

### **Finance and Resources OSC Action Points (Part 1)**

<b>Date of meeting</b>	<b>Action point</b>	<b>Responsible officer</b>	<b>Date action completed</b>	<b>Response</b>
07/06/22	On whether EV charging would be rolled out to the verge hardening sites, B Hosier suggested he asked Joe Guiton about this, though the preference is currently to install points in car parks. Cllr Guest asked if the list of sites could be circulated to the Committee. B Hosier confirmed he would do this tomorrow though he could not confirm which sites would be chosen until the network operator has proposed the cost of infrastructure, and it was agreed that the definite list would be circulated when available.	B Hosier	30/06/22	<p>Information on whether the EVCP programme can be rolled out with the Verge Hardening programme has been requested from the relevant officer, Joe Guiton, who is currently on annual leave. This information will be forwarded on to the Committee as soon as it is received.</p> <p>The potential locations for the EVCP roll out includes all DBC owned car parks as set out below:</p> <ul style="list-style-type: none"> <li>• Durrants Hill</li> <li>• Water G (North)</li> <li>• Water G (South)</li> <li>• Queensway</li> <li>• High Street</li> <li>• Moor End</li> <li>• Alexandra Road</li> <li>• The Gables</li> <li>• Cowper Road</li> <li>• Park Road</li> <li>• Wood Lane End</li> <li>• St Johns Well Lane</li> <li>• Lower Kings Road</li> <li>• Water Lane</li> <li>• The Forge</li> <li>• Church Yard</li> <li>• Frogmore Street (East)</li> <li>• Frogmore Street (West)</li> <li>• Old School Yard</li> </ul>

				<ul style="list-style-type: none"> <li>• Victoria Hall</li> </ul> <p>The following neighbourhood shopping centres are also being included as potential locations:</p> <ul style="list-style-type: none"> <li>• Henry Wells Square Shopping Parade</li> <li>• Bellgate Shopping Parade</li> <li>• Bennetts End Shopping Parade</li> <li>• The Queens Square Shopping Parade</li> <li>• Leverstock Green Shopping Parade</li> <li>• Long Chaulden Shopping Parade</li> <li>• Rossgate Shopping Parade</li> <li>• Stoneycroft Shopping Parade</li> </ul> <p>It must be noted that the information from the survey being undertaken by the Distribution Network Operator (DNO) will be the overriding factor as to how costly or complex it will be to connect the EVCP up to the network infrastructure.</p>
07/06/22	Cllr Guest noted paragraph 5.3 on page 37 of the report regarding the launch of the Hertfordshire energy advice tool and asked how DBC has worked with the county council on this project. H Peacock advised that she would need to come back with more information on the partnership.	H Peacock	30/06/22	<p>I have spoken to my Climate and Ecological Emergency lead, Melanie Parr, and she has provided the following update on the steps she took to involve the County Council and the other Herts local authorities</p> <p>“I initially liaised with Energy Saving Trust (EST) regarding setting up the energy efficiency app just for DBC residents, however soon identified that it would be relatively straightforward to scale up this work so that it would benefit all Hertfordshire residents. This would also be a cost saving for DBC by splitting the cost out.</p> <p>As such, I introduced the idea of the app to Hertfordshire Climate Change and Sustainability Partnership (HCCSP), which consists of all Herts local authorities, including the County Council. HCCSP</p>

				<p>unanimously agreed that they wanted this to be a joint initiative and as such I took the lead on entering into the contract with EST on behalf of all HCCSP members, with DBC as the lead authority, and the app became branded as Hertfordshire Energy Advice Tool (HEAT) and has been available since early 2022. Article: <a href="https://www.dacorum.gov.uk/home/all-news/2022/01/04/new-home-energy-saving-app-launches">https://www.dacorum.gov.uk/home/all-news/2022/01/04/new-home-energy-saving-app-launches</a> Web info: <a href="http://www.dacorum.gov.uk/homeenergy">www.dacorum.gov.uk/homeenergy</a></p> <p>Julie Greaves who works for HCC and heads up their Sustainable Hertfordshire work, is the chair of HCCSP and was fully involved in the process alongside the other LA officers.”</p>
07/06/22	<p>Cllr Claughton referred to page 37 regarding Berkhamsted customer services reopening though take-up is low and asked how the availability of the service was advertised when it was reinstated and if Berkhamsted and Tring councillors will be consulted on the results of the monitoring. H Peacock confirmed she would check on this and that members would be kept informed.</p>	H Peacock	04/07/22	<p>I have spoken to our Head of Communications and they have provided the following, “We promoted the Berkhamsted / Tring service re-opening in Dacorum Life (digital) which is subscribed to by over 12,000 residents. We also ran a social media campaign across Facebook and Twitter, which was shared by followers into their own groups/networks such as ‘Berkhamsted Life’ etc. Physical posters were also put up at both locations.”</p> <p>Take-up of the face-to-face appointments at both our Tring and Berkhamsted locations are continued to be monitored, and the results are being fed into the Customer Strategy project, the progress of which will be regularly reported to members.</p> <p>I hope the above is helpful, but please let me know if you have any further questions.</p>
07/06/22	Cllr Tindall looked to HRO4A on page 42	M Rawdon	29/06/22	The short term sickness measure is an indicator that is

