



Strategic Planning & Environment

Overview & Scrutiny

Agenda

WEDNESDAY 7 FEBRUARY 2024 AT 7.30 PM

Conference Room 1 - 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 Anderson
Councillor Birnie
Councillor Deacon (Vice-Chairman)
Councillor Gale
Councillor Hobson (Chairman)
Councillor Hobson
Councillor Mitchell

Councillor Patterson
Councillor Pringle
Councillor Riddick
Councillor Santamaria
Councillor Timmis
Councillor Walker
Councillor C Wyatt-Lowe

For further information, please contact Corporate and Democratic Support or 01442 228209

AGENDA

1. **MINUTES & ACTIONS** (Pages 3 - 10)

To agree the minutes of the previous meeting.

2. **APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

3. **DECLARATIONS OF INTEREST**

To receive any declarations of interest.

4. **PUBLIC PARTICIPATION**

5. **CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN
RELATION TO CALL-IN**

6. **BUDGET**

Please see the Agenda of Finance & Resource Overview & Scrutiny for the report pack.

7. UPDATE ON NEW PERFORMANCE MANAGEMENT FRAMEWORK AND PROPOSED REVISIONS TO KEY PERFORMANCE INDICATORS (KPIs) (Pages 11 - 19)

To be heard during the Joint Budget session

8. WORK PROGRAMME (Pages 20 - 22)

MINUTES

Dacorum Borough Council

Strategic Planning and Environment
Wednesday 10TH January

Councillors: Cllr Patterson
Cllr Gale
Cllr Anderson
Cllr Mitchell
Cllr Wyatt-Lowe
Cllr Birnie
Cllr Riddick
Cllr Timmis
Cllr Pringle
Cllr S Hobson
Cllr Walker
Cllr Santamaria
Cllr Deacon
Cllr C Hobson (Chair)

Also in attendance:

Cllr Wilkie
Cllr England
Cllr Bromham
Cllr Douris

Officers: (6)

James Doe – Strategic Director - Place
Sara Whelan – Assistant Director Planning
Claire Covington – Strategic Planning & Regeneration Team Leader
Shalini Jayasinghe – Strategic Planning & Regeneration Manager
Stefania Horne – Strategic Director Neighbourhood Services

John Rumble – Affinity Water
Sarah Caleb – Affinity Water
Amy Pryor – Affinity Water
Mark Dickinson – Thames Water
Nicky McHugh – Thames Water

The meeting began at 19:30

1 MINUTES AND ACTIONS

The Minutes of the last meeting were agreed

ACTION CHobson/LFowell to look at how we best publish the action points so the members of the public can follow up.

2 APOLOGIES FOR ABSENCE

There were no apologies for absence.

3 DECLARATIONS OF INTEREST

None

4 PUBLIC PARTICIPATION

None

5 CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO A CALL-IN

None

6 AFFINITY & THAMES WATER

John Rumble, Sarah Caleb and Amy Pryor from Affinity Water gave 2 presentations and were happy to take questions.

Mark Dickinson from Thames Water gave a presentation and was happy to take questions.

Action: Mark Dickinson to send link to real time reporting.

Action: Affinity to send details of a email updates.

For full minutes, please refer to the video minutes.

7 CHILTERN BEECHWOOD MITIGATION & SANG

Sara Whelan introduced the report.

Recommendation to the Committee

1. That the update on CBSAC Mitigation Strategy matters presented be reported to Cabinet.

Vote

For 7 Against 6 Abstain 1

2. That Gadebridge Park, Margaret Lloyd Park, Howe Grove and an extension to Bunkers Park be considered and if appropriate taken forward as the next phase of Council SANG sites.

Agreed

3. That a Dacorum SANG Strategy be prepared to support identified future needs for Council led SANG arising from development.

Agreed

4. That delegated authority be sought for the CBSAC Mitigation Strategy decisions set out in table 2.

5. That authority be delegated to the Monitoring Officer to amend the Constitution of Dacorum Borough Council to give effect to recommendation 4 above.

