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FINANCE AND RESOURCES OVERVIEW AND SCRUTINY AGENDA

**TUESDAY 5 NOVEMBER 2024 AT 7.30 PM
CONFERENCE ROOM 2 - THE FORUM**

Membership

Councillor Rick Freedman (Chair)	Councillor Gbola Adeleke
Councillor Graeme Elliot (Vice-Chair)	Councillor Fiona Guest
Councillor David Deacon	Councillor Heather Pound
Councillor Jonathan Gale	Councillor Andrew Williams MBE
Councillor Paul Reynolds	Councillor Goverdhan Silwal PhD
Councillor Garrick Stevens	Councillor Michela Capozzi
Councillor Victoria Santamaria	Councillor Carole Weston

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

AGENDA

- 1 MINUTES** (Pages 3 - 4)
To confirm the minutes and decisions from the previous meeting
- 2 APOLOGIES FOR ABSENCE**
To receive any apologies for absence
- 3 DECLARATIONS OF INTEREST**

To receive any declarations of interest

A member with a disclosable pecuniary interest or a personal interest in a matter who attends a meeting of the authority at which the matter is considered -

(i) must disclose the interest at the start of the meeting or when the interest becomes apparent

and, if the interest is a disclosable pecuniary interest, or a personal interest which is also prejudicial

(ii) may not participate in any discussion or vote on the matter (and must withdraw to the public seating area) unless they have been granted a dispensation.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Members' Register of Interests, or is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal and prejudicial interests are defined in Part 2 of the Code of Conduct for Members

[If a member is in any doubt as to whether they have an interest which should be declared they should seek the advice of the Monitoring Officer before the start of the meeting]

4 PUBLIC PARTICIPATION

An opportunity for members of the public to make statements and ask questions in accordance with the rules as to Public Participation

5 ACTION POINTS FROM THE PREVIOUS MEETING

There were no actions at the previous meeting.

6 QUARTER 2 PERFORMANCE REPORT - PEOPLE AND TRANSFORMATION (Pages 5 - 12)

7 CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO CALL-IN (Pages 13 - 39)

Call in of Portfolio Holder Decision - PH-023-24 -Parking Tariffs & Charging Policies Implementation

8 QUARTER 2 PERFORMANCE REPORT - CORPORATE AND COMMERCIAL (Pages 40 - 54)

9 QUARTER 2 FINANCIAL MONITORING REPORT (Pages 55 - 69)

10 MAYORAL SERVICE ARRANGEMENTS (Pages 70 - 77)

11 WORK PROGRAMME (Pages 78 - 79)

MINUTES

FINANCE & RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

8 OCTOBER 2024

Present:

Members:

Councillor Freedman (Chair)	Councillor Guest
Councillor Elliot (Vice-Chair)	Councillor Silwal
Councillor Deacon	Councillor Stevens
Councillor Gale	Councillor Santamaria
Councillor Pound	Councillor A Williams MBE

Officers:

Nigel Howcutt (Chief Finance Officer)
David Barrett (Assistant Director, Strategic Housing & Delivery)
Matt Angus (Strategic Housing, Investment & Regeneration Senior Manager)
Trudi Angel (Democratic Support Officer)

Also in attendance:

Councillor England
Councillor Douris
Councillor Allen

The meeting started at 7:30 pm.

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Adeleke, Hannell, Reynolds and Stewart.

Councillor Silwal substituted for Councillor Hannell.

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

3. PUBLIC PARTICIPATION

There was no public participation.

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

None.

5. MINUTES

The minutes of the previous meeting were approved as an accurate record and signed by the Chair.

6. ACTION POINTS FROM THE PREVIOUS MEETING

All actions had been completed and circulated to the committee.

7. PROPOSALS TO ESTABLISH A DACORUM INVESTMENT PARTNERSHIP

M Angus gave a presentation to the committee on the proposals to establish a Dacorum Investment Partnership.

Please refer to the video minutes for full discussion.

Outcome

The committee noted the report.

8. MEDIUM TERM FINANCIAL STRATEGY

N Howcutt gave a presentation to the committee on the Medium Term Financial Strategy 2024/25 – 2028/29.

Please refer to the video minutes for full discussion.

Outcome

The committee noted the report.

9. WORK PROGRAMME

There were no changes to the work programme.

The meeting ended at 9.00 pm.



Finance and Resources Overview and Scrutiny Committee

Report for:	Finance and Resources Overview and Scrutiny Committee
Title of report:	Quarter 2 2024/2025 Performance Report – People Transformation Digital and ICT Communications and Engagement
Date:	5 November 2024
Report on behalf of:	Councillor Caroline Smith-Wright (Portfolio Holder for People and Transformation)
Part:	I
If Part II, reason:	N/A
Appendices:	N/A
Background papers:	Nil
Glossary of acronyms and any other abbreviations used in this report:	KPI – Key Performance Indicators

Report Author / Responsible Officer

Aidan Wilkie (Strategic Director – People & Transformation)

Matt Rawdon, Assistant Director (People)

Kelvin Soley, Head of Communications

Shaj Choudhury, Head of Transformation

Yvonne Salvin, Head of Digital



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Corporate Priorities	<p>Community engagement: Engage with residents and partners to have a real say on our services and the borough</p> <p>Service improvement and delivery:</p> <p>Running the Council efficiently and putting residents at the heart of everything we do</p> <p>Vibrant communities: Foster arts, culture and leisure opportunities</p> <p>Sustainable future: Take action on the Climate and Ecological Emergency</p> <p>Clean, safe and green: Provide a clean, safe and green-focussed environment</p> <p>Homes to be proud of: Enable well-maintained and affordable homes, where people want to live</p> <p>Proud and thriving borough: Realise our potential as a great place to live and work with a thriving business community</p>
Wards affected	All wards
Purpose of the report:	To provide the Q2 performance information for monitoring and information
Recommendation (s) to the decision maker (s):	That Members note the report and identify any areas where they require additional information
Period for post policy/project review:	N/A

Introduction

1. This paper will provide an update on service performance over Q2 2024/2025 for People, Performance, Digital and ICT and Communications, and highlight key achievements over this same period.
2. As previously seen by this committee, our Key Performance Indicators were reviewed and updated and subsequently agreed by Cabinet in June 2024. The corporate performance team have worked across the Council to embed this new framework and have collected the relevant data so that Q2 performance data below reports against these updated KPIs.

Digital and ICT

3. The primary performance indicator (ICT01 - Percentage of priority 1 & 2 incidents resolved in less than 2 days) was green this quarter at 97% against a target of 90%. This performance has remained the same for the last two quarters and is a positive indication that our underlying infrastructure is robust.
4. The Digital Team has rolled out a new mobile app that can be downloaded to users' personal mobile devices. Bring your own Smartphone (BYOS) represents a significant shift in workforce technology supporting remote and hybrid work arrangements by enabling our workforce to work flexibly in a way that better meets customer need. This new app enables our entire workforce (including Councillors) to access work emails, take calls and manage their diary securely without having to log onto their laptop.
5. Next step will be to reduce the number of devices on our estate. People who work predominantly on Wi-Fi will no longer need access to a DBC mobile device. Users who work in the community will continue to have access to a mobile device (phone or tablet) which we plan to review and upgrade over the next 12 months.
6. The work on the digital platform is continuing to move forward. For example, the abandoned vehicles reporting modules is in the build phase and will shortly move to test phase. This module will be integrated with the DVLA database resulting in automated MOT and tax checks before submission. Once reported abandoned vehicles will be posted on a virtual map enabling users to sign up for update alerts online. We anticipate will result in a significant reduction in duplicate cases reported once live as well as a reduction in case administration.
7. The roll out of new kit is almost concluded. New Wi-Fi has been rolled out to all sites except for Cupid Green Depot and the Old Town Hall, both of which are underway. There is a similar position with the roll out of new docking stations across our estate.
8. 141 new laptops have been rolled out to date. This represents 18% of the rollout which is targeted to conclude by the end of March 25. The team are in the process of recruiting an additional resource to speed up laptop builds.

Communications

9. In Q2 (2024/25) we delivered against our external communications programme supporting corporate projects and events across DBC services and partner organisations. This includes delivery of the 50 Fest anniversary event in September, 382 social media campaigns on our corporate channels (Facebook, X formerly Twitter, Instagram and LinkedIn), and more than 185,000 email campaigns (e-newsletters) sent via our digital publications portfolio.
10. In Q2 we delivered on our internal communications programme, including delivery of the Annual Staff Recognition Awards. In Q2, we issued 32 internal communication campaigns across internal channels, such as our intranet, covering general staff news, corporate information (projects and initiatives) and staff events.
11. We have delivered our programme of digital publications, including 12 issues of our weekly Dacorum Life digital newsletter (13,816 subscribers), three issues of our monthly Housing Matters newsletter (5,587 subscribers) and three issues of our monthly Business Matters newsletter (2,241 subscribers).
12. Q2 Social media statistics:
 - o Dacorum BC **Facebook**:
 - o Connections – 13,507
 - o Link clicks – 7,227
 - o Posts – 191
 - o Dacorum BC **X (formerly Twitter)**

- o Connections – 8,945
- o Link clicks – 840
- o Posts – 138

- o Dacorum BC **LinkedIn**:
- o Connections – 6,030
- o Link clicks – 280
- o Posts – 53

People

13. The sickness outturn for quarter 2 (2619 days) which is higher than quarter 1 (2088 days). Detailed analysis shows the main contributors to sickness absence were musculoskeletal, Cold/Flu and mental health. HR work with management to assess cases to understand the reasons for the absence so that a tailored approach can be devised. For cases of work-related sickness, mechanisms are in place to identify the 'possible cause', so that managers can find solutions to alleviate these pressures whilst still setting expectations of work delivery. Alternatively, for cases including home life stressors, there are many support processes in place such as: occupational health; counselling; sign posting to external support; and our mental health first aider programme.
14. Another cause for the rise has been long term sickness, unfortunately the Council has experienced a peak in cases where staff qualify for ill health retirement. These cases tend to result in employees being absent for a long period of time. We have also experienced some delays in progressing these cases from the local government pension scheme process and awaiting NHS medical information to progress these cases quicker. These process issues are currently being addressed.
15. Work is underway in supporting the highest sickness absence teams across the Council to explore what bespoke interventions can be put in place to help reduce absenteeism. The first area identified was Waste Services, where there is now an action plan to address the areas of concern. Work is underway to ensure safe practices are in place and all risks are being identified, which should help with reducing musculoskeletal absences. The Council's Health and Safety team is leading in this review. Clean, Safe and Green also now have an action plan to support them in reducing their absence. Housing Operations is the next team that HR will be supporting.
16. The sickness scrutiny group continues to meet monthly to assess all sickness absence and looks to identify trends and areas of concern. Any such cases will be escalated to a more formal route as per the policy. This group also monitors return work interview compliance, as well as carrying out spot checks on whether managers are in regular contact with their staff whilst off sick from work. The sickness scrutiny group continues to assess all long-term sickness cases each month to ensure the Council is doing all it can to support staff back to work, by ensuring we have the latest medical information from our Occupational Health team, looking at what adjustments we can make to roles and where cases need to be escalated to a formal process in line with the policy. We work closely with managers to ensure regular contact is made with staff who are absent from work as this is a critical aspect to help staff back to the workplace.
17. HR also continue to send out staff wellness offers which includes courses, webinars, exercise classes and other support. These focus on a dedicated topic and link into national themes around wellness. We also offer free confidential helpline to staff where they can seek professional advice and counselling in certain cases. We also are continuing to run our staff engagement group which is focussing on health and wellbeing issues/solutions, with the next focus being offering 'lunch and learn' sessions on trying something new. A poll has been conducted to understand what wellness sessions will be of interest to staff.
18. HR has been undertaking further interventions which have been approved by the strategic leadership team to help reduce sickness absence. One initiative is focussing on email management, to help reduce email traffic. We are running a series of workshops and devising good practice guides to support with

the culture change required. We are currently drafting an email usage guide for all staff to support this cultural change. There is also currently a review on our currently leave approach, we want to ensure what is offered is competitive so that we can have a package that supports staff with life challenges and creates an effective work life balance. The areas identified for change are: supporting staff with dependents, caring responsibility, IVF, domestic abuse and disabilities.

19. The annual staff turnover percentage is still below 15% (actual 8%) which is considered a healthy staff turnover rate in the UK (Q1 9%). Work continues within the people strategy to ensure we are creating an engaging culture and ensuring staff have effective leaders guiding them within the workplace.
20. The people strategy continues to be delivered, some of the key highlights include:
 - Devising a mandatory Leadership development programme for all managers – this is due to be launched in the New Year. We are finalising delivery partners and costs.
 - The Strategic Leadership Team has approved three new staff schemes - Mentoring, Volunteering and Staff Recognition. Now in implementation phase.
 - The Strategic Leadership Team approved a new approach to Equality Impact Assessments which will improve the quality of these assessment and ensure they are undertaken at the beginning of a project.
 - Implemented a new vacancy tracker for the Strategic Leadership Team, so that we can ensure job vacancies are progressing. This has resulted in a significant reduction of job vacancies. From around 15% to now 8%.
 - We are soon to Launch new customer service training programme in line with customer charter for staff in high customer contact areas

Transformation

Customer Service

21. Further improvements have been made in call wait times, with average call wait times this quarter at just under five minutes (290 seconds), which is lower than the previous quarters wait times of six minutes (367 seconds) and less than half the call wait times during this quarter 12 months ago of just over 10 minutes (611 seconds in Q2 2023). Although call volumes are lower than Q1, the Customer Service Unit answered approximately 20,000 calls in this quarter, in addition to receiving approximately 4,500 email enquiries and 2,000 social media enquiries. The improvement in performance is largely due to several operational efficiency measures put in place to manage calls and reduce demand more effectively.
22. We will monitor performance levels against the target of 420 seconds over the next twelve months and if we continue to achieve this, the target will be reviewed and a new ambitious stretch target will be set to push call wait times even further.

Complaints

23. Performance of responding to stage 1 complaints within policy timescales have also seen some slight improvement since last quarter but is still below target. 73.5% of stage 1 complaints were responded to within policy timescales compared to 44% the same time last year. 60% of Stage 2 complaints (which are usually more complex to manage) were responded to within policy timescales compared to 39% in Q2 last year. We have also seen the number of escalations from stage 1 to stage 2 reduce slightly and is now below the 10% target, which indicates that Stage 1 complaints are being resolved more effectively.
24. The corporate complaints team are responsible for co-ordinating and allocating complaints to the relevant teams to respond to complaints whilst keeping oversight of performance at team level. We have introduced new governance processes whereby a monthly performance clinic is held with each Directorate where the Strategic Director is able to scrutinise performance at Directorate level and performance and subsequently a monthly update and discussion takes place at SLT to ensure oversight and accountability.

25. We are also in the process of introducing a new corporate complaint management system which will enable complaints to be investigated and responded to more efficiently, allowing us to further improve performance levels in the future.

Future Dacorum Transformation Programme

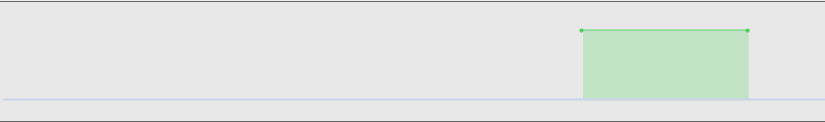
26. We continue to implement measures to improve customer experience, introduce better self service capabilities and enable process efficiencies through our Future Dacorum transformation programme. Significant progress has been made on our Year 1 road map relating to the transformation of services and our Digital Platform.
- We recently launched our 'Customer Promise' during Customer Service Week which sets out a series of commitments to help us improve customer service levels across Dacorum
 - We are improving our process for reporting abandoned vehicles, including automating some processes via our Digital Platform
 - We have created self-service options for Council Tax, and we are now expanding more self-service options in relation to Benefits and Business Rates
 - We are developing a new system to enable easy search and renting of our garages
 - Establishing a new corporate complaints system that will improve the user experience for customers whilst enabling a more efficient process to investigate and respond to complaints
 - We are also ensuring that work on self-service capabilities is linked to our IVR so that customers can have a consistent experience regardless of the entry point into the Council.

Corporate PMO


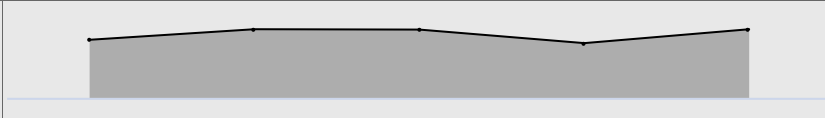
27. We continue to work on improving our corporate Programme Management Office (PMO) and overall approach to managing projects. All Projects across the PMO have now been identified and key information baselined and is now being reported against on a monthly basis. All directorates have programme boards in place to ensure critical oversight of all our key projects and new reporting templates and reporting process put in place to support this oversight and accountability. Further work is planned to ensure we are all working with a single project management methodology and developments of tools and templates to make it easier for staff to manage projects whilst ensuring consistency across the Council.

