	6%

				Enterprise					
				People	0%	7%	0%	0%	
				Digital	12%	6%	6%	0%	
				Communications and Engagement	0%	10%	0%	10%	
				Transformation	0%	4%	0%	3%	
				Commerical Development	0%	0%	0%	0%	
				Legal and Democratic Services	0%	3%	0%	6%	
				Financial Services	0%	0%	0%	3%	
				Revenues and Benefits	0%	2%	2%	0%	
				Hemel Garden Communities	0%	0%	0%	0%	
				Planning	0%	0%	0%	0%	
				South West Herts	0%	0%	0%	0%	
				Community Safety	4%	3%	0%	15%	
	S Choudhury to request the Head of ICT to send Cllr Douris a	S Choudhury	10/03/23	Incidents refer to the issues raised by users during the month. There is a target of resolving these within 2 working					

07/03/23	definitive definition of the term incident in the context of ICT incidents.			<p>days. Incidents can relate to anything that users report to the service desk. The list below is not exhaustive but provides an overview of the main incidents raised during a typical month:</p> <table border="1" data-bbox="1283 363 1980 936"> <thead> <tr> <th data-bbox="1283 363 1585 416">Incident</th> <th data-bbox="1585 363 1980 416">Detail</th> </tr> </thead> <tbody> <tr> <td data-bbox="1283 416 1585 523">Password reset</td> <td data-bbox="1585 416 1980 523">Users have forgotten their password and need the account to be reset</td> </tr> <tr> <td data-bbox="1283 523 1585 630">Software problems</td> <td data-bbox="1585 523 1980 630">Issues with specific user software such as adobe, excel, word</td> </tr> <tr> <td data-bbox="1283 630 1585 699">Direct Access</td> <td data-bbox="1585 630 1980 699">Issues with logging in from home</td> </tr> <tr> <td data-bbox="1283 699 1585 837">Hardware problems</td> <td data-bbox="1585 699 1980 837">Any issues with user hardware. Such as cables, mice, screens, laptops, headsets</td> </tr> <tr> <td data-bbox="1283 837 1585 936">Enterprise Application Problems</td> <td data-bbox="1585 837 1980 936">Issues with Microsoft Teams or Office 365 etc.</td> </tr> </tbody> </table>	Incident	Detail	Password reset	Users have forgotten their password and need the account to be reset	Software problems	Issues with specific user software such as adobe, excel, word	Direct Access	Issues with logging in from home	Hardware problems	Any issues with user hardware. Such as cables, mice, screens, laptops, headsets	Enterprise Application Problems	Issues with Microsoft Teams or Office 365 etc.
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