Both 4 &5 For 7 Against 6 Abstain1

Recommendations Agreed

For full minutes, please refer to the video minutes

8 WORK PROGRAMME


When it gets to the management plans for the details of individual sang sites, ward Cllrs are involved,

Sang to be added to the quarterly reports

Strategic Planning & Environment OSC Action Points - Jan

4 th Oct	A response to members as to why there is an air quality monitor in Bennets End when there wasn't previously.	Emma Walker	01/11/23	DBC Zephyrs (Air Quality Monitors) not yet deployed – Northchurch (at the site of the current AQ Analyser), Durrants Hill Road and Queensway. Three HCC Zephyrs (Air Quality Monitors) and they are in Bennett's End Road (request from former PFH) Swing Gate Lane (request from Climate Change and Sustainability officer following request from the local school) and Lawn Lane (Air Quality Management Area).
4 th Oct	Link to Urban Capacity Study to be circulated to committee members.	Sara Whelan	04/10/23	Urban Capacity Study - Strategic Housing Land Availability Assessment - November 2020 (dacorum.gov.uk)
4 th Oct	Committee members to submit any topics for discussion as part of the work programme to the Chair.	Committee	Ongoing	This is a standing action
1 st Nov	To email wording to be included on page 7 of the previous minutes regarding JDoe's response to Cllr Deacon. (Cllr Gale)	Cllr Gale	02/11/23	Received, LF to update minutes - Completed
1 st Nov	To provide exact definition of highways trees to councillors.	IRoss	12/12/23	A highways tree, or roadside tree, is usually a tree located on a grass verge next to a road or with a pavement next to a road. The vast majority of roadside trees are now managed directly by Hertfordshire County Council, although there will be some occasions when roadside trees are managed directly by our tree team, for example if they are on housing land. If there are any enquiries about roadside trees, it is best to talk to HCC directly and the contacts are on our the webpages Report a tree problem (dacorum.gov.uk)
1 st Nov	To confirm the next play area identified for improvement or refurbishment as referred	CDempsey	12/12/23	To confirm the next play area identified for improvement or refurbishment as referred to on page 18 of the report. The following play areas form part of the capital programme

	to on page 18 of the report.			<p>Apsley Lock (HH) Durrants Lane (B) Warners End Upper Valley (HH) Flaunden (HH) Tower Hill (Chipperfield) (KL) Croft Meadow (Chipperfield) (KL) Woodhall Farm (HH) Miswell Lane (T)</p> <p>The following Parks are planned to commence in June 2024; Flaunden, Tower Hill, Croft Meadow and Woodhall Farm</p>
1 st Nov	To add additional commentary regarding potential overspend of around £1m	CDempsey		
1 st Nov	To confirm with Committee if the Council is working with Butterfly Conservation on the chalk bank at Spring Fields.	IRoss	12/12/23	The main work was completed last year. The seeds grew this summer. Next spring we should see a dramatic improvement in density as more perennials start to grow. We are still working with local volunteers and the Butterfly Conservation Trust, who monitor the site on a regular basis.
1 st Nov	To provide update from Environment Agency regarding proposal on River Gade	IRoss	12/12/23	<p>The Environment Agency now have a fully funded scheme and are mobilising to deliver the proposed river re-routing as per the approved planning consent. The decision was issued on Friday 27 January 2023.</p> <p>DBC Officer representation</p> <p>Representatives of the Environment Agency have been requested to attend the SPAE committee on Wednesday 7 February to update committee members further.</p>
1 st Nov	To add inviting a member from the Environment Agency to a future meeting to provide an	LFowell		Completed