Finance & Resources OSC
People & Transformation Report


Digital Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
ICT01 (Q)	Percentage of priority 1 & priority 2 incidents resolved in less than 2 days (Q)	Sep 2024	97.37%	90.00%		✘	

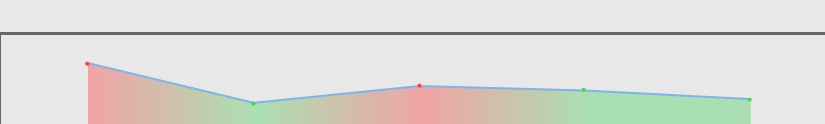
People Performance Summary

Measure Code ↑	Measure	Date	Actual	Last Quarter's Actual	Last Year Actual	DoT	Performance Trend	
Page 11	HR02a (Q)	Turnover of staff	Sep 2024	8.00	9.00	10.00	✔	
	HR03 (Q)	Total days lost through sickness absence for the council (Q).	Sep 2024	2,619.00	2,088.50	2,216.00	✘	

The sickness outturn for quarter 2 (2619 days) which is higher than quarter 1 (2088 days). Detailed analysis shows the main contributors to sickness absence were musculoskeletal, Cold/Flu and mental health. Another cause for the rise has been long term sickness, unfortunately the Council has experienced a peak in cases where staff qualify for ill health retirement. These cases tend to result in employees being absent for a long period of time. We have also experienced some delays in progressing these cases from the local government pension scheme process and awaiting NHS medical information to progress these cases quicker. These process issues are currently being addressed. Work is underway in supporting the highest sickness absence teams across the Council to explore what bespoke interventions can be put in place to help reduce absenteeism. The first area identified was Waste Services, where there is now an action plan to address the areas of concern. Work is underway to ensure safe practices are in place and all risks are being identified, which should help with reducing musculoskeletal absences. The Council's Health and Safety team is leading in this review. Clean, Safe and Green also now have an action plan to support them in reducing their absence. Housing Operations is the next team that HR will be supporting. The sickness scrutiny group continues to meet monthly to assess all sickness absence and looks to identify trends and areas of concern. Any such cases will be escalated to a more formal route as per the policy HR also continue to send out staff wellness offers which includes courses, webinars, exercise classes and other support. These focus on a dedicated topic and link into national themes around wellness. We also offer free confidential helpline to staff where they can seek professional advice and counselling in certain cases. We also are continuing to run our staff engagement group which is focusing on health and wellbeing issues/solutions, with the next focus being offering 'lunch and learn' sessions on trying something new. A poll has been conducted to understand what wellness sessions will be of interest to staff.

HR05	Average days lost due to sickness absence per FTE (OSC)	Sep 2024	1.14	0.93	0.87	n/a	
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Transformation Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
CS01b (Q)	Percentage of stage 1 complaints escalated to stage 2 within the period (Q)	Sep 2024	9.87%	10.00%	13.39%	✓	
CS02a (Q)	Percentage of stage 1 complaints due and resolved in the month within policy period (Q)	Sep 2024	73.48%	90.00%	44.19%	✓	
CS02b (Q)	Percentage of stage 2 complaints due and resolved in the month within policy period (Q)	Sep 2024	60.53	90.00	39.13	✗	
CSU10 (Q)	Call Handling: Average wait time (Q)	Sep 2024	290.00	420.00	611.00	✓	



FINANCE & RESOURCES

Overview and Scrutiny Committee

Report for:	Finance and Resources Overview and Scrutiny Committee
Title of report:	Call-in of PH-023-24 - Parking Tariffs & Charging Policies Implementation
Date:	11 November 2024
Report on behalf of:	Cllr Adrian England, Leader of the Council Cllr William Allen, Portfolio Holder for Corporate & Commercial Services
Part:	I
If Part II, reason:	N/A
Appendices:	<ol style="list-style-type: none"> 1. Portfolio Holder Decision Notice PH-023-24 and consultant reports 2. Councillors Call In Record PH-023-24
Background papers:	<ul style="list-style-type: none"> - 7 Feb 2024 Finance & Resources OSC – Parking Proposals - 13 Feb 2024 Cabinet - Parking Service Tariff & Business Case Proposals
Glossary of acronyms and any other abbreviations used in this report:	<p>FBC – Full Business Case</p> <p>TRO – Traffic Regulation Order</p>

Report Author / Responsible Officer

Ben Hosier, Head of Commercial Development

Mark Brookes, Assistant Director, Legal and Democratic Service and Monitoring Officer

Nigel Howcutt, Chief Finance Officer and Section 151 Officer



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Corporate Priorities	<ul style="list-style-type: none"> Community engagement Service improvement and delivery Vibrant communities Sustainable future Clean, safe and green Homes to be proud of Proud and thriving borough
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Wards affected	All
Purpose of the report:	<ol style="list-style-type: none"> 1. To present the reasons for the Call-in of PH-023-24 - Parking Tariffs & Charging Policies Implementation. 2. To set out the options for this committee to consider to conclude this call-in process
Recommendation (s) to the decision maker (s):	<p>That the Committee considers the reasons for call-in set out in Appendix 2 and decides which of the following options it agrees to take:</p> <ol style="list-style-type: none"> a) The Committee reviews the decision but decides it is content for the original decision to stand, the decision will take effect on the date of the OSC meeting (Rule 15 (e) Part 4). b) If, having considered the decision, the Overview and Scrutiny Committee is concerned about it, it may refer it back to the Leader of the Council and Portfolio Holder for Corporate and Commercial Services (“the decision maker”), setting out in writing the nature of its concerns. The decision maker shall then reconsider the decision within 4 weeks amending the decision or not, before adopting a final decision (Rule 15 (d)). c) The Committee may instead of referring the matter to the decision maker refer the decision to full Council. <p>If Council does not object then the decision then the decision takes effect on the date of the Council meeting. However, if the Council does object, noting that it has no power to overturn or change the original decision unless it is contrary to the policy framework, or contrary to or not wholly consistent with the budget, it may refer the decision back to the decision maker with Council’s views on the matter. The decision then makes final decision having considered views of Council within 4 weeks. (Rule 15 (f)).</p>
Period for post policy/project review:	During the first 12 months, but after the first 6 months, so that there is sufficient time to see customer trends and behaviour

1. Background

1.1 The Committee will recall that a Parking Full Business Case (FBC) was developed during the latter part of 2022 and refined during the first few months of 2023. This included 2 distinct areas of focus: the review of 'parking tariffs' and 'charging policies' and the introduction of 'smart' technology, and how that can support a more agile approach to tariffs in the future. The introduction of 'smart' technology is included as part of the re-procurement of the parking enforcement contract and will be reported separately. The Committee will also be aware of work that is progressing on drafting a future wider pricing strategy for parking services, as part of the Council's ongoing commercial scrutiny of income generating services. .

1.2 During 2023/24 several reports were presented to both this Committee and Cabinet where the proposed changes to 'parking tariffs' and 'charging policies' were amended to meet the changing requirements of the Administration.

This culminated in a final report being presented to this Committee and Cabinet in February 2024 which clearly set out the proposed changes to 'parking tariffs' and 'charging policies' and a decision was made by Cabinet to progress these proposals to statutory consultation. Cabinet also agreed to delegate authority to the Leader of the Council and the Portfolio Holder Corporate & Commercial to make any final decision on the implementation of the parking tariff increases and changes to charging policy.

1.3 The statutory consultation was initially delayed due to the announcement of the Parliamentary election and the commencement of the pre-election period. The statutory consultation process took place from 10th July 2024 to Wednesday 31st July 2024 – a period of 3 weeks. During this process, site specific notices were erected within each of the car parks, the 'notice of proposal' (statutory consultation) documents were made available on the Council's corporate consultation portal (and in hard copy format), and a notice detailing all the changes was also published in the local press.

1.4 Following the conclusion of the consultation, reports were produced on the three consultations, on-street, off street and CPZ (see appendix 1) by the consultants who were supporting the consultation process and submitted to Officers to present to the Portfolio Holder. Following a detailed review of objections that were raised as part of the consultation, a decision was made by the Portfolio Holder and the Leader of the Council, that there had been nothing highlighted in the objections that had not previously been considered by the Council during the previous round of informal consultation or subsequent amendments.

1.5 A Portfolio Holder Decision Notice was submitted in September to implement the changes to 'parking tariffs' and 'charging policies' as set out in the statutory consultation under the delegated authority granted at the Cabinet meeting in February 2024 (see appendix 1). The timescale for this decision are set out below:

Time Scale:

Date notification received: **03/09/24**

Day 1 - 21 **04/09/24 - 24/09/24** With S151 Officer and Monitoring Officer for comments

Day 22 **25/09/24** (Decision sent to Portfolio Holder, Overview & Scrutiny Chairman/Vice-Chair and Group Leaders/Deputy Leaders and Ward Councillors for information and consideration)

Day 29 **02/10/24** Signed Copy with Member Support = Decision Published

Day 36 **09/10/24** 5:00pm end of 'call-in' period; decision may be implemented if no 'call-ins' received

Day 1-29 includes weekends and Bank Holidays, Day 29-36 (call in period) includes weekends but excludes Bank Holidays.

2. Portfolio Holder Decision Notice PH-023-24 Call-In Process

- 2.1 Following the publication of PH-023-24 on 25 September, Officers were notified on 9 October 2024 that decision PH-023-24 had been called-in by 5 Councillors in accordance with the constitution. A record of the call-in including the reasons is set out in appendix 2.
- 2.2 Following discussions with the Assistant Director Legal & Democratic Services (Monitoring Officer), the call-in process for this Committee to follow is set out below:
- 2.2.1 In considering this call-in the Committee has the following options available for its eventual decision:

There are three potential outcomes from the Finance & Resources OSC:

- a) The Committee reviews the decision but decides it is content for the original decision to stand, the decision will take effect on the date of the OSC meeting (*Rule 15 (e) Part 4*). **No further decision is required**
- b) If, having considered the decision, the Overview and Scrutiny Committee is concerned about it, it may refer it back to the decision making person (Leader of the Council and Portfolio Holder for Corporate and Commercial Services “the decision maker”), setting out in writing the nature of its concerns. The decision maker shall then reconsider the decision within 4 weeks amending the decision or not, before adopting a final decision (*Rule 15 (d)*). **Decision maker makes final decision**
- c) The Committee may instead of referring the matter to the decision maker refer the decision to full Council. **Discussed at 13th November Council.**
- d) If Council does not object then the decision takes effect on the date of the Council meeting. However, if the Council does object, it has no power to overturn or change a the decision unless it is contrary to the policy framework*, or contrary to or not wholly consistent with the budget, but it may refer the decision back to the decision maker with Council’s views on the matter. **The decision maker makes final decision having considered views of Council within 4 weeks. (Rule 15 (f)).**

*Policy Framework as defined In the constitution (Part 2 Article 4.1) The policy framework means the following plans and strategies:-

- Corporate Plan;
- Community Safety Strategy;
- Development Plan Documents for which the Council is responsible;
- Council’s Corporate Work Programme;
- Any other plan or strategy which has Borough-wide application and which the Council may decide should be adopted by full Council, as a matter of local choice.
- Policy Statements (including any revisions thereto) relating to the licensing of alcohol and gambling required under the Licensing Act 2003 and the Gambling Act 2005 respectively;

If there are no grounds that the decision taken is not in accordance with the policy framework, or contrary to or not wholly consistent with the budget, the decision ultimately will revert back to the original decision maker, the Leader of the Council and the Portfolio Holder for Corporate and Commercial services for final decision, whichever route is followed. It is the collective view of the joint authors of this report and the S.151 officer that the original decision is consistent with the budget and policy framework.

3 Options and alternatives considered

- 3.1 In compliance with the relevant sections of the constitution for a decision that has been called-in, the Committee should consider the options set out in section 2.2.1 above for its eventual decision.

4 Consultation

- 4.1 There are no separate consultation requirements to be undertaken as part of the process for considering a decision that has been called-in.

5 Financial and value for money implications

- 5.1 As set out in previous reports, the decision to implement the changes to 'parking tariffs' and 'charging policies' are projected to raise an additional £660k per annum from 2025-26 onwards, with the part year roll out in 2024/25 providing an additional £165k income. Hence, the proposed parking tariff proposals will have a positive financial impact on the Council's ability to raise its own income and contribute to the Council's wider service delivery and financial sustainability; and support continued investment and improvements to local communities, including Hemel Hempstead town centre and other neighbourhood and urban centres.
- 5.2 There are low-level implementation costs that will be incurred in implementing these proposals, and these will be included in the service expenditure for 2024/25.
- 5.3 The call-in of PH-023-24 has resulted in a delay to the implementation of the proposed changes to 'parking tariffs' and 'charging policies', this will impact on the projected additional income from being delivered in 2024/25 and will result in an additional pressure of £55k - £165k depending on the decision making process and implementation timeline.
- 5.4 Should any final decision be made to not implement the 'parking tariffs' and 'charging policies' or to amend them, then this will have an impact on the projected level of additional income that can be raised from these changes to parking and will cause a financial pressure for the Council to propose a balanced budget for 2025/26. Any requirement that requires re drafting of the traffic regulation orders and another parking consultation process would delay implementation by circa 6 Months, this would create a minimum loss of income in 25/26 of £330k, with the likelihood that this would increase depending on the details of the revised tariff proposals.

6 Legal Implications

- 6.1 Should a final decision be made to amend the 'parking tariffs' and/or 'charging policies', then this will require the Council to undertake a further statutory consultation process. This further statutory consultation will take between 22 and 26 weeks. Although the duration of the consultation where objections can be submitted is only a 3-week period, there are several aspects that need to be undertaken before the consultation is opened, that will take time, these include:
- commissioning third parties to draft the new TROs
 - getting the content approved by officers at the Council
 - obtaining approval from the Highways Authority on the TROs
 - obtaining any comments from the emergency services and road haulage association
 - arranging advertisements to be published in the local press
 - commissioning third parties to put up notices across the borough in the areas that are impacted
 - uploading the consultation documentation on the corporate portal
 - arranging for hard copies of the consultation to be placed in specific locations
 - drafting the report following the conclusion of the consultation
 - arranging decision to implement the changes

7 Risk implications:

- 7.1 The call-in process is clearly set out in the constitution and as long as this process is followed there should be no governance risks associated with this process. There are budgetary risks associated with any potential changes to the current proposals.

8 Equalities, Community Impact and Human Rights:

- 8.1 A Community Impact Assessment was included in the Cabinet report presented in February 2024; the Committee should consider whether the reasons included in the call-in record impacts on this area.

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

- 9.1 The recommended changes in 'parking tariffs' and 'charging policies' are to support and nudge behavioural change that will have a positive sustainability implication. The Committee should consider whether the reasons included in the call-in record impacts on this area.

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

- 10.1 Consultation with statutory stakeholders has ensured that any implications on Council infrastructure are considered. The Committee should consider whether the reasons included in the call-in record impacts on this area.

11 Conclusions:

- 11.1 In compliance with the Constitution relating to when a decision has been called-in, the Committee must consider the options set out in section 2.2.1 above to make its eventual decision. This report is therefore presented for consideration by Members.

Portfolio Holder decision record sheet

Name of decision maker: Councillor Michela Capozzi, Portfolio Holder for Corporate and Commercial Services & Councillor Adrian England, Leader of the Council

Portfolio: Corporate & Commercial Services

Date of Portfolio Holder decision:

Title of decision: Parking Service Tariff & Business Case Proposals

Background to report:

During 2023/24 several reports were presented to the Finance & Resources Overview and Scrutiny Committee and Cabinet in relation to proposals for parking tariff increases and changes to existing charging policies. With the last increase in parking tariffs being agreed in 2019, the objective was to obtain agreement on a set of proposals that could be included in a statutory consultation process.

This culminated in a report being presented to Cabinet in December 2023 which clearly set out a full breakdown of the proposed changes, and a decision made to progress to statutory consultation.

Following the publication of the Cabinet paper in December 2023, the Council received representations from opposition parties and also from residents and local businesses who expressed concern at the proposed changes. Consequently, the proposals were reviewed and a final updated set of changes were presented back to the Finance & Resources OSC and Cabinet in February 2024.

A summary of the updated proposals are set out below.

- Increases to both on-street and off-street parking tariff.
- Consolidating on-street parking sessions to introduce a new minimum stay of 2 hours.
- Keep Limited Wait Bays (LWBs) on the peripheries of the high streets in Berkhamsted and Kings Langley as being free to use.
- Keep all LWBs free in Apsley and Hemel Hempstead Old Town
- Introduce charges for LWBs in the centre of Tring and Kings Langley
- All chargeable LWBs (on-street parking) in the centre of Berkhamsted, Kings Langley, Tring plus Waterhouse Street and Marlowes to have maximum 1 hour stay with 2 tariffs: 30 mins for £0.80 or 1 hour for £1.50.
- Hemel Hempstead on-street parking to reduce from the proposed 4 hours to 2 hours in:
 - Alexandra Road;
 - Cemetery Hill;
 - St John's Road;
 - Cotterells
 - London Road
- Addition of an 'Up to 10 hours' parking option in off-street parking
- Tariffs in on-street and off-street locations to apply from 8am – 6pm Monday to Sunday
- All evening charging (post 6pm) to be removed.
- Kings Langley off-street car parks to remain free but stay limited to a maximum of 4 hours between 8am – 6pm (no time restriction after 6pm)
- Canal Fields, Berkhamsted, to remain free but stay limited to a maximum of 4 hours between 8am – 6pm (no time restriction after 6pm)
- The introduction of a change in the Traffic Regulation Order (TRO) to enable customers to extend a parking session by using the Pay By Phone app or the pay machines, but only where this allowed under the parking restrictions (e.g. you cannot

Portfolio Holder decision record sheet

extend a parking session past the maximum stay)

These proposals have been developed through extensive consultation with the key aims of:

- Starting to introduce consistency with parking across the borough
- Recognising the value of Council assets and maximising income, whilst also recognising the desire to:
 - Support Town/Village centre shops,
 - Support the nighttime economy across the borough,
 - Provide freedom and flexibilities to shoppers.

At the Cabinet meeting in February it was agreed to progress to statutory consultation with these proposals, and to delegate authority to the Leader of the Council and the Portfolio Holder Corporate & Commercial to make any final decision on the implementation of the parking tariff increases and changes to charging policy.