	of the report regarding the total of days lost through short-term sickness and asked B Trueman to ask M Rawdon if this measure is usable as some people can continue working from home with short-term sickness. Cllr Douris suggested that M Rawdon provide a written comment on this.			commonly used across the HR industry and continues to be used to identify where people are away from work for less than two weeks (DBC timescales). The short term sickness procedure allows managers to identify if there are any concerning sickness trends but also allows managers to act on any sickness absence triggers so that staff are fully supported in their roles. If staff are unfit to work they should be absent from work and staff are encouraged to not to work from home if they are unable to do so.
07/06/22	Cllr Cloughton commented on the increase in absence due to stress and anxiety, noting that it was unsurprising given the pandemic, and asked if the deep dive analysis would provide the reasons behind the increase. Cllr Cloughton welcomed what the council was doing to support staff and asked what the take up levels were for what is on offer. B Trueman agreed to pass the questions onto M Rawdon, though there has been good take up of what's on offer within his own team.	M Rawdon	29/06/22	<p>The sickness scrutiny group analyses sickness trends and will ensure that further analysis in relation to stress/anxiety is reviewed at a future meeting.</p> <p>The health and wellbeing programme has seen a relatively good take up in courses/webinars and fitness classes. The employee assistance programme is being utilised which is positive from a supportive package perspective. In Q4 of 2021/22 the programme supported 28 staff cases.</p>
07/06/22	Cllr Peter referred to paragraph 2 on page 40 of the report regarding the number of days lost in the quarter having decreased and asked if this was correct. It was noted that this should say 'increased' and would be clarified.	M Rawdon	29/06/22	This should say 'increase'. Please accept my apologies.
07/06/22	Update on Everyone Active to be added to the Work Programme for November meeting.	T Angel	08/06/22	Item added to the work programme for November. This will be a Part 2 report.

07/06/22	<p>Cllr Symington commented on the increase of TROs, as detailed on pages 27 and 28 of the report, noting that this was a welcome development. Cllr Symington referred to the TRO on Elm Grove, Berkhamsted F Zone, and asked what the F Zone is. Cllr Symington also noted the change to regulation 10 and how PCOs are issued and asked if the policy was having any impact. Andrew responded to the Elm Grove question, noting that he was contacted by a resident who requested a CPZ for Elm Grove, and it was agreed that this would go out for initial consultation with residents, and 'F' is the identifying code. M Brookes confirmed that he would send a note to the Committee regarding the impact of the change in regulation 10.</p>	M Brookes	30/06/22	<p>The issuing of Regulation 10 Notices only commenced from the latter part of May 2022 and we have therefore not had much time to understand the impact on the number of these that have been issued.</p> <p>Figures from previous years below, show the number of PCN's that have been cancelled due to the vehicle driving away whilst the PCN is being produced:</p> <p>01/04/2019 – 31/03/2020 = 74  01/04/2020 – 31/03/2021 = 163  01/04/2021 – 30/11/2021 = 207</p> <p>I have set out below the reasoning and process for the issue of a Regulation 10 Notice, which has been taken from the Council's website.</p> <p><b>Regulation 10 Penalty Charge Notices</b>  Our team of Civil Enforcement Officers (CEOs) currently issue Regulation 9 Penalty Charge Notices (PCN), which means they have to either attach the notice to the vehicle, or hand it to the driver.</p> <p>In some cases, after starting to prepare the documentation, the CEO is prevented from serving the PCN by the driver returning to the vehicle and driving off, or by the driver becoming abusive or threatening. Presently, PCNs which cannot be served in these circumstances are not pursued further.</p> <p>To reduce the number of evaded PCNs, our CEOs will now be issuing Regulation 10 Penalty Charge Notices to vehicles seen parked in contravention of a waiting restriction.</p>
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07/06/22	Cllr Adeleke commented on the digital printing, noting that £36k was spent in the quarter and that there was no indication on whether this was an increase or decrease, and he asked how this compares to other councils. It was noted that some printing costs are recovered, and the change compared to the previous quarter could be provided. It was suggested that they	M Brookes	Ongoing.

	would need to look over past figures from the last 12 months to provide a better comparison.			
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