	update on River Gade			
1 Nov	To confirm if the number of fly-tipping incidents have increased or decreased	EWalker	12/12/23	<p>The total number of reported fly tips increased by 14% in comparison to last year's quarterly average.</p> <p>13th June</p> <p>To provide further information on fly-tipping categories</p> <p>E Walker</p> <p>Waste type (FlyCapture data)</p> <p>Animal carcass</p> <p>0</p> <p>Asbestos</p> <p>2</p> <p>Chemical drums, Oil or Fuel</p> <p>0</p> <p>Clinical waste</p> <p>0</p>
1 Nov	To provide quarterly figures for recycling rates over the past 3 years.	JMootealoo	12/12/23	 <p>Recycle Rates x 3 years.xlsx</p>
1 Nov	To provide update on cost impact of extending green bin collection service	JMootealoo	12/12/23	This would cost £29453 for one additional collection.
1 Nov	To provide update on	JDoe		Diane to provide information early 2024

	issues with footfall counters			
1 Nov	To provide update on number of vacant retail properties	JDoe	06/12/23	<p><i>Please see the below response to an action from the Strategic Planning and Environment Overview and Scrutiny Committee meeting on 1st November regarding Commercial Occupancy. Members asked about occupancy of shops at the Council's own neighbourhood centres in Dacorum. The data below refers to all commercial property, including neighbourhood shops and other commercial units such as small business premises.</i></p> <p><i>As at 31st October we have over 95.89 % occupancy in our commercial properties, and conversely 4.11% unoccupied, which in numerical terms is 25 properties void at that time.</i></p>
6 th Dec	John Mooteealoo to provide details on if there are savings by starting 2 week later in 2024 compared to 2023	JMooteealoo	20/12/23	<p>24/45 Season to start on 26 Feb 24 and to close on 6 Dec 24. Communication already sent out residents for 24/25 green waste season. To extend the Green Waste service for another cycle (2 weeks) to finish on 20 Dec 24 this would cost in the region of £35K per week, totalling £70K for the 2 week extension.</p> <p>24/45 Season to start on 26 Feb 24 and to close on 6 Dec 24. Communication already sent out residents for 24/25 green waste season. To extend the Green Waste service for another stand alone cycle (2 weeks) ie to start on to finish on 20 Jan 25 and close on 31 Jan 25 this would cost in the region of £70K + £2.5K additional agency training for the 2 week extension</p>
10 th Jan	Cllr Anderson said that he received an update by email. Affinity water to provide more information about if this is available to sign up too.	Affinity Water	17/01/24	<p>Following the Strategic Planning & Environment OSC meeting last Wednesday I have looked into Councillor Anderson's request regarding email updates from Affinity Water. Unfortunately, we do not provide email updates on water levels however we do provide information on our website which can be found here https://www.affinitywater.co.uk/our-water-resources. We also provide further details on each region which can be found here https://www.affinitywater.co.uk/my-water/water-resources.</p> <p>The Environmental Agency report weekly on rainfall and river flow which may also be a useful resource. These reports can be found here https://www.gov.uk/government/collections/water-situation-reports-for-england.</p>

10 th Jan	Mark Dickinson to send link to real time reporting	Affinity Water		Chased for a response 30/01/24
10 th Jan	LFowell to look at how action can be published so the public can see them	LFowell	30/01/24	I have updated the actions with the information.



Joint Budget Overview and Scrutiny Committee

Report for:	Housing & Communities Overview and Scrutiny Committee; Finance & Resources Overview and Scrutiny Committee; Strategic Planning & Environment Overview and Scrutiny Committee
Title of report:	Update on new Performance Management Framework and Proposed Revisions to Key Performance Indicators (KPIs)
Date:	7 February 2024
Report on behalf of:	Councillor Carole Weston, Portfolio Holder for Portfolio Holder for People & Transformation
Part:	I
If Part II, reason:	N/A
Appendices:	Appendix 1 – Proposed KPIs reported to Housing and Communities OSC Appendix 2 – Proposed KPIs reported to Finance & Resources OSC Appendix 3 – Proposed KPIs reported to Strategic Planning & Environment OSC
Background papers:	
Glossary of acronyms and any other abbreviations used in this report:	OSC – Overview and Scrutiny Committee KPIs – Key Performance Indicators SPIs – Service Performance Indicators SLT – Strategic Leadership Team