Work commenced on drafting the statutory consultation documentation and the proposals were submitted to the Highways Department at Hertfordshire County Council, the emergency services, and the Road Haulage Association for agreement on the proposals before the statutory consultation with residents and businesses could commence.

Responses were received from all of the above organisations in the early summer with no objections being raised, however, before the statutory consultation could commence, the Government called a Parliamentary election and due to the pre-election period (purdah), the statutory consultation was delayed until after the election.

The statutory consultation commenced on 10 July 2024 and concluded on 31 July 2024 and was available on the Council's corporate consultation platform with hard copies of the consultation and survey also being available at The Forum, Victoria Hall in Tring, and Berkhamsted Civic Centre.

The statutory consultation included 3 separate Traffic Regulation Orders:

- Off-street
- On-street
- Controlled Parking Zones

Consultees were asked to provide any objections to the proposals with clear reasons for these objections.

The Council's consultation platform showed that over 3,000 people visited the consultation during the period and the following 538 objections were received:

- Off-street (146 responses)
- On-street (372 responses)
- Controlled Parking Zones (20 responses)

Whilst it cannot be considered as part of the statutory consultation process, it should be noted that a petition with 3,840 signatures has been delivered to the Council relating to objections to the parking proposals in Kings Langley. The Petition was considered in accordance with the Council's Petition Scheme, but was not reported to full Council because this matter was already subject to an open public consultation. It was therefore agreed that the petition would be referred to the final decision makers so that it could be considered as part of the overall consultation responses.

Portfolio Holder decision record sheet

Statutory Consultation Objections

The number and type of objections received as part of the statutory consultation are summarised in Appendix 1 -3.

Decision made and reasons:

Having considered the responses from the statutory consultation the Portfolio Holder for Corporate and Commercial and the Leader of the Council agree to progress to implement the proposed changes to parking tariffs as set out in the statutory consultation with no further changes.

The reasons for this decision are set out below:

- There was nothing highlighted in the objections to the statutory consultation that had not previously been considered by the Council.
- The Council has a duty to its residents and taxpayers to ensure best value for money, by ensuring it recovers costs for services provided.
- The proposals provide a more equitable charging basis for users across the Borough, with consistency as to charging policies.
- The additional income that the proposals will deliver will contribute to parking income pressures, and contribute to the Council's wider financial sustainability and delivery of services.
- The income will also contribute to longer term objectives relating to sustainability and climate change, as part of a holistic approach to encouraging behaviour change in relation to travel and sustainable transport options.

Reports considered:

- 13 February 2023 Cabinet - Parking Service Tariff & Business Case Proposals
- 12 December 2023 Cabinet - Parking Service Tariff & Business Case Proposals
- 12 September 2023 Cabinet - Parking Tariff & Business Case Proposals
- 7 February 2023 Finance & Resources OSC - Parking Service Tariff & Business Case proposals

Officers/Councillors/Ward Councillors/Stakeholders consulted:

Ben Hosier – Head of Commercial Development
Catherine Silva Donayre – Strategic Director Corporate & Commercial
Nigel Howcutt – Chief Finance Officer
Finance & Resources OSC
Cabinet
Hertfordshire Highways
Emergency Services
Road Haulage Association
Local Businesses & Residents

Monitoring Officer comments:

On 13th February 2024 Cabinet agreed to progress to the statutory consultation and delegated authority to the Leader of the Council and Portfolio Holder for Corporate and Commercial Services to make the final decision on implementation of the parking tariff increases and changes to charging policy following the statutory consultation.

The statutory consultation has now closed and the responses received are summarised in

Portfolio Holder decision record sheet

Appendix 1. Having considered the consultation responses, the Portfolio Holder for Corporate and Commercial Services and the Leader of the Council, exercising their delegated authority, agree to implement to changes as set out in the statutory consultation without further change.

The changes will now proceed to implementation via traffic regulation order.

Chief Financial Officer comments:

The recommendation proposed is in line with the assumptions made in the 2023 Medium Term Financial Strategy and the 2024/25 budget setting proposals.

Financial Implications:

- The proposed changes to parking tariffs and charging policy is expected to generate a net position of £600k per annum.

Risk:

- Higher parking tariffs may lead to reduced usage, which may result in a loss of parking income and reduced footfall in the town centre locations. However, the current place and regen strategy aims to ensure the town centres remain an attractive offer to residents and businesses, and price benchmarking shows Council car parking is still competitively priced.
- There is a risk of complaints concerning changes to current tariffs and charging policies, but the increases and proposals are reasonable, no increases will have taken place in five years by 2024, and prices still compare favourably with neighbouring Authorities and local privately managed car parks.
- Higher number of vehicles being displaced into residential roads leading to an increase in complaints and requests for introduction of CPZs. The Council's Parking Services will continue to monitor parking and take appropriate action as required if issues arise.
-

Value for money:

- These proposals will have a positive financial impact on the Council's ability to raise its own income and contribute to the Council's wider service delivery and financial sustainability; and support continued investment and improvements to local communities, including Hemel Hempstead town centre and other neighbourhood and urban centres.

Options considered and reasons for rejection:

The Council also has the option of not making any changes to parking tariffs or charging policy. However, this would mean that the Council does not properly fulfil its duty to its residents and taxpayers to ensure best value for money, by ensuring it recovers costs for services provided.

Portfolio Holder's signature:

Date:

Details of any interests declared and any dispensations given by the Standards Committee:

Portfolio Holder decision record sheet

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For Member Support Officer use only

Date decision record sheet received from portfolio holder:

Date decision published:

Decision no:

Date of expiry of call-in period:

Date any call-in received or decision implemented:

Controlled Parking Zone Amendment Order Response summary

The below summaries the responses associated with the Controlled Parking Zone Amendment Order consultation which took place between 10th July 2024 & 31st July 2024.

A total of 20 responses to the CPZ proposals were received. Of these 20 responses, 1 response was identified by location (Cemetery Hill) and 19 responses were received which did not specify where the objection was related to.

Cemetery Hill:

1 response was received in relation to the proposals at Cemetery Hill (as part of Zone C). The objection related to the reduction in the hours (from 4hrs max stay to 2hrs max stay) allowed to park in Cemetery Hill. The objector stated this will severely impact their business and prevent individuals being able to access much needed help and support, particularly as the Watergardens South carpark has also had its max stay period reduced from 4hrs to 2hrs in recent years and the top floor of Watergardens North Carpark has had available space reduced to the public. They state that they understand the need to increase parking charges in line with inflation but request that the max stay time for this bay remain at 4 hours, to continue to allow them to operate as previously.

Location not specified:

Below breaks down the key themes of the objections and the number of objections relating to the key themes.

Key Theme	Number of Objections
Changes will impact business	13
Cost	3
Consultation process	1
Do not want these changes	1
Not valid objection	1

13 objections were received which stated that the proposed changes will have an impact on businesses. The objections centered around costs already being too high and that further increasing costs will drive people away from shopping in the town to out of town/online locations, as the price rises are unaffordable, which will cause businesses to close as a result of lower footfall.

Three objections were received regarding cost stating that the price rises were unacceptable, unaffordable, not in line with inflation and pointless. Objectors also stated that the council had forgotten there is a cost-of-living crisis and that it should be doing more to help people than hinder them further. Respondents also stated the council should raise money through other avenues rather than increasing parking costs.

One response was received relating to the consultation process. The objector stated the links did not work so they objected because they couldn't view the documents.

One response was received that stated that the objector did not want these changes. No reasons were given for the objection.

Another response was received stating an objection to Controlled Parking Zones being introduced and offered reasons against the introduction of a CPZ, including the impact it would have on residents and their visitors. As no new CPZ areas are being introduced under this proposal, this is not considered a valid objection to the CPZ amendment order.

To summarise, a total of 19 valid objections have been made to this TRO. One objection to the proposed max stay reduction at Cemetery Hill has been made but stated no objection to the increased charges. An additional 18 objections covering different themes have been made, which are assumed to be across the entire proposed scheme, as no location was stated within the objection response.

Off-Street Amendment Order Response summary

The below summaries the responses associated with the Off-Street Amendment Order consultation which took place between 10th July 2024 & 31st July 2024.

A total of 146 responses to the proposals were received. Of these responses, two stated no objection to the proposals and 14 objections are considered invalid.

The number of objections received at each location are summarised below:

Location	Number of Objections
Berkhamsted (General)	34
Lower Kings Road, Berkhamsted	21
St John's Well Lane, Berkhamsted	4
Hemel Hempstead (General)	8
High Street, Hemel Hempstead	3
Dacorum Way, Hemel Hempstead	3
Water Gardens (North)	1
Kings Langley	29
Tring (General)	12
Frogmore Street	1
Not Specified	14
Total	130

Berkhamsted:

A total of 59 objections to the proposals were raised in Berkhamsted. 34 of these objections did not state which car park in Berkhamsted they were objecting to, 21 stated an objection to the Lower Kings Road Car Park and 4 stated an objection to St John's Well Lane. The themes of the objections for each car park are summarised below:

Berkhamsted (General):

Key Theme	Number of Objections
Changes will impact business	20
Cost	8
Parking Migration	6

Lower Kings Road:

Key Theme	Number of Objections
Changes will impact business	5
Cost	10
Inconvenience	1
Parking Migration	5

St John's Well Lane:

Key Theme	Number of Objections
Changes will impact business	1
Cost	2
Parking Migration	1

The objections relating to the changes impacting businesses centered around parking costs already being too high and that further increasing costs will drive people away from shopping in the town to out of town/online locations, as the price rises are unaffordable. It is stated that these proposals will cause businesses to close as a result of lower footfall.

The objections regarding cost stated that the price rises were unacceptable, unaffordable, too large and not in line with inflation. Objectors also stated that the council had forgotten there is a cost-of-living crisis and that it should be doing more to help people than hinder them further. Many objections also stated that it appeared Berkhamsted had disproportionately higher increases in parking charges compared with other locations in the borough.

The objection relating to the inconvenience caused by the proposals stated that increasing the minimum parking period to 2 hours was inconvenient, as it meant one has to pay more even for a short trip into Berkhamsted. They question why one should have to pay for 2hrs for a quick trip into Berkhamsted.

The objections regarding the potential for parking migration stated that the proposals would cause vehicles to migrate into nearby unrestricted/less restricted roads to avoid parking charges. They stated this would cause potential issues for nearby residents and cause street congestion.

Hemel Hempstead:

A total of 16 objections to the proposals were raised in Hemel Hempstead. 8 of these objections did not state which car park in Hemel Hempstead they were objecting to, 3 stated an objection to the High Street Car Park, 3 stated an objection to Dacorum Way, and one to Water Gardens (North). The themes of the objections for each car park are summarised below:

Hemel Hempstead (General):

Key Theme	Number of Objections
Changes will impact business	6
Cost	2

High Street Car Park:

Key Theme	Number of Objections
Cost	3

Dacorum Way:

Key Theme	Number of Objections
Changes will impact business	1
Cost	2

Water Gardens (North):

Key Theme	Number of Objections
Changes will impact business	1

The objections relating to the changes impacting businesses centered around parking costs already being too high and that further increasing costs will drive people away from shopping in the town to out of town/online locations, as the price rises are unaffordable. It is stated that these proposals will cause businesses to close as a result of lower footfall.

The objections regarding cost stated that the price rises were unacceptable, unaffordable, too large and not in line with inflation. Objectors also stated that the council had forgotten there is a cost-of-living crisis and that it should be doing more to help people than hinder them further. At Dacorum Way objectors questioned how a road could be treated as a car park and that this area should be left, as it is as it is affordable and provides residents with parking.

Kings Langley:

A total of 29 objections to the proposals were made in Kings Langley. The themes of the objections are summarised below:

Kings Langley (General):

Key Theme	Number of Objections
Changes will impact business	3
Inconvenience	15
Parking Migration	11

The objections relating to the changes impacting businesses centered around the introduction of a 4 hour time limit which is stated to prevent people from being able to utilise businesses in Kings Langley all day and will result in driving shoppers from Kings Langley to out of town/online locations. It is stated that these proposals will cause businesses to close as a result of lower footfall.

The objections relating to the inconvenience stated the restrictions would cause problems for visitors to Kings Langley and residents. Residents questioned where they would be able to park given that the car parks would not provide all day parking. Workers of Kings Langley also questioned where they would park in order to go to work.

The objections regarding the potential for parking migration stated that the proposals would cause vehicles to migrate into nearby unrestricted/less restricted roads to allow them to park all day. They stated this would cause potential issues for nearby residents and cause street congestion.

9 objections were raised to introducing charging to these locations. The objections are considered invalid as it not proposed to introduce charging here.

Whilst this cannot be considered as part of this formal process, it is also worth noting that a petition with 3,840 signatures has been delivered to Dacorum Borough Council relating to the parking proposals in Kings Langley.

Tring:

A total of 13 objections to the proposals were made in Tring. 12 of these objections did not state which car park in Tring they objected to, however, one stated an objection to Frogmore Street (West) Car Park. The themes of the objections for each car park are summarised below:

Tring (General):

Key Theme	Number of Objections
Changes will impact business	6
Cost	6

Frogmore Street (West):

Key Theme	Number of Objections
Parking Migration	1

The objections relating to the changes impacting businesses centered around parking costs already being too high and that further increasing costs will drive people away from shopping in the town to out of town/online locations, as the price rises are unaffordable. It is stated that these proposals will cause businesses to close as a result of lower footfall.

The objections regarding cost stated that the price rises were unacceptable, unaffordable, too large and not in line with inflation and unjustified. Objectors stated the Long Stay Parking charge increases and to the breakdown of “Long Stay” durations would result in them being unable to afford to park in Tring for a long stay, such as workers in Tring. They quoted some of the prices rises were over 200% higher and that this is not the 28% increase stated online. Objectors also stated that the council had forgotten there is a cost-of-living crisis and that it should be doing more to help people than hinder them further.

The objection to Frogmore Street (West) stated that the car park losing its free hour would put more pressure on Frogmore Street (East) and nearby streets. They stated that the proposals would cause vehicles to migrate into nearby unrestricted/less restricted roads to allow them to park all day. They stated this would cause potential issues for nearby residents and cause street congestion.

Location not specified:

A total of 14 objections were stated to the proposals but could not be specified to a specified location. The number of responses by the theme of the objections are summarised below:

Key Theme	Number of Objections
Changes will impact business	7
Cost	6
Parking Migration	1

The objections relating to the changes impacting businesses centered around parking costs already being too high and that further increasing costs will drive people away from shopping in the town to out of town/online locations, as the price rises are unaffordable. It is stated that these proposals will cause businesses to close as a result of lower footfall.

The objections regarding cost stated that the price rises were unacceptable, unaffordable, too large and not in line with inflation and unjustified. Objectors stated the parking charges in Dacorum are higher than neighboring boroughs. They quoted some of the prices rises were over 200% higher and

that this is not the 28% increase stated online. Objectors also stated that the council had forgotten there is a cost-of-living crisis and that it should be doing more to help people than hinder them further. The objectors also stated the charges on Sundays should be reduced and for less hours given shops cannot open for as long on Sundays and that the proposals would affect church goers disproportionately.

The objection regarding the potential for parking migration stated that the proposals would cause vehicles to migrate into nearby unrestricted/less restricted roads to allow them to park all day. They stated this would cause potential issues for nearby residents and cause street congestion.

To summarise, a total of 130 objections have been made to this TRO. The number of objections by key themes of the objection at each location has been discussed above. An additional 14 objections have been received which are assumed to be across the entire proposed scheme, as no location was stated within the objection response.

Town Centres On Street Order Response summary

The below summaries the responses associated with the Town Centres On Street Order consultation which took place between 10th July 2024 & 31st July 2024.

A total of 372 responses to the proposals were received. Of these responses, two stated no objection to the proposals.

The number of objections received at each location are summarised below:

Location	Number of Objections
Apsley	8
Berkhamsted	35
High Street, Hemel Hempstead	48
Marlowes, Hemel Hempstead	1
Kings Langley	232
Tring	26
Not Specified	22
Total	372

Apsley:

A total of 8 objections to the proposals were made in Apsley. The objections stated that the proposed changes will have an impact on businesses. The objections centered around the proposed restrictions not giving shoppers sufficient time to shop in the businesses adjacent to the restrictions which will cause businesses to close, as a result of lower footfall. Several of these representations also stated objections to introducing charging to these locations, which is not proposed and therefore is incorrect and these elements of the objections can be considered invalid.

Berkhamsted:

A total of 35 objections to the proposals were raised in Berkhamsted. The themes of the objections are summarised below:

Key Theme	Number of Objections
Changes will impact business	16
Cost	7
Inconvenience	7
Parking Migration	5

16 objections were received which stated that the proposed changes will have an impact on businesses. The objections centered around costs already being too high and that further increasing costs will drive people away from shopping in the town to out of town/online locations, as the price rises are unaffordable. Responses also referred to the proposed restrictions not giving shoppers sufficient time to shop in the businesses. It is stated that these proposals will cause businesses to close as a result of lower footfall.

Seven objections were received regarding cost, stating that the price rises were unacceptable, unaffordable and not in line with inflation. Objectors also stated that the council had forgotten there is a cost-of-living crisis and that it should be doing more to help people, rather than hinder them further.

Seven objections were received regarding the inconvenience caused by the proposals. The objections centered around the spaces opposite the bottom of Highfield Road. The objectors stated that these are a considerable distance on foot from the town centre and, if the time allowed for parking is reduced to 30 minutes (from 1 hour as currently), very little time will be available to shop once the time for walking to and from the shops is taken into account. They state the proposal will make these bays virtually useless for anybody actually using the shops. Objections were also received regarding the inclusion of Sunday into the restricted hours for these bays, as it will prevent churchgoers from attending services at the nearby Baptist Church which last longer than the permitted time allows for. They request that Sunday be removed from the restricted hours here. Comments were also made regarding disruption caused to traffic flow from vehicles turnover within the bays and the inconvenience this causes.

