



# CABINET AGENDA

**TUESDAY 10 SEPTEMBER 2024 AT 7.30 PM  
CONFERENCE ROOM 2 - THE FORUM**

## Membership

Councillor Adrian England (Leader)	Councillor Robin Bromham
Councillor Simy Dhyani (Deputy Leader)	Councillor Sharon Wilkie
Councillor Michela Capozzi	Councillor William Allen

For further information, please contact Democratic Services or 01442 228209

## AGENDA

- 1 MINUTES** (Pages 3 - 6)  
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 REFERRALS TO CABINET**

There were no referrals to Cabinet

**6 CABINET FORWARD PLAN** (Page 7)

**7 CUSTOMER CHARTER UPDATE** (Pages 8 - 22)

**8 FINANCIAL PERFORMANCE QUARTER 1 2024/25** (Pages 23 - 38)

**9 HERTFORDSHIRE QUALITY DEVELOPMENT CHARTER** (Pages 39 - 63)

**10 THE CORPORATE PLAN** (Pages 64 - 81)