<p>Report Author / Responsible Officer</p> <p>Shaj Choudhury, Head of Transformation / Aidan Wilkie, Strategic Director for People and Transformation</p> <p> </p> <p>Shaj.choudhury@dacorum.gov.uk / 07816 182243</p>

Corporate Priorities	<p>A clean, safe and enjoyable environment</p> <p>Building strong and vibrant communities</p> <p>Ensuring economic growth and prosperity</p> <p>Providing good quality affordable homes, in particular for those most in need</p> <p>Ensuring efficient, effective and modern service delivery</p>
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	Climate and ecological emergency
Wards affected	All
Purpose of the report:	1. To outline the proposed future suite of KPIs, which are proposed to replace the existing KPIs reported to each of the relevant Overview & Scrutiny Committees
Recommendation (s) to the decision maker (s):	<ol style="list-style-type: none"> 1. That the KPIs are adopted and implemented into the OSC reporting schedule. 2. Each Portfolio Holder is delegated authority to amend the KPIs set out in the appendices or set new KPIs relevant to their service areas.
Period for post policy/project review:	

1 Introduction/Background:

- 1.1. A review of the organisations KPI framework took place in 2022/23 and a set of consolidated Key Performance Indicators (KPI) were established and approved by Cabinet. This allowed a more focused approach to performance management across the organisation. A central resource, sitting within the Transformation team, supports services to report against these KPIs on a monthly basis to the Strategic Leadership team and performance is scrutinised and actions to improve performance is agreed. These performance measures are subsequently reported to the Overview and Scrutiny committees.
- 1.2. As we have been reporting on these KPIs over the last twelve months, it has become apparent that a number of our current KPIs are not relevant to our current strategic priorities and the data itself cannot be used effectively to derive strategic decisions upon.
- 1.3. A project was initiated to further improve our overall performance management approach and ensure that data collected can be used at both operational and strategic level to develop a deeper understanding of service delivery and in turn understand what actions can be implemented to aid service delivery further.
- 1.4. The project had the following objectives:
 - 1.4.1. Establish a fit for purpose Performance Management Framework which disaggregates reporting between ‘Service Performance Indicator’s’ (SPIs) which are overseen at departmental level, linked to ‘KPIs’ (overseen at SLT/OSC level) and ‘Trackers’ which are tracked to support strategic decision making
 - 1.4.2. Establish appropriate targets for our KPIs / SPIs using past performance trends and benchmarking data
 - 1.4.3. Improve governance of performance management in an attempt to improve overall culture by creating greater oversight of performance at departmental level
 - 1.4.4. Creating dashboards to support reporting and ensure mechanism to establish and monitor actions to improve performance levels where needed
 - 1.4.5. Enable the Corporate Performance Analyst to use performance management data to create business intelligence for use on strategic decision making.

2 Amendment to Key Performance Indicators

- 2.1. A collaborative effort was initiated with council officers to comprehensively assess our existing performance measures. This involved a thorough examination, with a commitment to modifying or substituting measures as needed. The objective was to align these measures with our strategic priorities, capturing the precise activities undertaken and services delivered.
- 2.2. Moreover, we engaged with various services to devise additional operational performance measures, fostering a cohesive link between operational delivery at the team level and overarching performance at the service level. This concerted effort ensures a seamless "golden thread" connecting day-to-day operations with overarching performance objectives.
- 2.3. Our approach included a meticulous review of targets, incorporating analysis of historical performance trends and benchmarking against comparable local authorities. This process aimed to establish targets that are not only appropriate and achievable but also ambitious and provide the opportunity for comparisons with other local authorities.
- 2.4. The revised suite of KPIs is included in the Appendices. These revised KPIs provide a succinct and meaningful suite of indicators which will give members a clear picture of current Council performance across both existing services and new and developing services. Further detail will continue to be provided by the service in the quarterly narrative report, accompanied by the dashboard.
- 2.5. In addition to the KPIs presented to the Strategic Leadership Team and Overview and Scrutiny committees, numerous services provide reports on various measures to external regulatory bodies. Moving forward, our streamlined approach mandates that all such reporting, irrespective of the destination, will be channelled through our centralised performance management system. Subsequently, tailored output reports will be generated for the specific meeting or body requiring the information. This strategic integration aims to enhance the efficiency of our reporting process, consolidating all data within a singular system. This unified approach not only facilitates improved analysis but also promotes seamless connections and correlations within the data, ensuring a more comprehensive and coherent overview.
- 2.6. Dacorum's Key Performance Indicators will continue to change over time to reflect the Council's priorities and focus as they continue to change. They will be reviewed annually through the service planning cycle to ensure we are measuring performance against the key priorities for the Council. As such, it is proposed that minor changes to individual KPIs as a result of such reviews are approved via Portfolio Holder decision, whilst a wholesale change to the KPI framework will be presented to Cabinet for approval.
- 2.7. Alongside the revised KPI framework, we have established an enhanced internal governance and oversight process. This ensures greater examination of performance measures at both operational and directorate levels, fostering heightened scrutiny. Additionally, we are implementing training programs and introducing a comprehensive performance management handbook. These activities are designed to cultivate an improved performance management culture throughout the Council, contributing to a more robust and effective operational environment.