Five objections were raised regarding the potential for parking migration into nearby unrestricted/less restricted roads. Objectors stated that the proposals would cause vehicles to migrate into nearby roads to find longer stay parking and cause further issues for residents of these streets to find parking near to their home. Some comments stated these changes could not be introduced without a permit parking scheme in parallel to combat parking migration.

High Street, Hemel Hempstead:

A total of 47 objections to the proposals were made to the proposal on High Street, Hemel Hempstead. The themes of the objections are summarised below:

Key Theme	Number of Objections
Changes will impact business	46
Should be pedestrianised	1

46 objections were received which stated that the proposed changes will have an impact on businesses operating from the High Street. The objections centered around the proposed restrictions not giving shoppers sufficient time to shop in the businesses adjacent to the restrictions which will cause businesses to close, as a result of lower footfall. Several of these representations also stated objections to introducing charging to these locations, which is not proposed and therefore is incorrect and these elements of the objections can be considered invalid.

One objection was received stating that instead of changing parking restrictions, the High Street should be pedestrianised so that it is safer and more attractive for all users.

Marlowes, Hemel Hempstead:

One objection to the proposals on Marlowes, Hemel Hempstead was raised. The objection was from a resident of Marlowes who stated an objection to the restricted hours being introduced on a Sunday. They request that the Sunday hours are removed so that they can continue to park there on a Sunday, as it has a significant impact on the care they give family members. They requested permits for them to park in this bay.

Kings Langley:

A total of 232 objections to the proposals were raised to the proposal at Kings Langley. The themes of the objections are summarised below:

Key Theme	Number of Objections
Changes will impact business	223
Cost	3
Inconvenience	5
Parking Migration	1

223 objections were received which stated that the proposed changes will have an impact on businesses. The objections centered around introducing charging which would drive people away from shopping in the town to out of town/online locations, as the prices are unaffordable and too high. Responses also referred to the proposed limited waiting restrictions not giving shoppers sufficient time to shop in the businesses, as they do not allow for longer stay parking. It is stated that these proposals will cause businesses to close as a result of lower footfall.

Three objections were received regarding the costs of the restrictions, stating that the price rises were unacceptable, unaffordable and not in line with inflation. Objectors also stated that the council had forgotten there is a cost-of-living crisis and that it should be doing more to help people than hinder them further. They stated Kings Langley was unique and should be treated differently to other locations within the borough given it is full of independent shops.

Five objections were received regarding the inconvenience the restrictions would cause for visitors to Kings Langley and residents. Residents questioned where they would be able to park given the introduction of restrictions on Sunday. Comments were also made regarding disruption caused to traffic flow from vehicles turnover within the bays and the inconvenience this causes.

One objection was raised regarding the potential for parking migration into nearby unrestricted/less restricted roads. The objector stated that the proposals would cause vehicles to migrate into nearby roads to find longer stay parking and cause further issues for residents of these streets to find parking near to their home. The objection also stated these changes could not be introduced without a permit parking scheme in parallel to combat parking migration and this was a negative for the village.

Whilst this cannot be considered as part of this formal process, it is also worth noting that a petition with 3,840 signatures has been delivered to Dacorum Borough Council relating to the parking proposals in Kings Langley.

Tring:

A total of 26 objections to the proposals were made to the proposal at Tring. The themes of the objections are summarised below:

Key Theme	Number of Objections
Changes will impact business	20
Cost	5
Parking Migration	1

20 objections were received which stated that the proposed changes will have an impact on businesses. The objections centered around introducing charging driving people away from shopping in the town to out of town/online locations, as the prices are unaffordable and too high. It is stated that these proposals will cause businesses to close as a result of lower footfall.

Five objections were received regarding the costs of the restrictions, stating that the price rises were unacceptable and unaffordable and not in line with inflation. Objectors also stated that the council had forgotten there is a cost-of-living crisis and that it should be doing more to help people than hinder them further. They stated the current situation worked well and ensured a turnover of vehicles already and the proposal is just a money-making scheme.

One objection was raised regarding the potential for parking migration into nearby unrestricted/less restricted roads. The objector stated that the proposals would cause vehicles to migrate into nearby roads to find longer stay parking and cause further issues for residents of these streets to find parking near to their home.

Location not specified:

A total of 23 objections to the proposals were made to the proposals but could not be specified to a specified location. The number of responses by the theme of the objections are summarised below:

Key Theme	Number of Objections
Changes will impact business	1
Cost	1
Inconvenience	17
Consultation process	1
Parking Migration	2
Not valid objection	1

One objection was received which stated that the proposed changes will have an impact on businesses. The objections centered around costs already being too high and that further increasing costs will drive people away from shopping in the town to out of town/online locations, as the price rises are unaffordable, which will cause businesses to close as a result of lower footfall.

One objection was received regarding cost stating that the price rises were unacceptable, unaffordable, not in line with inflation and pointless. Objectors also stated that the council had forgotten there is a cost-of-living crisis and that it should be doing more to help people than hinder them further. Respondents also stated the council should raise money through other avenues, rather than increasing parking costs.

17 objections were received regarding the inconvenience the restrictions would cause for visitors to the town centres. Comments were also made regarding disruption caused to traffic flow from vehicles turnover within the bays and the inconvenience this causes.

One response was received relating to the consultation process. The objector stated the document links do not reach the server and are not accessible to see what Cabinet have been provided with or considered and the EQIA Impact assessment was also not available. They state this consultation should be paused and re-set when those documents are available.

Two objections was raised regarding the potential for parking migration into nearby unrestricted/less restricted roads. The objectors stated that the proposals would cause vehicles to migrate into nearby roads to find longer stay parking and cause further issues for residents of these streets to find parking near to their home.

One objection to introducing permits was received which is considered to be a non-valid objection as this proposal does not include the introduction of permits.

To summarise, a total of 373 objections have been made to this TRO. The number of objections by key themes of the objection at each location has been discussed above. An additional 23 objections have been received which are assumed to be across the entire proposed scheme, as no location was stated within the objection response.

CALL-IN OF PH-023-24 - Parking Tariffs & Charging Policies Implementation

1. The Decision PH-023-24 has been called-in by 5 Councillors in accordance with the constitution.

Title of decision - PH-023-24 - Parking Tariffs & Charging Policies Implementation

Decision made and reasons –

2. As a result, this decision will be considered by the Finance & Resources Overview and Scrutiny Committee.
3. A copy of the Decision is attached at Annex A
4. Further information from the officer is provided at Annex B.
5. The reasons given by the Councillors for the call-in are set out below:

Councillor Alan Anderson

Reason: The very large increases in Hemel Hempstead would economically harm the town centre, the reduction to the free charging period in Tring would render it pointless, and the changes in the village of Kings Langley would cause even greater harm there too, both re the economic health of the High Street, and the village centre employees who do not have access to public transport.

The previous charging regime was heavily discounted across the Borough and not increased annually to assist the retail centres on a case by case basis, no justification has been provided as to why it should be the same for the whole Borough or increased annually, and no evidence has been provided to demonstrate that the retail centres have the footfall to be able to sustain these increases.

The proposed changes to the village centre in Kings Langley would be particularly damaging, as it is located at the centre of only a village, as opposed to a town, where the footfall is low and businesses are struggling to survive as it is. There are plenty of competing free parking retail outlets nearby, and the likely outcome is quite stark, even if one or two businesses survive whilst all the others fail.

One would have thought that basic risk management would require an assessment of the footfall and whether it could take the first application of parking charges, but the Administration has hitherto been determined to confuse the village with Berkhamsted and apply charges for the first time on principle, without any thought about the consequences or the health of the businesses.

Meanwhile, adopting different charging amounts for different parts of a small High Street would cause confusion, and limiting stays in the village's two off street car parks, whilst refusing to accommodate permitted longer stays, would cause considerable difficulties for the businesses employing staff who do not have access to public transport.

Councillor Alan Johnson

Reason: I would like to call in the decision as I do not feel the Portfolio Holder gave sufficient consideration to more workable options and for the following reasons:

1. The negative impact on our town centres of increasing tariffs by nearly 30% will have a damaging effect on shoppers' footfall to businesses which are facing increased costs, e.g. High Street rents, and increased competition from online companies, retail parks and free shopping supermarkets. It will also be a massive blow to shop workers, many of whom are on minimum wage and need their jobs.
2. The effect of more than doubling the minimum charge by removing the one-hour tariff in most car parks will deter locals from shopping local and encourage migration to retail parks or supermarkets offering an increasingly wide range of goods and free parking. There does not appear to have been any assessment of the impact on local communities or on local businesses who are also facing significant rent increases from private landlords.
3. In Kings Langley adopting different charging amounts for different parts of a small High Street is a recipe for frustration and confusion. Limiting stays in the village's two off-street car parks, whilst refusing to accommodate permitted longer stays, would cause considerable difficulties for the businesses employing staff who do not have access to public transport. For those who do have their own vehicle, particularly, voluntary workers, library staff, two sets of GP surgery staff, it would be sensible to have some form of parking permit or 4-hour exemption. The alternative is to have these workers leaving their jobs during the day to move their cars to narrow, residential streets.
4. The negative effect on trade by introducing charges in both Kings Langley and Tring High Streets has not been risk assessed. (A petition containing 3840 signatures was initiated by a local trader strongly opposed the charging regime in Kings Langley). Restricting parking to no more than one hour will seriously damage the footfall for the local, mostly independent shops in Kings Langley and Tring High Streets which are the life blood of these locations. Shoppers parking in these High Streets should have the choice to continue shopping or eating or meeting friends but pay for the choice they have made rather than impose an arbitrary restriction. Getting this wrong simply on the current basis of adopting the practice elsewhere in the Borough would be a disaster.
5. The reduction to a maximum stay of only 30 minutes in Hemel High Street will impact on short stay visits. This will have a significant impact on food and drink outlets and deter the opportunity to browse in the many independent shops.

Councillor Graeme Elliot

Reason: I would like to call in the decision as I do not feel the PH has given sufficient consideration to the following:

The negative impact on our town centres increasing tariffs by more than an average of 28%, which will affect our already struggling retail offering.

The effect of more than doubling the minimum charge by removing 1hr tariff in most car parks will deter residents and will affect footfall for the shops.

Councillor Terry Douris

Reason: I would like to call in the decision as I do not feel that sufficient consideration has been given to the following

1. It is important that our town centres remain attractive to shoppers when in competition with other towns. The proposals will have a negative impact on Dacorum town centres as a result of increasing tariffs by more than an average of 28%.
2. The effect of more than doubling the minimum charge by removing 1hr tariff in most car parks will deter residents from visiting. Not enough consideration has been given to the profile of customers shopping habits with short shopping visits.
3. Villages are the lifeblood of local communities. They are where people meet and shop. The proposals will have a negative effect on trade and the community by introducing charges in both Kings Langley and Tring High Streets.
4. The reduction to maximum stay of only 30 minutes in Hemel High Street will impact on short stay visits. The current charges are a positive incentive to shop in Hemel.
5. Our town centres and village shops are fighting for survival. They employ predominantly local people. These proposals, as formulated, will drive custom away, outlets will close with the corresponding loss of employment.

Councillor Julie Banks

Reason: I would like to call in the decision as I do not feel the PH has considered the following

- 1 The negative impact on our town centres by increasing tariffs – in light of the recent revision to the corporate plan, parking charge increases by more than an average of 28% will surely have an adverse impact of our retail outlets and be a final blow for shop keepers and town centre business.
- 2 For local residents and visitors to our centres, the effect of removing 1hr tariff in most car parks will deter residents from making a dash into town for a quick purchase. Has the PH noted this would be in effect doubling the charge. I have similar concerns that the reduction to maximum stay of only 30 minutes in Hemel High Street again, it will impact on short stay visits and drive people away from the High Street.

This decision will drive visitors and residents away from our high streets, where is the support for our local economy, business, and residents – how will we attract more footfall by making our centre too expensive to visit.

5. In considering a call-in the Committee has the following options available for its eventual decision:
 - To take no further action.
 - To refer the decision back to *Cabinet*/the decision maker asking for *its/their* reconsideration.
 - To refer the matter on to Full Council for its reconsideration.

The Constitution explains these options in the Rules of Procedure (Part 4: Overview and Scrutiny Procedure Rules, paragraph 14), stating:

(d) If, having considered the decision, the Overview and Scrutiny Committee is still concerned about it, it may refer it back to the decision making person or body for reconsideration, setting out in writing the nature of its concerns or refer the matter to full Council. The decision maker shall then reconsider the decision within 4 weeks amending the decision or not, before adopting a final decision.

(e) If following an objection to the decision, the Overview and Scrutiny Committee does not refer the matter back to the decision making person or body, the decision shall take effect on the date of the Overview and Scrutiny Committee meeting.

(f) If the matter was referred by an Overview and Scrutiny Committee to full Council and the Council does not object to the decision which has been made, then no further action is necessary and the decision will be effective in accordance with the provisions below. However, if the Council does object, it has no power to overturn or change a Cabinet decision unless it is contrary to the policy framework, or contrary to or not wholly consistent with the budget. Unless that is the case, the Council will refer any decision to which it objects back to the decision making person or body, together with the Council's views on the decision. That decision making body or person shall choose whether or not to amend the decision before reaching a final decision and implementing it. Where the decision was taken by the Cabinet as a whole or a committee of it, the decision will be reconsidered at its next meeting. Where the decision was made by an individual, the individual will reconsider within 4 weeks of the Council request.

Finance and Resources Overview & Scrutiny Committee 5 November 2024

Report for:	Finance and Resources Overview and Scrutiny Committee
Title of report:	Quarter 2 Performance Report – Corporate and Commercial Services
Date:	5 November 2024
Report on behalf of:	Councillor William Allen, Portfolio Holder for Corporate and Commercial Services
Part:	I
If Part II, reason:	N/A
Appendices:	Appendix A – Key Performance Indicator report
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	

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Corporate Priorities	<p>Community Engagement</p> <p>Service Improvement and Delivery</p> <p>Vibrant Communities</p> <p>Sustainable Future</p> <p>Clean, Safe and Green</p> <p>Homes to be Proud of</p> <p>Proud and Thriving Borough</p>
Wards affected	All
Purpose of the report:	To provide Members with the performance report for Quarter 2 2024-25 in relation to the Corporate and Commercial directorate.
Recommendation (s) to the decision maker (s):	That Members note the performance of the service as set out in the report.
Period for post policy/project review:	Quarterly

1. Introduction

This paper will provide an update on service performance over Q2 2024/2025 for the Corporate & Commercial Directorate, including Commercial Development, Finance & Resources and Legal & Democratic Services. It will also highlight key service achievements over this same period.

2 Commercial Development

This section of the report provides an update on the performance during Q2 2024/25 of Commercial Development Services.

2.1 Procurement Activity

The Procurement team is currently supporting the delivery of a number of commissioning and tendering activities in compliance with the Council's Commissioning & Procurement Standing Orders, and continues to have oversight of the Council's commissioning and procurement activity to assure compliance and value for money. Work has continued on updating and improving the Council's Procurement Forward Plan during Q2, to support assurance and improvement in compliance and value for money through all commissioning and procurement activity.

Procurement Transformation – The Government's new procurement regime is being introduced through the Procurement Act 2023 and the Procurement Regulations Bill 2024, which was laid in parliament in March 2024. The public sector is now preparing for the significant changes the new regime will introduce, and a range of national learning and development material has been released to support this transformation.

The Procurement Service has been updating procurement systems, process and documentation, to provide a clear updated governance and compliance framework that officers will need to follow.

In September 2024 the Government delayed the implementation of the Procurement Act until 24 February 2025 and work will continue during Q3 to develop updated procurement governance arrangements once the detail of the new Act and its implications on public sector procurement have all been released by the Cabinet Office. More information on the proposals for changes from the current procurement regulations will be presented to this Committee and Cabinet before the implementation date of 24 February 2025.

2.2 Procurement Compliance

Table 1 - Number of times the Procurement Standing Orders have been set aside during Q2

Contract	Justification	Responsible Officer
Extend the contract Hemel Garden Community consultancy Support	The contract proposal will provide further support with senior officer and Member engagement activities, and a stewardship focus to support the HGC team and partners, over a period of 9 months. The proposal covers a 9 month period and will cost around £55,000.00, with costs to date at £61,400.00 and a total cost of £116,400.00.	Programme Manager Hemel Garden Communities
Extension of the Homeless Hostel Management Agent Contract	There is an ongoing issue with the building and remedial works will need to be carried out, which is being discussed with the Contractor who built the Hostel in 2014. It is the recommendation of the Commercial Housing Contracts Team that due to the disruption of this process these remediation works are completed before the next contract commences. It is predicted that it will be 12 months before the remediation works are completed.	Head of Housing Operations
Paradise Depot; Procurement of New Contractor	Following the main contractor entering administration, the Council have undertaken an open book negotiation with the 2nd highest scoring contractor, in this case Bugler Developments Ltd, from the original tender process in 2022. This would be all subject to obtaining a PH decision to set aside the Procurement Standing Orders and to publish a Voluntary Ex-Ante Transparency (VEAT) notice, to mitigate the risk of being challenged of awarding contracts without a call for competition that are above the World Trade Organisation financial threshold.	Assistant Director Strategic Housing & Delivery

Table 2 – Known non-compliant procurement expenditure during Q2

Contract	Annual Value	Reason	Responsible Officer	Mitigation
Supply of Sacks for Environmental Services	£40,000	Contract expired	John Mooteealoo	Current demand on Environmental Service resource has resulted in this contract remaining as non-compliant, plans in place to have new contracts awarded in Q3 2024/25
Supply of Bins & Caddies	£40,000	No contract in place	John Mooteealoo	Current demand on Environmental Service resource has resulted in this contract remaining as non-compliant, plans in place to have new contracts awarded in Q3 2024/25
Haulage of Waste from Cupid Green	£45,000	No contract in place	John Mooteealoo	Current demand on Environmental Service resource has resulted in this contract remaining as non-compliant, plans in place to have new contracts awarded in Q3 2024/25
Supply & Fitting of Tyres to Commercial Fleet	£75,000	No contract in place	John Mooteealoo	Current demand on Environmental Service resource has resulted in this contract remaining as non-compliant, plans in place to have new contracts awarded in Q3 2024/25
Supply of Grounds Maintenance Equipment	£110,000	No contract in place	John Mooteealoo	Current demand on Environmental Service resource has resulted in this contract remaining as non-compliant, plans in place to have new contracts awarded in Q3 2024/25

2.3 Commercial Development & Programme

There are many strands of work relating to the Commercial Strategy being undertaken across services, and commercial considerations are embedded in ongoing budget and service planning. The activity includes detailed reviews of fees & charges and of commercial income streams, as well as longer term planning to leverage best value from the Council's assets through current work on Strategic Asset Reviews. It also includes progression of certain proposals developed through Business Cases undertaken in 2022-23, including:

- **Parking Services**

Opportunities for changes to parking tariff and charging policy, were reported to this Committee and approved by Cabinet to proceed to statutory consultation in February 2024. Following the conclusion of the consultation a PH decision was made to implement the changes; however this decision has been called in and will be discussed at the Finance & Resource OSC meeting in November 2024.

Work is also progressing on the renewal of the parking enforcement contract in time for a new contract start date in 2025. This contract will aim to introduce 'smart' technology to support efficiencies in the parking enforcement service. The tender is currently live with a closing date of early November, the new contract will 'go-live' in Oct 2025.

Other commercial related projects underway, or that will commence in 2024 include:

- **Commercial Income Review** – Work continues on a multi-year programme of review of all services generating commercial income for the Council, with the aim of identifying opportunities to improve efficiency and net income, and support the ongoing financial sustainability of the MTFs. The first stage of this review concluded in Q4 2023-24, with analysis of corporate financial data and the income and expenditure of income generating services. This identified key areas of focus for further analysis.

The second stage commenced in Q1 2024-25 and conducted a deeper assessment of certain services, analysing costs, income, trends, identifying areas for improvement, growth and alternative delivery models if appropriate. This commercial assessment facilitated further analysis of income opportunities and fed into the scrutiny of fees and charges for 25-26, resulting in identification of increased opportunities for income generation. Development of Garage and Parking Pricing Strategies has been started as part of the review programme, and will provide structure and clarity for ongoing fee and tariff setting in these areas in future years.

- **Garage Portfolio Review** - Forming part of the wider Strategic Asset Review programme, this project has continued through Q2 2024-25 and will conclude during Q3. Its objective is to undertake a comprehensive assessment of the portfolio's performance, analysing financial and other commercial data to assess the performance of assets and analyse opportunities to drive income and

profitability of garage portfolio assets. This will inform the development of a new Garage Business Plan and drive profitability of the portfolio going forwards.

In addition, the review has also identified sites that could be used for alternative purposes that could deliver alternative commercial income returns to the Council. Further feasibility work will take place during 2024-25 and 25-26 on sites deemed most suitable for potential alternative use; aligning with other work streams within the Council's Strategic Asset Review – for example the HRA Housing Estate Review, wider asset review and plans to seek an Investment Partner to work with the Council on future place development, regeneration and housing growth.

- **Strategic Asset Review** – This programme has several project workstreams underway to review performance and strategic opportunities relating to the Council's assets. An update report on the programme was presented to the Committee earlier in 2024-25 and further reports will be presented on specific projects within the programme. As part of this, Investment Partnership proposals were presented to the Committee in October 2024.

3 Legal and Democratic Services Q2 Performance Report

3.1 The Legal Team

The Legal team frequently represent the Council in the courts and tribunals, leading on injunctions, prosecutions and defending employment tribunal cases and judicial review proceedings. In the last quarter the Legal team presented the following cases in court:

Dacorum BC v Eco Clear Waste Management Ltd/Daniel Chamberlain - Fly-tipping prosecution

- £10,000 fine
 - Full costs: £1159.73
 - Compensation order: £316.09 (costs of waste clearance)
 - Maximum Surcharge: £2000
- TOTAL: £13475

Clair Clark - - Injunction to access premises for gas safety checks – GRANTED
Sharon Smith - Injunction to access premises for gas safety checks – GRANTED

Dacorum Borough Council v (1) Cosmic Louts Ltd and Magdalena Jachimia -
Possession of commercial property granted by Watford County Council

3.2 Corporate and Democratic Support

Democratic Services

During Quarter 2 the team supported and hosted 21 committee meetings, including the production and publishing of actions, decisions and video minutes for public access.

The team supported the decision-making process which included 9 Cabinet decisions (with 3 resolutions to recommend for Council approval), 5 Portfolio Holder decisions (one of which is now subject to call in) and 7 Officer Decisions.

3.3 Electoral Services

Electoral Register

During Quarter 2, the following 7776 changes were made to the Electoral Register:-

Additions 3947

Deletions 2059

Changes 1142

Movers 628

Electoral Review

The Local Government Boundary Commission for England (LGBCE) has begun the electoral review for Dacorum.

The first phase was completed earlier in the year and the Boundary Commission advised that their preliminary recommendation was to remain with 51 councillors, but this will not be finally decided until May 2025 after the proposed warding arrangements have been considered.

Phase 2 of the review was to look at the boundary lines across the borough and consultation on this closed on the 9th of September 2024. The Council now awaits the LGBCE publishing its draft recommendations for consultation in December 2024.

Parliamentary election

The UK Parliamentary election was held on the 4th of July 2024. This was successfully completed for Dacorum for the Hemel Hempstead Constituency, and we worked well with other local authorities to ensure the smooth running of the South West Herts and Harpenden & Berkhamsted Constituencies also. Throughout the election period, the team worked tirelessly to ensure that all processes were followed, all key deadlines were met and anyone who was eligible to vote, was given the opportunity to do so.

During the 6-week election timetable, the following number of applications were received and processed by the team:

Register to Vote	6271
Overseas	319
Postal Votes	4035
Proxies	731
Voter Authority Certificate (VAC)	107

Extra statistics

Number of polling stations used:	49
Number of polling stations booked (including those for other authorities)	84
Number of polling stations arranged for equipment to be delivered	84
Number of staff roles appointed to	448
Total number of postal ballot papers issued (Hemel Hempstead Constituency only)	11,567
Total number of postal ballot papers included in the count (Hemel Hempstead Constituency only)	9,219
Total Number of ballot papers verified (Hemel Hempstead Constituency only)	44,277 (62.33% turnout)
Complaints received	3 (not received Postal vote, not registered, not eligible to vote)
FOI requests	2
Service requests	2
Emergency Proxies	6

EU ECR - Eligibility Confirmation Review

As part of the ingoing implementation of the Elections Act, all authorities are required to conduct a one-off review of the eligibility of all EU citizens on the electoral register.

Eligible electors must be a citizen of a country with which the UK has bilateral Voting and Candidacy Rights (VCR) treaty Luxembourg, Poland, Portugal, Denmark & Spain, are resident in the UK with any form of leave to remain, or do not require such leave.

Alternatively, they must be an EU citizen with retained rights if they are a citizen of a country with which the UK does not have bilateral Voting and Candidacy Rights (VCR) treaty but have been legally resident in the UK since before the UK left the EU on 31/12/2020.

DBC's review:

- 20th of May - identified 3869 of the current 5714 EU electors on the register qualified as eligible electors and had their eligibility confirmed in writing to them.
- Remaining 1845 electors - sent the first review letter advising of the changes, and the requirement to respond either yes or no to the prescribed question: *Have you been legally resident in the UK since before the UK left the EU on 31/12/2020?*
 - Electors who answer YES: would receive a letter advising their continued registration
 - Electors who answered NO: would receive a letter advising that due to their response they were no longer eligible to remain registered
- 498 responses were received to the first communication, most responded online
- It was at this point that the snap General Election was called, and the review had to be put on hold until after 4 July 2024.
- On 9 July 2024 DBC re-commenced the review and sent a reminder review letter to the remaining 1347 non-responding electors, all by post in accordance with guidance.

- On 24 July 2024 a final reminder letter was sent to 1137 non-responding electors, by post advising that if they did not respond within 14 days they would be removed.
- During the period 24 July 2024 to 31 July 2024 the whole team undertook a personal telephone canvass of non-responders.
- On 8 August 775 electors had not responded to 3 letters and a telephone call, and in accordance with the review legislation, these electors were removed from the register of electors and were sent letters advising the same.
- The EUVCR therefore concluded on the 8th of August 2024.

3.4 Licensing

Applications

During Quarter 2, the Licensing Team dealt with the following:

397 applications in total broken down as follows:

179 Licensing Act applications

123 Taxi Licensing applications

48 Gambling Act applications/transactions (lotteries and machine permits)

18 Charity collections

1 Animal Activity licence grant application

9 Pavement licence applications

6 Street Trading consent applications

8 skin piercing applications

5 miscellaneous applications

Licensing Complaints

18 complaints were recorded and investigated.

Committees

July

Licensing, Health and Safety Enforcement Committee (LHSEC) – Pavement Licensing Policy agreed for consultation.

LHSEC – Taxi Licensing Policy Review : agreed for consultation.

September

LHSEC – Licensing Budget review 2025-26

LHSEC – Animal Activity Licensing Policy reviewed and agreed for consultation.

LHSEC – Gambling Statement of Principles reviewed and agreed for consultation

LHSEC Sub-Committee – Review of Taxi driver policy breach – Licence revoked.

3.5 Freedom of Information and Data Protection

FOI & DPA Stats for Q2 as follows:

Cat	Total Number Received	on Target	Missed	% On Target
FOI	178	162	16	91.01
DPA	20	17	3	85

4 Finance & Resources Q2 24/25 Performance Report

4.1 This report outlines the 2024/25 Quarter 2 (July – September) performance of the Finance and Revenues & Benefits services, the details of the quarterly KPI's are included in the enclosed Appendix A Corporate and Commercial Performance report.

4.2 The Performance appendix details the current performance against a range of agreed Key Performance Indicators and previous performance trends. These highlight that at present there are six green KPI's and two red KPIs. The red rated KPIs where performance requires improvement are:

- FIN02a Average time taken for debtors to pay,
- FIN06 Capital Variances

The Capital variances indicator is reported in detail in the Q2 financial report presented as part of the OSC agenda.

4.3 The FIN02a has been reported as red or amber for the last 12 months but the overall performance has been much improved over the last quarter with average debtor days reported as 52.2 against a target of 51.7. During August the service managed to bring this down to 45 days a month on month improvement of 10% and the service were on track to achieve the targets set. The quarterly commercial billing cycle in September unfortunately meant average quarterly performance fell just short of the target, but was much improved quarter on quarter with the service expecting this KPI to be green in quarter 3.

5. Financial and value for money implications:

Poor performance or increased risk would indicate areas of concern and potential lack of best value, and these services and processes are reviewed as part of the ongoing corporate financial monitoring framework and reflected in the budget monitoring reports presented to Scrutiny and Cabinet.

6 Legal Implications

There are no direct legal implications arising from this report.

7 Risk implications:

The process of reviewing and reporting performance and operational risks is part of the wider risk management processes undertaken by the council, to ensure risk management and mitigation is undertaken where required and follows the strategic risk strategy outlined by the council.

8 Equalities, Community Impact and Human Rights:

No Community or equalities assessment has been undertaken specifically as part of this report. The services and the service delivery processes are assessed periodically to ensure these services reflect the Council's policies on service delivery.

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

N/A

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

N/A

11 Conclusions

Performance and risk are outlined in the appendices and summarised in the report, and the Committee are asked to note the report.

Finance & Resources OSC
Corporate & Commercial Services Report

Financial Services Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
FIN01 (Q)	Percentage of creditor trade invoices paid within 30 days (Q)	Sep 2024	98.60	96.00	98.90	✘	
Performance against this indicator continues to be strong due to robust payment processes embedded within the Council.							
FIN02a (Q)	Time taken for debtors to pay (Q)	Sep 2024	52.20	51.70	59.20	✔	
Performance against this indicator is slightly below target at 52.2 days . The time taken for all debtors to pay continues to be challenging, in particular in the areas of commercial rent and housing leaseholders. There are a high number of both businesses and residents requesting re-payment plans which has the effect of increasing debtor days. Increasing debtor days means that Council debtors are taking longer to pay. Housing leaseholder related debt is the single biggest contributing factor to the performance of this indicator with leaseholders taking 194 debtor days with 44% of the total debt on re-payment plans as at September 2024. This is a direct reflection of the cost of living crisis. Commercial rent debtors are taking 63 days, with 24% of total debt on re-payment plans as at September 2024. Excluding commercial rent and leaseholder debt from the indicator gives a performance of 21 days. Where a debtor is finding it difficult to pay, the service works with them to get payment plan in place, to maximise income collected by the Council. These payment plans often mean that amounts due are collected after originally due. Payments plans being put in place currently are often longer in duration than those implemented in prior years. This adversely impacts debtor days but over time can help ensure that as much as possible of that debt is collected. Performance against this debtor days indicator can be considered alongside a further indicator of the level of debt collected as a percentage of amounts invoiced in year. This latter indicator performs consistently well against a target of 90%, showing that although debtors are taking longer to pay, they are paying.							
FIN03 (Q)	General Fund Budget Variance against forecast (Q)	Sep 2024	-745,000.00	0.00	-1,055,000.00	✔	
The surplus is driven by a strong return on the investment of the Council's cash balances. There are pressures against General Fund budgets in against staff costs within Waste service, parking following delays to the implementation of changes to parking tariffs and temporary accommodation. Further information can be found in the quarterly financial performance report , also on the agenda for November OSC.							
FIN04 (Q)	Housing Revenue Account Budget Variance against forecast (Q)	Sep 2024	0.00	0.00	391,000.00	✔	
The HRA is forecasting a balanced position. Demand for repairs and maintenance of the Council's housing stock remains high and is being closely monitored. Further information can be found in the quarterly financial performance report , also on the agenda for November OSC.							
FIN06 (Q)	Capital variance against forecast (Q)	Sep 2024	244,000.00	0.00	70,000.00	✔	
There is an expected overspend against the Council's new build housing schemes due to rising costs. Further information can be found in the quarterly financial performance report , also on the agenda for November OSC.							

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
FIN08 (Q)	Investment income: outturn forecast against budget Q	Sep 2024	3,529,000.00	1,217,000.00	4,747,000.00	✓	

Investment income is forecast surplus to target due to slippage on the capital programme resulting in larger than expected cash balances available for investment.

IR01 (Q)	Percentage of internal audit recommendations implemented in line with the due date	Sep 2024	100.00%	100.00%		→	
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This indicator measures the percentage off current financial year internal audit recommendations implemented by the due date. No internal audit recommendations issued from 24/25 service reviews have yet reached their due date for implementation as at 30 September 2024.

Legal and Democratic Services Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
DPA01 (Q)	Percentage of Data Protection Act requests met in 31 days	Sep 2024	85.00%	100.00%	96.67%	✗	

FOI01 (Q)	Percentage of FOI requests satisfied in 20 days	Sep 2024	91.01%	90.00%	94.86%	✗	
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Page 53

Revenues and Benefits Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
RBF01 (Q)	Average days taken to resolve to a benefit-related contact from a resident. (Q)	Sep 2024	9.21	14.00	12.06	✓	

Performance remains inside target despite significant challenges from unpredictable work streams. Pressures are expected to continue until at least the end of the year. The service continues to work with colleagues in transformation in order to further improve processes.

RBF06 (Q)	Average days taken to resolve to a council tax related contact from a resident (Q)	Sep 2024	6.63	16.00	14.19	✓	
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Performance in this quarter has been very good, supported by resource from our external resilience provider. We are in the process of reducing this at present, and so expect to see the average response time rise by a few days over the next quarter.



Finance and Resources

Overview and Scrutiny Committee

Report for:	Finance and Resources Overview and Scrutiny Committee
Title of report:	Financial Performance Quarter 2 2024/25
Date:	5 th November 2024
Report on behalf of:	Cllr William Allen, Portfolio Holder for Corporate and Commercial Services
Part:	I
If Part II, reason:	N/A
Appendices:	Appendix A – General Fund Revenue Q2 2024/25 Appendix B – Housing Revenue Account Q2 2024/25 Appendix C – Capital Programme Q2 2024/25
Background papers:	None.
Glossary of acronyms and any other abbreviations used in this report:	GF – General Fund HRA – Housing Revenue Account

Report Author and Responsible Officer

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Corporate Priorities	<p>Community engagement: Engage with residents and partners to have a real say on our services and the borough</p> <p>Service improvement and delivery: Running the Council efficiently and putting residents at the heart of everything we do</p>
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	<p>Vibrant communities: Foster arts, culture and leisure opportunities</p> <p>Sustainable future: Take action on the Climate and Ecological Emergency</p> <p>Clean, safe and green: Provide a clean, safe and green-focussed environment</p> <p>Homes to be proud of: Enable well-maintained and affordable homes, where people want to live</p> <p>Proud and thriving borough: Realise our potential as a great place to live and work with a thriving business community</p>
Wards affected	All
Purpose of the report:	<p>1. To provide details of the Quarter 2 position 2024-25 for the:</p> <ul style="list-style-type: none"> • General Fund • Housing Revenue Account • Capital Programme
Recommendation (s) to the decision maker (s):	To note the Quarter 2 2024-25 forecast financial outturn position for the General Fund, Housing Revenue Account and Capital Programme.
Period for post policy/project review:	The Council's financial position is reported to committee on an ongoing, quarterly basis.