3 Options and alternatives considered:

- 3.1. Alternative to the options proposed above, Dacorum Borough Council could continue to collate, monitor and report on its existing KPIs. As outlined above, some current KPIs are no longer relevant, meaningful or accurate measurements of Council performance. The revised KPIs provide a succinct and meaningful suite of indicators which provide members with a clear picture of current Council performance across both existing services and new and developing services. Embedding these KPIs into the performance management cycle will allow the services to gather their data, and will allow for trend analysis to develop as more data is provided. For these reasons, this option was discounted.

4 Consultation:

- 4.1. The proposed list of KPIs attached to this report have been developed with Heads of Services and Assistant Directors across the council and then refined through engagement with SLT. Portfolio Holders have also been consulted on the proposed measures.
- 4.2. It is proposed in this report that delegated authority is provided to the services to further work with their Portfolio Holders to refine the final version of the KPIs based on feedback provided from the relevant Overview and Scrutiny Committees.

5 Financial and value for money implications:

- 5.1. An effective Performance Management framework for the council will help to ensure all services are delivering value for money, and that our performance is monitored, reported and scrutinised through the appropriate mechanisms including internal scrutiny through our internal management structure and through member scrutiny at Overview and Scrutiny Committee.

6 Legal Implications:

- 6.1. There are no direct legal implications arising from this report.

7 Risk implications:

- 7.1. Failure to have an effective performance management framework and clearly defined KPIs in place could impact the delivery of key council services / objectives.
- 7.2. There is a risk that the newly defined measures and targets are quickly made out of date due to service changes. To mitigate this, we are proposing to request Cabinet delegate authority to each Portfolio Holder to amend individual KPIs relevant to their area if required or set new KPIs relevant to their service areas.

8 Equalities, Community Impact and Human Rights:

- 8.1. There were no direct Equalities or Community Impacts arising from this report, but any impacts will be assessed by the services as part of their operational service delivery.
- 8.2. No human rights implications arising from this report.

9 Sustainability implications (including climate change, health and wellbeing, community safety)

- 9.1. The Climate and Ecological Emergency team have included a KPI on change in Council's emission levels which will be reported on an annual basis.

10 Council infrastructure (including Health and Safety, HR/OD, assets and other resources)

- 10.1. As per above, there are revisions to a number of HR measures. There are new KPIs relating to Commercial Development, as well as re-focusing house-building KPIs to focus on Affordable Housing

11 Conclusions:

- 11.1. In conclusion, the above paper has outlined the revised performance management approach, and the work that has been done to review, refine, develop, and create a new suite of KPIs which reflect the Council's corporate priorities. If approved by Cabinet, the KPIs will be implemented with support from the Performance Team within the Transformation Services and will be reported in the quarterly Overview and Scrutiny performance schedule.