1. Executive Summary and Key Forecast Outturn Figures

This report presents the forecast outturn position for the Council as at 30 September 2024, Q2 2024/25.

- 1.1** The General Fund is reporting a forecast surplus against budget of £0.645m. This net surplus position is driven by the favourable performance of the Council's treasury management investments against target, the result of larger than expected cash balances. The position includes pressures against service budgets and income targets, with some continuing from 2023/24. Included in these are: Environmental Services (pressure of circa £0.2m), Property Services (pressure of £0.5m) and Temporary Accommodation costs (pressure of £0.3m).
- 1.2** The Housing Revenue Account (HRA) is the Council's housing landlord function and is accounted for separately to General Fund services. At Q2, the HRA is reporting a balanced budget. A surplus is forecast against income targets, the result of reduced void rates and higher than expected performance related to supported housing charges. There are forecast pressures against supervision and management costs and repairs and maintenance.
- 1.3** The Council operates a capital programme across its General Fund and Housing Revenue Account that represents investment in its assets. General Fund capital schemes are forecast as broadly on budget

overall, with slippage of £0.703m. The slippage relates to delays to some Property Services schemes and verge hardening.

- 1.4** HRA capital schemes are forecasting an overspend of £0.244m and accelerated spend of £1.000m. The overspend relates to work on new build developments. The accelerated spend relates to roof works on Council homes previously scheduled for 2025/26.

2. Summary Narrative and Forward Look

- 2.1** The Council set a balanced budget for 2024/25 in February 2024. This budget addressed known variances arising during 2023/24. As part of the 2023/24 provisional outturn report, it was identified that risks remained within the Council’s financial position for 2024/25. Included within this were costs relating to the Council’s Waste Services. These pressures are included in the forecast outturn for 2024/25 as at Q2 of the current financial year. General Fund income pressures for 2024/25 have been identified against investment properties, parking and temporary accommodation.

- 2.2** Within the Housing Revenue Account, the demand for repairs and maintenance to Council homes represents the biggest ongoing risk for the financial sustainability of the Council’s housing landlord function. This is reflected in the Q2 2024/25 forecast financial position for the HRA. The Housing and Property service will monitor this closely to try to reduce budget pressures where possible.

- 2.3** Staffing costs also represent a risk to the HRA, with agency appointments to posts being made and permanent recruitment on hold as the service awaits the outcome of the Housing Transformation Improvement Programme review.

- 2.4** All General Fund and HRA risks are being closely monitored by service leads with support from the Council’s Finance team. Emerging variances to budget and associated mitigating actions will be communicated to Members as part of the Council’s regular financial reporting arrangements.

3. General Fund Position – all Scrutiny Committee Areas

- 3.1** Appendix A provides an overview of the General Fund forecast outturn position. The table below provides an overview by scrutiny area.

Budgets have been realigned across Scrutiny Committee areas between the Q1 Financial Performance report and the Q2 Financial Performance report to reflect changes to the remit of Overview and Scrutiny set out in the Council’s Constitution.

Table 1- General Fund Position by Scrutiny Area	Current Budget £m	Forecast Outturn £m	Variance	
			£m	%
Finance & Resources	9.066	9.658	0.592	6.5%
Strategic Planning and Environment	12.052	12.937	0.885	7.3%
Housing & Community	1.481	1.615	0.134	9.0%
Operational Cost	22.599	24.210	1.611	7.1%
Core Funding	(22.600)	(24.856)	(2.256)	10.0%
Contribution (to)/ from General Fund Working Balance	(0.001)	(0.646)	(0.645)	

4. General Fund Position- Finance and Resources and Core Funding

Table 2 – Finance and Resources	Current	Forecast	Variance	
	Budget	Outturn	£m	%
	£m	£m	£m	%
Chief Executives	1.347	1.367	0.020	1.5%
Housing & Property	(2.126)	(1.536)	0.590	(27.8%)
Corporate and Commercial	3.382	3.441	0.059	1.7%
People and Transformation	6.463	6.386	(0.077)	(1.2%)
Total Operating Cost	9.066	9.658	0.592	6.5%
Core Funding	(22.600)	(24.856)	(2.256)	10.0%

4.1 Key variances for 2024/25 reported against Finance and Resources General Fund service areas are outlined below.

4.2 Housing and Property

A pressure of £0.105m is reported on Civic Halls in respect of income, utilities and repairs. Included in this are costs and income relating to Victoria Hall, Tring and Berkhamsted Civic Centre and the Council's Community Centres.

Agency costs for surveyors within the Property team represent a pressure of £0.105m. Market-forces supplements are now in place to support ongoing recruitment and retention within the service.

The commercial and operational property portfolio is reporting a net pressure of circa £0.290m, including increased maintenance, service charges and utility costs. This includes a pressure against current income targets.

4.3 Corporate and Commercial

Price increases relating to the processing of card payments received by the Council present additional costs of £0.050m across Financial Services and Revenues and Benefits.

Legal Services are forecasting a staffing underspend totalling £0.060m relating to the vacant Head of Service post (due to be filled) and Licensing staff. The expected recovery of court costs and other fees due to Legal Services from third parties is forecast to deliver a further £0.090m for the year.

4.5 Core Funding

Core Funding covers key corporate funding income and expenditure and includes General Fund investment income, government grants and income from Council Tax and Business rates.

Cash balances and interest rates remain higher than expected, generating an additional £2.112m. This is linked to slippage on the Council's capital programme leading to an increased level of cash balances for

investment. Capital programme re-phasing (slippage and accelerated expenditure) is explained at section 8 of this report.

The forecast recharge for services provided from the General Fund to the HRA additional income of £0.107m. This will be offset by costs incurred by General Fund services carrying out work for the HRA, shown within the net cost of services.

5. General Fund Position- Strategic Planning and Environment

Table 3 – Strategic Planning and Environment	Current	Forecast	Variance	
	Budget	Outturn	£m	%
	£m	£m		
Neighbourhood Operations	8.190	8.751	0.561	6.8%
Housing & Property	0.053	0.073	0.020	37.7%
People & Transformation	(0.114)	(0.031)	0.083	(72.8%)
Place	3.923	4.144	0.221	5.6%
Total Operating Cost	12.052	12.937	0.885	7.3%

5.1 Key variances for 2024/25 reported against Strategic Planning and Environment General Fund service areas are outlined below.

5.2 Neighbourhood Operations

Pressures on budgets within Environmental Services at Q2 total £0.169m relating to staffing costs across the service. These have been incurred in relation to sickness and service demands. Surplus garden waste income to target of £0.060m is forecast, offset by an expected shortfall against cesspool income £0.060m

There is a £0.073m pressure relating to repairs and maintenance in Clean, Safe and Green. Garages income is forecast to achieve £0.050m above target. The service has focused on increasing occupancy of the Council's garages.

There is a forecast shortfall against parking income targets of £0.300m. The announcement of a General Election in the summer has brought a delay to the consultation process for proposed changes to car parking fees and an associated pressure of £0.100m. There is a further £0.100m pressures associated with the recent call- in of a decision on changes to car – parking fees. The final £0.100m relates to trends in car park usage which support a further shortfall against income targets.

A forecast pressure of £0.080m is reported on Trees and Woodlands works, a continuation of pressures reported in 2023/24. A review of tree works requirements and risks identified is being undertaken to assess the medium-term outlook for this service.

5.3 People & Transformation

A pressure of £0.070m is reported in relation to Filming budgets for 2024/25. Income has been lower than budget during the year. The income position continues to be closely monitored.

5.4 Place

There are pressures against Business Centre income and expenditure budgets £0.05m. These are under ongoing review. There are other smaller pressures across Place service.

6. General Fund Position- Housing and Community

Table 4 – Housing and Community General Fund	Current Budget	Forecast Outturn	Variance	
	£m	£m	£m	%
Housing & Property	1.481	1.615	0.134	0.090
Total Operating Cost	1.482	1.615	0.133	0.090

6.1 Variances for 2024/25 reported against Housing and Communities General Fund service areas are outlined below.

6.2 Housing and Property

Demand for Temporary Accommodation continues to grow, the net impact on revenue budgets is forecast at £0.298m. This assumes that demand continues at the current level. Increased demand has meant an increased level of repairs to maintain Temporary Accommodation assets and also the use of alternative provision in the form of hotel accommodation. Hotel accommodation is forecast to cost the Council £1.095m in 2024/25. The service is making use of grant funding (£0.153m) to meet some of the costs in this area. Other income received in relation to temporary accommodation totals £2.005m. Temporary accommodation costs are increasing for many local authorities. The Council has undertaken a deep dive review of the service to help identifying means of mitigation. The impact of the measures will be reflected in future financial reports.

There are underspends across other areas of the directorate partly offsetting the temporary accommodation pressure including staffing underspends £0.163m.

7 General Fund reserve requests

7.1 The following reserve requests will be made to Cabinet to recommend to Full Council to approve.

- Draw down of £0.33m from the Dacorum Development Reserve to support costs associated with vehicle and staffing costs in Environmental Services.
- Draw down of £0.036m from the Dacorum Development Reserve to support costs associated with the temporary Head of Strategic Planning post.
- Draw down of £0.052m from the Leisure Reserve to support costs associated with repairs to the Berkhamsted Leisure Centre swimming pool.
- Draw down of £0.075m from the Management of Change Reserve to support costs associated with customer service training for staff.
- Draw down of £0.05m from the Dacorum Development Reserve to support costs associated with civic events.
- Drawn down from the invest to save reserve for roundabout planting- £0.040m
- Drawn down from the invest to save reserve for the parking strategy- £0.025m

8 Housing Revenue Account Position

- 8.1** The HRA is a ring-fenced account relating to the Council’s landlord functions. It is accounted for separately from General Fund services. A guiding principle of the HRA is that revenue raised from rents and service charges must be sufficient to fund expenditure incurred. The forecast outturn position for the HRA is shown at Appendix B.
- 8.2** At Q2 2024/25, the HRA is forecasting a balanced position. This is summarised below.

Table 5: Summary Housing Revenue Account Position

Housing Revenue Account	Current Budget £m	Forecast Outturn £m	Variance £m
Income	(71.736)	(72.944)	(1.208)
Expenditure	69.927	71.135	1.208
Net Deficit / (Surplus)	(1.809)	(1.809)	0.000
Transfer to/(from) the HRA working balance and other reserves	1.809	1.809	0
Overall Total	0	0	0

- 8.3** Variances for 2024/25 reported against Housing Revenue Account service areas are outlined below.

8.4 Income

Surplus income of £1.208m is reported at quarter 2. This relates to reduced void rates and income from supported housing charge (total £0.910m). When the budget was created for the supported housing charge, the project was in the early stages of development and a conservative estimate was used as an income target, that is now being exceeded. Non- dwelling charges to tenants and leaseholders are expected to exceed target by £0.100m in total, this is offset by associated expenditure. Investment income is expected to exceed target by £0.200m for the HRA.

8.5 Repairs & Maintenance

A pressure of £0.525m is reported for repairs and maintenance of Council homes. Works relating to damp and mould are giving rise to pressures of £0.750m. This pressure is partly offset by a reduction in expected work relating to Empty Homes and other anticipated underspends.

8.6 Supervision and Management

There is a net staffing pressure within the service of £0.319m relating to interim cover for vacant posts.

The HRA continues to experience a high level of utility costs, a forecast pressure of approximately £0.326m.

It is anticipated that legal cases involving disrepair will be a cost of £0.320m to the HRA in 2024/25. Work is ongoing to profile anticipated costs in current and future years. Additional legal support is required to assist in disrepair claims, forecast at £0.105m. Other compensation from Property Services has contributed a cost of £0.059m.

Continuing the use of consultants for asbestos work has a forecasted cost of £0.184m however, this is partly offset by three vacant asbestos roles in Safe Homes.

There is a reduction in costs associated with the Supporting People budget (£0.112m) which will help support additional resource within the cleaning team.

9. Capital Programme

9.1 Appendix C shows the projected capital outturn in detail by scheme.

The table below summarises the overall capital outturn position by Scrutiny committee area.

The current budget is the original budget approved by Cabinet in February 2024, plus approved amendments.

The 're-phasing' column refers to projects where expenditure is still expected to be incurred but will now be in 2025/26 rather than 2024/25 ('slippage'), or conversely, where expenditure planned initially for 2025/26 has been incurred in 2024/25 ('accelerated spend').

The 'Variance' column refers to projects which are expected to come in under or over budget and projects which are no longer required.

All overspends will be monitored closely. Associated supplementary budget requests will be brought to Cabinet to recommend to Council later in the financial year as appropriate.

Table 6- Capital Outturn 2024/25	Current Budget	Re-phasing (To)/from future years	Revised Budget	Forecast Outturn	Variance	
	£m	£m	£0m	£m	£m	%
Finance and Resources	4.139	(0.073)	4.066	4.068	0.001	0.03%
Strategic Planning and Environment	3.861	(0.630)	3.231	3.231	0.000	0.00%
Housing & Community	1.331	0.000	1.331	1.339	0.008	0.58%
GF Total	9.332	(0.703)	8.629	8.638	0.009	0.09%
HRA Total	58.447	1.000	59.447	59.683	0.235	0.40%
Grand Total	67.779	0.297	68.076	68.320	0.244	0.36%

9.2 General Fund Capital Programme

General Fund capital budgets are broadly on budget.

General Fund budgets are reporting slippage of £0.703m. The slippage includes the following items over £100k:

- Verge hardening- £0.455m arising from delays to the programme

9.3 Housing Revenue Account Capital Programme

The HRA is reporting overspends on capital projects of £0.235m. This relates to new housing developments, which has seen significant inflationary increases and additional costs from employer's agents. Planned expenditure on roof works of £1.000m has been brought forward from 2025/26 via accelerated spend.

Supplementary capital budget requests

This following supplementary capital budget request will be presented to Cabinet to recommend to Full Council for approval:

- £630k for the installation of solar panels at Hemel Hempstead Leisure Centre. This work is 100% grant funded.
- £0.245m supplementary capital budget to support inflationary costs associated with the construction of new Council housing developments.

10. Financial implications

10.1 Contained within the body of this report.

11. Legal implications

11.1 There are no direct legal implications arising from this report.

12. Risk implications

12.1 Regular monitoring and reporting on the Council's financial position is one of the key ways in which the organisation manages the potential risk of the weakening of its financial resilience.

13 Equalities, Community Impact and Human Rights

13.1 Community Impact Assessments on Council activities are carried out by relevant services with responsibility for those activities. A separate Community Impact Assessment has not been carried out in respect of this report.

13.2 There are no Human Rights Implications arising from this report.

14 Sustainability implications

14.1 There are no specific sustainability implications arising from this report.

15 Council infrastructure

15.1 The content of this report sets out the implications of the Council's activities for its financial resources for 2024/25.

16 Conclusions

16.1 The position for 2024/25 is a surplus of £0.645m against Council General Fund budgets. Housing Revenue Account budgets reporting a balanced position.

16.2 There is slippage against the Council's overall Capital Programme of £0.297mm and a forecast overspend of £0.244m



Dacorum Borough Council

Revenue Budget Monitoring Report for September 2024 (Cost of Services Analysis By Scrutiny Committee)

	Month			Year-to-Date			Full Year		
	Budget £000	Actuals £000	Variance £000	Budget £000	Actuals £000	Variance £000	Budget £000	Forecast Outturn £000	Variance £000
Cost of Services									
Finance and Resources	821	2,262	1,441	6,526	8,570	2,044	9,066	9,658	592
Housing and Community	81	319	238	578	(499)	(1,077)	1,481	1,615	134
Strategic Planning and Environment	480	907	427	5,594	4,581	(1,013)	12,052	12,937	885
Net Cost of Services	1,382	3,488	2,106	12,698	12,652	(46)	22,599	24,210	1,611
Other Items									
Investment Property	(41)	(117)	(76)	(3,413)	(3,247)	166			
Investment Income	(84)	(480)	(396)	(502)	(1,475)	(973)	(1,004)	(3,116)	(2,112)
Interest Payments and MRP	67	0	(67)	400	332	(68)	801	801	0
Parish Precept Payments	0	0	0	1,323	1,323	0	1,323	1,323	0
Government Grants	(183)	(556)	(373)	(1,100)	(4,005)	(2,905)	(2,200)	(2,237)	(37)
Taxation (Council Tax and Business Rates)	(1,450)	2,471	3,921	(8,700)	(29,058)	(20,358)	(17,401)	(17,401)	0
Surplus / Deficit on Provision of Services	(1,691)	1,318	3,009	(11,992)	(36,130)	(24,138)	(18,481)	(20,630)	(2,149)
Transfers between Reserves / Funds									
Net Recharge to the HRA	(473)	1	474	(2,840)	386	3,226	(5,679)	(5,786)	(107)
Contribution To / (From) Earmarked Reserves	2	0	(2)	12	0	(12)	1,560	1,560	0
Net Movement on General Fund Working Balance	(780)	4,807	5,587	(2,122)	(23,092)	(20,970)	(1)	(646)	(645)

Housing Revenue Account 2024/25 Outturn Revenue Budget Monitoring Report				
	Budget £000	Outturn £000	Variance £000	%
Income:				
Dwelling Rents	(68,022)	(68,932)	(910)	1.3%
Non-Dwelling Rents	(103)	(103)	0	0.0%
Tenants Charges	(1,675)	(1,719)	(44)	2.6%
Leaseholder Charges	(684)	(738)	(54)	7.9%
Interest and Investment Income	(213)	(413)	(200)	93.9%
Contribution towards Expenditure	(1,039)	(1,039)	0	0.0%
Total Income	(71,736)	(72,944)	(1,208)	1.7%
Expenditure:				
Repairs & Maintenance	19,077	19,602	525	2.8%
Supervision & Management	20,521	21,204	683	3.3%
Rent, Rates, Taxes & Other Charges	187	187	0	0.0%
Interest Payable	11,670	11,670	0	0.0%
Provision for Bad Debts	500	500	0	0.0%
Depreciation	17,578	17,578	0	0.0%
HRA Democratic Recharges	394	394	0	0.0%
Total Expenditure	69,927	71,135	1,208	1.7%
HRA Deficit / (Surplus) Before Reserves	(1,809)	(1,809)	0	
Transfer to / (from) Housing Reserves (Working Balance)	506	506	0	0.0%
Transfer to / (from) Housing Reserves (Other)	1,303	1,303	0	0.0%
HRA Deficit / (Surplus)	0	0	0	0.0%
Housing Revenue Account Balance:				
Opening Balance at 1 April 2022	(3,057)	(3,057)	0	0.0%
Deficit / (Surplus) for year	(506)	(506)	0	0.0%
Proposed Contributions to Reserves	0	0	0	0.0%
Closing Balance at 31 March 2023	(3,563)	(3,563)	0	

CAPITAL PROGRAMME MONITORING BY SCRUTINY COMMITTEE FOR SEPTEMBER 2024

Appendix C

Scheme	Original Budget	Prior Year Slippage	Adj's, Supps, Virements	Adjustments (Slip. C/F)	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)
General Fund										
Finance and Resources										
Head of Digital										
142 Automation Programme	(170,000)	170,000	0	0	0	0	0	0	0	0
143 Civica Customer Experience Software (Flare replacement)	(150,000)	150,000	0	0	0	0	0	0	0	0
50 Rolling Programme - Hardware	75,000	631,091	0	0	0	706,091	594,869	706,091	0	0
51 Software Licences - Right of Use	(10,124)	50,124	0	(20,000)	(20,000)	20,000	0	20,000	0	0
52 Future vision of CRM	(63,877)	685,597	0	(400,000)	(400,000)	221,720	23,186	221,720	0	0
53 Renewal of Data Centre Hardware	390,000	0	0	0	0	390,000	0	390,000	0	0
	70,999	1,686,812	0	(420,000)	(420,000)	1,337,811	618,055	1,337,811	0	0
Head of Environmental Protection										
57 Air Quality Monitoring	0	11,155	0	0	0	11,155	6,223	11,155	0	0
	0	11,155	0	0	0	11,155	6,223	11,155	0	0
Head of Property Services										
61 Public Conveniences Renovation Programme	0	12,260	0	0	0	12,260	0	12,260	0	0
62 Service Lease Domestic Properties	0	38,118	0	0	0	38,118	0	38,118	0	0
63 Community Buildings Fire Exits	30,000	0	0	0	0	30,000	30,414	30,414	0	414
64 Nash Mills Recreation Centre - Resurfacing and Drainage	50,000	0	0	0	0	50,000	41,638	41,638	0	(8,362)
65 Adeyfield Community Centre Structural Improvements	0	37,000	0	0	0	37,000	0	37,000	0	0
66 Boiler Replacement Programme	0	8,952	0	0	0	8,952	28,127	35,571	0	26,619
67 Rossgate Shopping Centre - Structural Works	55,000	315,281	0	0	0	370,281	293	370,281	0	0
68 Bennettsgate Shopping Centre - External Render	0	0	0	0	0	0	15,000	0	0	0
69 Roof Replacement Programme - Individual Assets To Be Identified At A Late	0	200,000	0	0	0	200,000	0	200,000	0	0
70 100 High St (Old Town), Hemel - Window Replacement	0	14,000	0	(14,000)	(14,000)	0	0	14,000	14,000	0
71 Long Chaulden Roof	35,000	55,020	0	0	0	90,020	0	90,020	0	0
72 Bennettsgate - Window Renewal	0	161,548	0	0	0	161,548	156,726	161,548	0	0
73 Void Commercial Property Refurbishment	70,000	66,402	0	(60,000)	(60,000)	76,402	12,028	76,402	0	0
74 Bennettsgate - Structural Concrete Improvements & Façade Renewal	0	0	0	0	0	0	453	0	0	0
75 Broadwater Road Resurfacing	0	93,000	0	(46,000)	(46,000)	47,000	0	0	(47,000)	0
76 Damp proofing improvements to commercial properties	0	41,044	0	0	0	41,044	0	41,044	0	0
77 48-52 High Street - Fire Alarm System Renewal	0	8,862	0	0	0	8,862	0	8,862	0	0
78 Bellgate Canopy Renewal - Highfield	0	189,563	0	0	0	189,563	0	189,563	0	0
79 Rossgate Terrace Walkway Waterproofing	0	10,050	0	0	0	10,050	12,670	10,050	0	0
80 Fire Alarm Upgrades	20,000	(11,357)	0	0	0	8,643	2,639	20,000	0	11,357
81 Dacorum Heritage Trust Storage Building-	0	69,682	0	0	0	69,682	47,666	69,682	0	0
82 Silk Mill Shops - Concrete works	45,000	25,000	0	0	0	70,000	0	70,000	0	0
	305,000	1,334,425	0	(120,000)	(120,000)	1,519,425	347,654	1,516,453	(33,000)	30,028
Head of Commercial Development										
86 Multi Functional Devices	0	90,000	0	(90,000)	(90,000)	0	0	0	0	0
87 EVCP Programme	0	200,782	0	0	0	200,782	0	200,782	0	0
	0	290,782	0	(90,000)	(90,000)	200,782	0	200,782	0	0
Head of Neighbourhood Management										
91 Car Park Refurbishment	0	135,000	0	0	0	135,000	0	135,000	0	0
92 Water Gardens North Car Park Drainage Improvements	0	35,000	0	0	0	35,000	0	35,000	0	0
93 Tring Cemetery Access Road	0	40,000	0	0	0	40,000	0	0	(40,000)	0

		0	210,000	0	0	0	210,000	0	170,000	(40,000)	0
	Head of Investment and Delivery										
97	Creation of new Community Facility and Foodbank at The Hub (Dens)	0	2,500,000	0	(2,500,000)	(2,500,000)	0	0	0	0	0
98	Hemel Hempstead Sports Centre - AstroTurf renewal	0	565,090	57,910	0	57,910	623,000	10,075	623,000	0	0
		0	3,065,090	57,910	(2,500,000)	(2,442,090)	623,000	10,075	623,000	0	0
	Head of Communities and Leisure										
103	Berkhamsted Sports Centre - Building Management System	0	22,000	0	(22,000)	(22,000)	0	0	0	0	0
104	Berkhamsted Leisure Centre Improvements Works	0	70,000	0	0	0	70,000	0	70,000	0	0
105	Improvements to leisure courts	0	0	0	0	0	0	5,454	8,264	0	8,264
106	Jarman Park Improvements	0	51,312	0	0	0	51,312	54,103	54,103	0	2,791
107	Hemel Leisure Centre Solar Panels	0	0	0	0	0	0	9,375	0	0	0
		0	143,312	0	(22,000)	(22,000)	121,312	68,932	132,367	0	11,055
	Head of Corporate Health, Safety and Resilience										
111	Health and Safety software system	0	40,000	0	0	0	40,000	0	0	0	(40,000)
		0	40,000	0	0	0	40,000	0	0	0	(40,000)
	SD Place										
115	Nickey Line Improvements - HGC capital project	0	76,000	0	0	0	76,000	0	76,000	0	0
		0	76,000	0	0	0	76,000	0	76,000	0	0
	Totals: Finance and Resources	375,999	6,857,576	57,910	(3,152,000)	(3,094,090)	4,139,485	1,050,939	4,067,568	(73,000)	1,083
	Housing and Community										
	Head of Asset Management										
120	Disabled Facilities Grants	741,000	235,772	0	0	0	976,772	445,491	976,772	0	0
		741,000	235,772	0	0	0	976,772	445,491	976,772	0	0
	Head of Safe Communities										
127	Rolling Programme - CCTV Cameras	25,000	57,642	0	(57,642)	(57,642)	25,000	0	25,000	0	0
128	Alarm Receiving Centre	0	33,627	0	(33,627)	(33,627)	0	0	0	0	0
129	CCTV Equipment Refresh	455,000	43,098	0	(248,098)	(248,098)	250,000	80,147	250,000	0	0
130	CCTV A41 Bypass	30,000	0	0	0	0	30,000	0	30,000	0	0
		510,000	134,367	0	(339,367)	(339,367)	305,000	80,147	305,000	0	0
	Head of Investment and Delivery										
135	Temporary Accommodation - creation of new units	0	19,288	0	0	0	19,288	0	0	0	(19,288)
		0	19,288	0	0	0	19,288	0	0	0	(19,288)
	Head of Communities and Leisure										
140	Adventure Playgrounds Improvement Programme	(902,476)	902,476	0	0	0	0	26,096	26,987	0	26,987
141	Capital Grants - Community Groups	20,000	10,000	0	0	0	30,000	17,900	30,000	0	0
		(882,476)	912,476	0	0	0	30,000	43,996	56,987	0	26,987
	Totals: Housing and Community	368,524	1,301,903	0	(339,367)	(339,367)	1,331,060	569,633	1,338,759	0	7,699
	Strategic Planning and Environment										
	Assistant Director - Place, Communities and Enterprise										
146	Urban Park/Education Centre (Durrants Lakes)	0	121,615	0	0	0	121,615	0	0	(121,615)	0
		0	121,615	0	0	0	121,615	0	0	(121,615)	0

Head of Environmental Services											
155	Waste Services IT upgrade	0	35,042	0	0	0	35,042	0	35,042	0	0
156	Wheeled Bins & Boxes for New Properties	100,000	0	0	0	0	100,000	40,660	100,000	0	0
157	Resurfacing Works and Building Improvement to Depot	0	60,000	0	0	0	60,000	0	60,000	0	0
158	Waste Transfer Site Upgrade Works	0	252,591	0	0	0	252,591	29,344	252,591	0	0
159	Fleet Replacement Programme	546,989	1,128,379	0	0	0	1,675,368	777,633	1,675,368	0	0
		646,989	1,476,012	0	0	0	2,123,001	847,637	2,123,001	0	0
Head of Property Services											
163	Allotment Improvement Programme	0	47,970	0	(10,000)	(10,000)	37,970	2,250	27,970	(10,000)	0
164	Stone Works to Charter Tower	0	33,000	0	0	0	33,000	0	0	(33,000)	0
165	Nickey Line Bridge Refurbishment	0	48,574	0	(20,000)	(20,000)	28,574	125	18,574	(10,000)	0
166	Bennetts End Adventure playground - Cabin Roof	0	24,000	0	(24,000)	(24,000)	0	0	0	0	0
		0	153,544	0	(54,000)	(54,000)	99,544	2,375	46,544	(53,000)	0
Head of Neighbourhood Management											
136	Verge Hardening Programme	250,000	455,293	0	0	0	705,293	0	250,000	(455,293)	0
170	Litter Bin Upgrade	0	85,000	0	0	0	85,000	0	85,000	0	0
171	Play Areas & Open Spaces - replace equipment	0	387,470	222,530	0	222,530	610,000	540,000	610,000	0	0
172	Gadebridge Park - Splash Park	75,000	32,618	0	0	0	107,618	104,807	107,618	0	0
173	Chipperfield Common Car Park Resurfacing	0	101,329	0	(101,329)	(101,329)	0	0	0	0	0
174	Water Gardens Fencing	0	9,327	0	0	0	9,327	0	9,327	0	0
		325,000	1,071,037	222,530	(101,329)	121,201	1,517,238	644,807	1,061,945	(455,293)	0
Totals: Strategic Planning and Environment		971,989	2,822,208	222,530	(155,329)	67,201	3,861,398	1,494,819	3,231,490	(629,908)	0
Totals - Fund: General Fund		1,716,512	10,981,687	280,440	(3,646,696)	(3,366,256)	9,331,943	3,115,391	8,637,817	(702,908)	8,782
Housing Revenue Account											
Housing and Community											
Head of Housing Operations											
186	Estate & Temporary Accommodation Improvements	150,000	0	0	0	0	150,000	0	150,000	0	0
187	CCTV Installation in 6 Communal Lounges	29,000	0	0	0	0	29,000	0	29,000	0	0
		179,000	0	0	0	0	179,000	0	179,000	0	0
Head of Safe Homes											
191	Communal Gas & Heating	0	0	0	0	0	0	(3,990)	2,246,369	0	2,246,369
192	Social Housing Development Fund	0	0	0	0	0	0	720,543	3,053,985	0	3,053,985
193	Twinned IT System Implementation	120,000	0	0	0	0	120,000	0	120,000	0	0
		120,000	0	0	0	0	120,000	716,553	5,420,354	0	5,300,354
Head of Asset Management											
197	Planned Fixed Expenditure	11,967,133	2,622,491	0	0	0	14,589,624	5,739,781	11,384,706	1,000,000	(4,204,918)
198	Pain/Gain Share (Planned Fixed Expenditure)	0	0	0	0	0	0	304,107	0	0	0
199	M&E Contracted Works	0	0	0	0	0	0	1,770,956	2,503,000	0	2,503,000
200	DBC Commissioned Capital Works	8,075,000	3,401,414	0	0	0	11,476,414	2,256,472	6,500,000	0	(4,976,414)
201	Special Projects	100,000	513,021	0	0	0	613,021	0	1,991,000	0	1,377,979
		20,142,133	6,536,926	0	0	0	26,679,059	10,071,316	22,378,706	1,000,000	(5,300,353)
Head of Commercial Housing Contracts											
205	Contract Management software	10,000	0	0	0	0	10,000	0	0	0	(10,000)
		10,000	0	0	0	0	10,000	0	0	0	(10,000)

Head of Investment and Delivery											
209	New Build - General Expenditure	0	0	0	0	0	0	29,920	0	0	0
210	Coniston Road	0	130,676	0	0	0	130,676	0	0	0	(130,676)
211	Eastwick Row	1,217,104	5,726,291	0	525	525	6,943,920	1,122,462	6,557,705	0	(386,215)
212	St Margaret's Way	8,216,487	331,367	0	0	0	8,547,854	3,609,829	8,623,312	0	75,458
213	Paradise Fields	737,455	6,107,950	0	(654,072)	(654,072)	6,191,333	3,821,318	6,583,000	0	391,667
214	Randalls Ride	(59,850)	988,836	0	0	0	928,986	574,575	1,155,418	0	226,432
215	Garage Sites - New Build Developments	(139,718)	1,357,040	0	0	0	1,217,322	336,035	1,378,605	0	161,283
216	Wilstone	(576,858)	740,670	0	0	0	163,812	(27,312)	46,013	0	(117,799)
217	Marchmont Fields	1,113,558	4,141,081	0	1,065,569	1,065,569	6,320,208	1,774,811	6,331,096	0	10,888
218	Paradise Depot	1,404,799	5,350,376	0	(6,729,780)	(6,729,780)	25,395	26,921	29,396	0	4,001
219	Cherry Bounce	9,836	0	0	0	0	9,836	0	0	0	(9,836)
220	Stoneycroft and Great Sturgess	(697,585)	697,585	0	0	0	0	0	0	0	0
221	Garage Sites B	(20,000)	0	0	0	0	(20,000)	0	0	0	20,000
222	Great Sturgess Road	(456,677)	456,677	0	0	0	0	0	0	0	0
223	RTB Buy-Backs	133,406	1,398,362	0	(531,768)	(531,768)	1,000,000	11,228	1,000,000	0	0
224	Local Authority Housing Fund	0	0	0	0	0	0	22,292	0	0	0
		10,881,957	27,426,911	0	(6,849,526)	(6,849,526)	31,459,342	11,302,078	31,704,545	0	245,203
	Totals: Housing and Community	31,333,090	33,963,837	0	(6,849,526)	(6,849,526)	58,447,401	22,089,947	59,682,605	1,000,000	235,204
	Totals - Fund: Housing Revenue Account	31,333,090	33,963,837	0	(6,849,526)	(6,849,526)	58,447,401	22,089,947	59,682,605	1,000,000	235,204
	Totals	33,049,602	44,945,524	280,440	(10,496,222)	(10,215,782)	67,779,344	25,205,338	68,320,422	297,092	243,986



FINANCE & RESOURCES

Overview and Scrutiny Committee

Report for:	Finance and Resources Overview and Scrutiny Committee
Title of report:	
Date:	5 th November 2024
Report on behalf of:	Cllr Adrian England, Leader of the Council
Part:	I
If Part II, reason:	N/A
Appendices:	None
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	CAD – Community Action Dacorum

Report Author / Responsible Officer

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Corporate Priorities	<ul style="list-style-type: none"> Community engagement Service improvement and delivery Vibrant communities Sustainable future Clean, safe and green Homes to be proud of Proud and thriving borough
Wards affected	All
Purpose of the report:	To provide an overview of proposals for the future operation of the Mayoral Service

Recommendation (s) to the decision maker (s):	That Committee: <ol style="list-style-type: none"> 1) Note the overview of the Mayor’s support service as highlighted in the report. 2) Note the development of a Mayor’s Future Fund (MFF) working in conjunction with Community Action Dacorum (CAD) as set out in section 4 and delegate authority to the Assistant Director, Legal and Democratic Services to finalise the Service Level Agreement to oversee the operation of the MFF. 3) Note the Mayoral Events Programme as set out in section 5.4.
Period for post policy/project review:	All elements of the Mayoral service are kept under continuous review and changes proposed when required.