Appendix 1:

Proposed KPIs reported to Housing & Communities OSC

Service	Measure Name	Target
Asset Management	Average re-let time in days (all re-lets, including time spent in works) to 2 decimal points	40 Days
	Percentage of repairs completed at first visit	86%
	Percentage of responsive repairs completed within target timescale	97%
	Percentage of emergency repairs completed within target timescale	99%
	Non-decent dwellings at 31st March 2023	0
	Satisfaction with Lettings during the period	65%
	Percentage of respondents satisfied with the overall repairs service	80%
	Percentage of respondents satisfied with the overall lettings process	65%
	Number of live damp and mould cases	200
	Percentage of HRA homes that have had a stock condition survey within the last five years.	20/40/60/80/100 increments over the next 5 years
Commercial Housing Contracts	Percentage of non-complaint gold contracts	0
Housing Operations	Satisfaction with how we keep the communal areas clean and tidy during the period	65%
	Current arrears as a percentage of annual debit	4%
	Rent collected as a Percentage of rent owed (excluding current arrears brought forward).	99%
	Percentage of estate inspections completed that were due to be completed during the period	100%
	Total number of Households in temporary accommodation	Profiled Target
Investment and Delivery	Number of affordable housing units completed during the period	Q4 23/24 : 23 Q4 24/25: 38
	Satisfaction with New Build homes received during Quarter	95%
Property Services	Percentage of arrears on commercial property rents	18%
	Percentage of commercial property occupation	90%
	Investment Property Income ytd budget against ytd actual	Will be approved by Full Council ahead of the next Financial Year as this is the budget figure.
Safe Communities	Satisfaction with ASB case handling (closed cases during the period)	65%
	Percentage of all safeguarding enquiries within DBC that met the threshold resolved in time during the period	100%
	Percentage of all external Safeguarding requests that met the threshold resolved in time during the period	100%
	Percentage of ASB reports acknowledged within policy timescales in the period	100%
	Number of enforcement notices served in respect of the Housing Act 2004 of which lead to successful prosecution	

	Percentage of Final Notice of Civil Penalty served of which civil penalties were recovered	100%
	Number of Empty Homes brought back into use	1
Safe Homes	Percentage of all High risk FRA actions outstanding	0%
	Percentage of homes with a valid gas safety certificate	100%
	Percentage of domestic properties with a satisfactory Electrical Installation Condition Report (EICR) up to five years old	100%
	Percentage of non-domestic properties with a satisfactory Electrical Installation Condition Report (EICR) up to five years old	100%
	Proportion of homes for which all required fire risk assessments have been carried out	100%
	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
	Proportion of homes for which all required legionella risk assessments have been carried out	100%
	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%
Strategy, Quality and Assurance	Percentage of respondents satisfied with complaint handling	67%
	Percentage of Stage 1 and Stage 2 complaints resolved within timescale in month	100%

Appendix 2:

Proposed KPIs reported to Finance & Resource OSC

People and Transformation

Service	Measure Name	Target
Communication	Staff satisfaction with Internal comms	55%
Digital	Percentage of priority 1 & priority 2 incidents resolved in less than 2 days	90%
People	Average days lost due to sickness absence per FTE - profiled target	Q1 – 2.86 Q2 –2.88 Q3 – 2.89 Q4 –3.2
	Turnover of staff	15%
	Average time to employ staff following vacancy.	120 Days
Transformation	Percentage of calls answered within 420 seconds in the period	85%
	Percentage of stage 1 complaints escalated to stage 2 within the period	10%
	Percentage of stage 1 complaints due and resolved within policy standards during the period	100%
	Percentage of stage 2 complaints due and resolved within policy standards during the period	100%
	Percentage change in council's own carbon emissions (Scope 1 and 2)	12.50% (annually)