1 Introduction/Background:

- 1.1 The ancient office of Mayor dates back to when Mayors had much wider authority and power than they do today.
- 1.2 The position today is a civic role, with the exception of chairing Council meetings.
- 1.3 However, the importance of the position is still widely recognised and remains the highest office that the citizens of a borough, through their elected representatives, can confer. It makes the holder their “First Citizen”. This means that, within the Borough, the Mayor ranks above everyone except the Royal Family and the Lord Lieutenant of Hertfordshire - the county’s personal representative of the monarch.
- 1.4 The role of the Mayor is different from that of a Councillor and the Mayor acts in a non-political manner when carrying out this civic role.
- 1.5 The Deputy Mayor will carry out the civic role of the Mayor when the Mayor is unable to do so.
- 1.6 Each Mayor will adopt their own personal approach to the role but, in all cases, there is a responsibility to uphold the dignity of the office.
- 1.7 The Mayor and Deputy Mayor have an important and varied role, which they perform for the Council and residents of Dacorum. The role and function is set out in Part 2 of the Constitution as follows:
 - to uphold and promote the purposes of the Constitution, and to interpret the Constitution when necessary;
 - to preside over meetings of the Council so that its business can be carried out efficiently and with regard to the rights of Councillors and the interests of the community;
 - to ensure that the Council meeting is a forum for the debate of matters of concern to the local community and the place at which Councillors are able to hold the Cabinet and Committee Chairmen to account;
 - to promote public involvement in the Council’s activities;

- to be the conscience of the Council;
 - to attend and perform such civic and ceremonial functions as the Council, and he/she, determines appropriate; and
 - to encourage and support the voluntary sector within the Borough.
- 1.8 The resources provided by the Council to support the Mayor are proportionate and modest and reflect a modern and streamlined approach to the Mayoralty in the context of the challenging financial environment for Local Government and for the communities that the Council serves.
- 1.9 The function of the Mayoralty is supported by different teams in the Council. The day-to-day support for the Mayor, including management of the Mayor's attendant support, is provided through the Democratic Support Team whilst event management support is provided through the Communication and Engagement Team.
- 1.10 The support service to the Mayoralty is kept under continuous review and any changes required are agreed with the Mayor and Deputy Mayor to ensure that the service can evolve to meet changing requirements, demands and expectations of the public and Mayoralty.
- 1.11 This report is prepared to keep all Members updated on a number of changes proposed and it sets out options for how the Mayoralty could develop so that it reflects a more modern and relevant function and can further support community organisations in the Borough.

2 Key Issues/items for consideration

- 2.1 The report will focus on three proposals for future service delivery as follows:
- Arrangements for the Mayor's Car and support and ceremonial aspects of the role;
 - Fundraising and charitable support – Mayor's Future Fund;
 - Principles for the events programme and how it will be developed each municipal year;

3 Arrangements for the Mayor's Car

- 3.1 Historically, a prestige car for the sole use of the Mayoralty has been made available, along with two Mayor's Attendants who serve as chauffeurs and perform the function of the Mayor's Attendant/Macebearers.
- 3.2 The suitability of the current Civic Car has been reviewed and options for its replacement have been considered by SLT, relevant Portfolio Holders and the Mayor.
- 3.3 Feedback provided through this consultation highlighted that the Mayor's car and chauffeur service should fulfil the following criteria:
- Provide a consistent, secure and reliable service for the Mayor to attend events as required.
 - If the Borough is to have a car for the First Citizen, it should be designed to promote the Borough and project the values of the Council.
 - The car should support the climate change agenda.
 - Any car should be cost effective and efficient.
 - Consideration should be given to whether the car could be available for other Council uses.
- 3.4 Accordingly, proposals have been agreed for a refreshed approach to the provision of the Mayor's car.
- 3.5 The current car has been replaced with a Kia multi-use electric vehicle which supports the Council's Climate Change priorities. The vehicle has a suitable electric range so that it can fulfil the multi-use function proposed.

- 3.6 The new electric car will be used to support the Courier service when it is not in use as the Mayor's car and, if required, it can be used for other service requirements, such as attending meetings across the Borough, when it is not required for the Mayoralty.
- 3.7 Through this approach, the Council will be able to remove two petrol vehicles from its fleet, (the prestige Mayor's Car which has now been returned and the Courier Van). This is a positive step towards the Council's climate change commitments.

Ceremonial aspects of the Mayoralty

- 3.11 The Mayor is the Borough's First Citizen and is considered to be the representative of His Majesty the King within the Local Authority's area.
- 3.12 The Office of Mayor is the highest honour the Council can bestow upon a Member and reflects a high level of public service and the esteem, respect and regard in which the holders are held.
- 3.13 Therefore, as a matter of civic protocol, there are some ceremonial arrangements that should be adhered to; specifically in respect of receiving any member of the Royal family or the Lord-Lieutenant, who is the official representative of His Majesty the King for the county of Hertfordshire. When the Lord Lieutenant is attending an event, in their official capacity in Hertfordshire, they should be received with the same degree of etiquette and protocol afforded to any member of the Royal Family. A separate protocol for receiving a member of the Royal family or the Lord Lieutenant as their representative, should be referred to for these formal occasions.
- 3.14 The Mayor also has a role to Chair the meetings of the Council in an impartial manner.
- 3.15 Otherwise, the role and duties of the Mayor are civic and ceremonial, undertaken on behalf of the Borough. These are varied and cover many aspects, but include:
- Acting as an Ambassador for the Borough
 - Upholding Civic Pride
 - Promoting the Borough
 - Encouraging and supporting Local Industry, Business and Commerce
 - Supporting Local Charities and Community groups
 - Representing the Council at Civic, Social, Cultural, Charitable, Religious/Faith and many other wide- ranging functions and events
 - Receiving Official Visitors
- 3.16 Due to the nature of the role, there are no statutory requirements governing the day-to-day activities of the Mayor.
- 3.17 The Mayor's chain and badge of office is the outward signs of the civic office held, i.e. its insignia. The Mayor should wear the chain at ceremonial occasions, such as the Civic Service, Remembrance Sunday parade and service, Royal visits and when chairing Council meetings. The Mayor may also wear the chain, when officially invited as Mayor, to external functions.
- 3.18 Civic chains should never be worn with a military uniform. However, a Mayor, who is a member of the clergy, may wear full canonicals with the chain over the gown. Similarly, the chain may be worn over academic dress.
- 3.19 The Mayor should not wear the civic insignia in another area without express permission from the Council for that area. This is called obtaining chain clearance.
- 3.20 Robes of Office are also available and should only be worn on very formal or special civic occasions. There is no formal requirement for the Mayor to wear robes whilst chairing meetings of the Council and whether to do so, or not, is the choice of each Mayor.

- 3.21 The Mace is a symbol of authority and should only be used on very formal occasions, (when the Mayor is wearing Robes of Office), unless there are special circumstances such as school visits where it may be seen as important for educational purposes. The Mace is carried by a Mace Bearer and immediately precedes the Mayor.
- 3.22 At Dacorum the Mace has traditionally been brought into the Council Chamber by the Mace Bearer prior to the start of Council meetings. It is now proposed that the Mace is placed on the table in front of the dias prior to the start of the meeting instead of a formal procession taking place.

4. Fundraising and Charitable Support

Current Arrangements

- 4.1 Currently, the Mayor nominates a chosen charity at the start of their one-year term of office. Typically, these are local charitable organisations. Various fundraising events may take place across the year where funds are collected and then transferred to the nominated charity. A key event which is supported by DBC staff is the annual civic dinner where, in the past, a raffle with donated prizes is held, and funds are raised for the Mayor's nominated charity.
- 4.2 The Council has limited staffing resource or budget available to support the Mayor with charitable and fundraising events outside the regular events:

The Council's events programme includes the following events in Mayor's civic calendar:

- **Mayor Making Annual Council and function afterwards**
- **Windrush celebration (and flag raising)**
- **Raising of the Pride Flag (and any other relevant flag raising ceremonies)**
- **Armed Forces Day**
- **Remembrance Day parade and service**
- **Mayor's Civic Dinner**
- **Mayor's Civic Service**

In addition the Mayor is invited to and attend a number of events and visits organised by third parties such as schools, local charities and other organisations both with Dacorum and the wider Hertfordshire area

- 4.3 The Mayor's contribution to charitable activities and fundraising is constrained by local governments resource limitations and the aim is to develop the resource, which could come from a more formal partnership with the voluntary sector.

There is an opportunity to create a partnership with the voluntary sector, which could help to increase the profile of the Mayor on fundraising and provide a consistent approach to fundraising to each new Mayor.

- 4.4 In the Constitution the role description for Dacorum Mayor includes "supporting the voluntary sector" and not expressly "fundraising". However, fundraising is compatible with the role of the Mayor, especially if it is in partnership with the voluntary sector rather than substantially funded via Council resources.

Mayor's Future Fund

- 4.5 At the request of the Mayor and Deputy Mayor, Officers have developed a proposal for the establishment of a "Mayor's Future Fund" brand with an aim to achieve increased resource for more activity/events through a better partnership and devolved ownership of the fundraising:
- 4.6 The core idea is that the Mayor's Future Fund (MFF) creates a way for smaller charities who cannot support a year's commitment to the Mayor, to be usefully involved in sharing the organising burden of event-support by participating with a slot in a month by month calendar of events, which enhances the Mayor's role through the opportunities of partnership, builds community spirit and provides the opportunity for devolved voluntary fundraising.

- 4.7 Such a partnership is a way for the Mayor to support smaller charities by embedding “The Mayor of Dacorum” into their event and enhancing their fundraising reach just as their involvement enhances the activity of the Mayor. The key point is that most of the MFF fundraising will be organised by the charities, and so the Council, through the Mayor, is not the organiser of events or the administrator for the fund, but the Mayor would attend and support the events as an invited ‘guest of honour’. The Council will therefore only organise the formal end of year Civic Dinner and the other events described in section 4.2 above and any surplus money raised at the Civic Dinner event could be passported through to the MFF administered by Community Action Dacorum (CAD).
- 4.8 The Charity sector at large, through CAD, believe that they can generate up to 12 events per year and collaborate to raise significant funds, if those funds are collected by CAD on behalf of the MFF. Fundraising is expected to be boosted by a) the draw of “the Mayor” and b) the impetus to the smaller charities to have access to funding raised in return for their resourcing and promotion of events. The Mayor’s attendance comes with the agreement to use the MFF branding as the central funding brand but this will be administered by CAD.
- 4.9 Charitable donations over the last 5 years have ranged from £6,000-£10,000 per year and the aim will be to increase this amount through the MFF.
- 4.10 The MFF would also mean that there is no need to review or seek funding to support through other Council funds such as the Community Grants Budget or Community infrastructure Levy and this will enable those funds to be allocated in accordance with current allocation processes.

Governance of the Mayor’s Future Fund

- 4.11 Whilst Community Action Dacorum will be responsible for the MFF and the receipt and distribution of all funds received, the Council and the Mayor will be closely associated with the funds and therefore whilst the Council will not be legally responsible for the fund it does need to ensure that there are appropriate safeguards in place to protect the reputation of the Mayor.
- 4.12 Accordingly, a detail Service Level Agreement will be developed with CAD to document the key responsibilities of each partner including:
- Financial accounting of money received through the MFF and distribution of proceeds
 - Agreement on how funds from the MFF will be distributed to charities and the Mayor’s involvement in that process
 - Reporting to the Council on funds received and distribution
 - Event management responsibilities including insurance
 - Promotion and advertising
 - Civic protocol
 - The Council’s immediate ability to terminate support for the MFF is there are any issues which adversely impact the reputation of the Mayor
- 4.13 From a Dacorum perspective the MFF should require no financial support once it is up and running as this will all be done through CAD. There will be some officer time required to ensure that CAD are complying with their obligations in the SLA but this can be overseen by the Democratic Services team within existing resource.

Why Community Action Dacorum?

- 4.14 Community Action Dacorum is the infrastructure body for the voluntary and community sector in Dacorum. It exists to guide and support the sector and acts as a membership body for the small organisations the Future Fund aims to support. It is therefore appropriately positioned with the voluntary sector organisation in the Borough and its charitable objectives would fit with the role of distributing funding, CAD also has a long track record of supporting its members by performing this role. CAD is therefore ideally placed to deliver the Future Fund on behalf of the sector and the Mayor.

5. Mayoral Events Programme

- 5.1 The Council has a very small in-house events team that supports, manages, and delivers the Council's events programme. This modest events programme is agreed annually by the Strategic Leadership Team and the Portfolio Holder for People and Transformation. A budget is agreed, (usually as reserves draw down), on an annual basis to support the programme.
- 5.2 The resources available to support the Mayor effectively sets the parameters for the scale and scope of Mayoral activity for any given year. It is considered that the current level of resources reflect the requirements of a modern mayoralty, whilst also recognising the impact of the cost of living crisis amongst our communities and the challenging Local Government financial landscape.
- 5.3 The development of the programme also includes the establishment of clarity on roles and responsibilities in relation to each event. It is very important that all events are managed effectively to maximise impact and minimise risk to the Council and the people who attend, and to ensure that the Council's limited resources are used in the most effective way.
- 5.4 The Council's events programme includes the following events in Mayor's civic calendar:
- Mayor Making Annual Council and function afterwards
 - Windrush celebration (and flag raising)
 - Raising of the Pride Flag (and any other relevant flag raising ceremonies)
 - Armed Forces Day
 - Remembrance Day parade and service
 - Mayor's Civic Dinner
 - Mayor's Civic Service
- 5.5 These main Mayoral events are managed by the central events team in order to make the most of the expertise and contacts within the service, to ensure value for money and to ensure risks such as health and safety are mitigated effectively. Due to resourcing and budgetary constraints, it is not possible to grow the civic programme in year without the provision of additional resource or by replacing previously agreed events.
- 5.6 The programme does not include the many events and engagements which the Mayor attends as a dignitary. These diary commitments are managed through the Democratic Support team. There are opportunities to promote these events and to publicise the Mayor's attendance afterwards. In order to do this effectively, some background information is required before these engagements, and the Head of Communications and Engagement and the Democratic Support Manager will work together to ensure that this is provided and that communication activity is effective following events.
- 5.7 If agreement is reached to create the Mayor's Future Fund any additional attendance at events arranged through CAD will be managed as part of the Mayor's usual diary management.
- 5.8 In order to ensure that the incoming Mayor's ambitions can be understood and resourced, it is proposed that an early induction meeting in late May each year is held. This will be attended by the following people:
- The Mayor
 - The Deputy Mayor
 - The Strategic Director (People and Transformation)
 - The Strategic Director (Corporate and Commercial services)
 - The Democratic Support Manager
 - The Head of Communications and Engagement and
 - The Assistant Director of Legal and Democratic Services.
- 5.9 This will allow work to start early on the Mayor's civic events. This meeting will also provide an opportunity for the Mayor to be inducted into their role.
- 5.10 Following this initial meeting, monthly meetings will be held between the Mayor, the Head of Communications and Engagement and the Democratic Support Manager to discuss the

engagements and events for the month ahead. Opportunities to consider whether the Mayoral brand can be applied to other events in the wider programme can be developed as part of these discussions, along with consideration of opportunities to fundraise for the Future Fund at other Council events.

6 Next steps

Subject to review by the Committee, the matter will be reported through Cabinet for agreement.

Agenda Item 11

Clerk: Trudi Angel

Finance and Resources Overview & Scrutiny Committee Work Programme 2024/2025

Meeting Date	Report Deadline	Items	Contact Details	Background information
4 December 2024	25 November 2024	Action Points (from previous meeting)	Democratic Services Trudi.angel@dacorum.gov.uk	
		Joint Budget	Chief Finance Officer Nigel.howcutt@dacorum.gov.uk	<i>To review and scrutinise the draft budget proposals for 25-26</i>
		Solar Together	Sustainability Project Manager Oliver.burrough@dacorum.gov.uk	
14 January 2025	3 January 2025	Action Points (from previous meeting)	Democratic Services Trudi.angel@dacorum.gov.uk	
		EDI Strategy	Organisational Development Manager Stacie.young@dacorum.gov.uk	
		Commissioning & Procurement Standing Orders Review & Update (Procurement Act 2023)	Head of Commercial Development Ben.Hosier@dacorum.gov.uk	
		Scrutiny Review	Assistant Director Legal & Democratic Services Mark.brookes@dacorum.gov.uk	
5 February 2025	27 January 2025	Action Points (from previous meeting)	Democratic Services Trudi.angel@dacorum.gov.uk	

		Joint Budget	Chief Finance Officer Nigel.howcutt@dacorum.gov.uk	<i>To review and scrutinise the draft budget proposals for 25-26</i>
4 March 2025	21 February 2025	Action Points (from previous meeting)	Democratic Services Trudi.angel@dacorum.gov.uk	
		Q3 Corporate & Commercial Performance Reports: <ul style="list-style-type: none"> ○ Finance and Resources ○ Legal and Democratic Services ○ Commercial Development Services ○ GF Property Service 	Strategic Director, Corporate and Commercial Catherine.silvadoayre@dacorum.gov.uk Chief Finance Officer Nigel.howcutt@dacorum.gov.uk Assistant Director, Legal & Democratic Services Mark.brookes@dacorum.gov.uk Head of Commercial Development Ben.Hosier@dacorum.gov.uk Strategic Director, Housing & Property Services Darren.Welsh@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Q3 Financial Monitoring Report	Chief Finance Officer Nigel.howcutt@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Q3 People and Transformation Performance Report	Strategic Director, People and Transformation Aidan.wilkie@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>