Page 1

Corporate and Commercial Services

Service	Measure Name	Target
Financial Services	Percentage of creditor trade invoices paid within 30 days during the period	96%
	General Fund Budget Variance against the forecast for the period	0
	Housing Revenue Account Budget Variance against the forecast for the period	0
	Capital variance against the forecast for the period	0
	Investment income: outturn forecast against the budget for the period	Will be approved by Full Council ahead of the next Financial Year
	Time taken for debtors to pay in a Quarter	55
	Percentage of internal audit recommendations implemented in line with the due date	100%
Revenues and Benefits	Average days taken to respond to a benefits-related contact from a resident	14 Days
	Average days taken to respond to council tax related contact from resident	16 Days
Legal and Democratic Services	Percentage of Data Protection Act requests resolved within 31 days in the Quarter	100%
	Percentage of FOI requests satisfied in 20 days in the Quarter	90%

Appendix 3:

Proposed KPIs reported to Strategic Planning and Communities OSC

Neighbourhood Operations

Service	Measure Name	Target
Environmental Services	Reports of all missed bins per 100,000 collected	125
	Recycling rate of the waste collected during the quarter	52%
	Amount in Kilogram per household of residual waste collected during the period	400
Neighbourhood Management	Percentage of fly tips collected within the set timescale of 7 days during the period	95%
	Percentage of Graffiti removed within 7 days	95%
	Percentage of Garages of total stock rented	77.5%
	Percentage of Parking income achieved against forecast for the period	100%
Regulatory Services	Percentage of high risk (A-D) food inspections/interventions achieved during the period	95%
	Percentage of Environmental Health requests responded to within 3 working days during the period	90%
	Percentage of noise nuisance cases closed within 60 days in the period	90%
	Percentage of fly-tips reported assessed by an enforcement officer within 3 working days	90%

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Place

Service

Measure Name

Target

Place,

Communities

and Enterprise

Occupancy rate at the Maylands and Kylna Business Centres

Number of Business Engagements

Number of young people attending Adventure Playgrounds

Old Town Hall Customer Satisfaction

Percentage of all planning enforcement priority site visits completed within target

Percentage of all planning applications determined within target

90%

120

Q1: 4505

Q2: 5603

Q3: 2720

Q4: 2828

90%

100%

70%

90%

100%

70%

Agenda Item 8

SPAEC OSC Work Programme 2023/2024

Meeting Date	Report Deadline	Items	Contact Details	Background information
6 March 2024	28 Feb 2024	Action Points (from previous meeting)		
		Q3 Quarterly Budget Monitoring Report	Clare Dempsey – Financial Planning & Analysis Team Leader Clare.dempsey@dacorum.gov.uk	
		Q3 Neighbourhood Services Performance Report	Stefania Horne – Strategic Director – Neighbourhood Services Stefania.horne@dacorum.gov.uk	
		Q3 Planning, Development and Regeneration Quarterly reports	Sara Whelan – Assistant Director Strategic Planning and Regeneration Sara.Whelan@dacorum.gov.uk	
		The Local Plan – Regulation 18 Feedback	Sara Whelan – Assistant Director Strategic Planning and Regeneration Sara.Whelan@dacorum.gov.uk	
		Local Cycling & Walking Infrastructure Plan	Sara Whelan – Assistant Director Strategic Planning and Regeneration Sara.Whelan@dacorum.gov.uk	
TO BE DATED		CIL Review	Sara Whelan – Assistant Director Strategic Planning	

		and Regeneration Sara.Whelan@dacorum.gov.uk	
Affordable Housing SPD	Sara Whelan – Assistant Director Planning Sara.Whelan@dacorum.gov.uk		
	Chilterns Beechwood Mitigation/Sang	Sara Whelan – Assistant Director Strategic Planning and Regeneration Sara.Whelan@dacorum.gov.uk	

Items to be planned in by chair

Luton Airport

Chilterns Beechwood Mitigation Strategy

Economic Development Update

Place Strategies (Hemel, Berko, Tring)

Maylands Master Plan

Visit to Cupid Green and CCTV

Hemel Garden Communities

Air Quality

Water – Sewage

Rural Plan

Visit Fly Tip – In small groups

Climate Change

Environment Agency – River Gade update / Other Chalk Streams

Verge Hardening

Buses