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WELWYN HATFIELD

The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020) came into force on Saturday 4 April 2020 to enable councils to hold remote committee meetings during the Covid 19 pandemic period. This is to ensure local authorities can conduct business during this current public health emergency.

This meeting of Cabinet will be held remotely under these regulations, via the Zoom application and will be webcast to ensure accessibility by the public and press.

Please ask for:
Alison Marston

23 November 2020

Dear Councillor

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL CABINET to be held on Tuesday 1 December 2020 at 5.00 pm via Zoom.

Yours faithfully

Corporate Director
Public Protection, Planning and Governance

A G E N D A
PART 1

1. APOLOGIES

2. MINUTES

To confirm as a correct record the Minutes of the meeting held on 3 November 2020 (previously circulated).

3. PUBLIC QUESTION TIME AND PETITIONS

Up to thirty minutes will be made available for questions from members of the public on issues relating to the work of the Cabinet and to receive any petitions.

4. ACTIONS STATUS REPORT (Pages 5 - 6)

Report of the Corporate Director (Public Protection, Planning and

Governance) on the status of actions agreed at the last Cabinet meeting.

5. NOTIFICATION OF URGENT BUSINESS TO BE CONSIDERED UNDER ITEM 9

6. DECLARATIONS OF INTERESTS BY MEMBERS

To note declarations of Members' disclosable pecuniary interests, non-disclosable pecuniary interests and non-pecuniary interests in respect of items on the Agenda.

7. RECOMMENDATION FROM GRANTS BOARD

To consider the following recommendation:-

(a) Grants Board - 4 November 2020 (Pages 7 - 16)

Recommendation from the Board on the payment of annual grants in 2021/22.

8. PERFORMANCE EXCEPTION REPORT - QUARTER 2 (2020-21) (Pages 17 - 26)

Report of the Chief Executive summarising strategic performance data for Quarter 2 of 2020/21.

9. SUCH OTHER BUSINESS AS, IN THE OPINION OF THE CHAIRMAN, IS OF SUFFICIENT URGENCY TO WARRANT IMMEDIATE CONSIDERATION

10. EXCLUSION OF PRESS AND PUBLIC

The Cabinet is asked to resolve:

That under Section 100(A)(2) and (4) of the Local Government Act 1972, the press and public be now excluded from the meeting for Items 11 and 12 on the grounds that it involves the likely disclosure of confidential or exempt information as defined in Section 100(A)(3) and Paragraph 3 (private financial or business information) of Part 1 of Schedule 12A of the said Act (as amended).

In resolving to exclude the public in respect of the exempt information, it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

PART II

11. ITEMS OF AN EXEMPT NATURE REQUIRING KEY DECISION

To consider the following items of an exempt nature:-

(a) Shopmobility (Forward Plan Reference FP1019) (Pages 27 - 32)

Exempt report of the Corporate Director (Housing and Communities) on the modernisation review of the Shop Mobility service.

(b) Inspira House added units (Forward Plan Reference FP1010) (Pages 33 - 38)

Exempt report of the Corporate Director (Housing and Communities) on the award of contract for the provision of three additional properties.

(c) Tewin Road Depot (Forward Plan Reference FP1014) (Pages 39 - 44)

Exempt report of the Chief Executive on appointment of Principal Contractor for stage 2 of the redevelopment of Tewin Road Depot.

12. ANY OTHER BUSINESS OF A CONFIDENTIAL OR EXEMPT NATURE AT THE DISCRETION OF THE CHAIRMAN

Circulation: Councillors T.Kingsbury (Chairman), D.Bell (Vice-Chairman), S.Boulton, T.Mitchinson, N.Pace, B.Sarson, F.Thomson

Corporate Management Team
Press and Public (except Part II Items)

If you require any further information about this Agenda please contact Alison Marston, Governance Services on 01707 357444 or email – democracy@welhat.gov.uk

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Part I
Main author: Alison Marston
Executive Member: Cllr Fiona Thomson
Not Ward Specific

WELWYN HATFIELD BOROUGH COUNCIL
CABINET – 1 DECEMBER 2020
REPORT OF THE CORPORATE DIRECTOR (PUBLIC PROTECTION, PLANNING AND GOVERNANCE)

ACTIONS STATUS REPORT

1 Executive Summary

1.1 In order to ensure that actions identified at meetings are completed, this report lists the actions from the last Cabinet meeting, those responsible for completing each action and its current status.

2 Recommendation(s)

2.1 That Members note the status of the following actions which were identified at the last Cabinet meeting on 3 November 2020:-

Minute	Action	Responsible	Status/ Date Completed
172.2	Hertfordshire Growth Board	Margaret Martinus	Recommendations to be reported to the Council meeting on 23 November 2020.
172.3	Council Tax Support Scheme	Farhad Cantel	Recommendation to be reported to the Council meeting on 23 November 2020.
175.1	Article 4 Directions for New Permitted Development Rights	Colin Haigh	Consultations to take place in December 2020.
175.2	Article 4 Direction on Land at Digswell Park Road	Colin Haigh	Council due to confirm Direction by end of November and will send relevant letters to landowners, Herts County Council and Secretary of State and issue relevant site notices and public notice.
178.1	The Commons and Ludwick Way	Collete Humphrey	Notifications have been sent out to the contractor on 6 November 2020 (subject to a few conditions e.g. call-in period) to award the

			contract.
	Executive Member Decision Notice – Risk Register Status (Decision taken 16 November 2020)	Andy Cremer	The period July to October 2020 was noted and approved – 23 November 2020.

Grants Board
4 November 2020

WELWYN HATFIELD COUNCIL

Minutes of a meeting of the GRANTS BOARD held on Wednesday 4 November 2020 at 7.00 pm via Zoom.

PRESENT:	Councillors	S.Markiewicz (Chairman) R.Lass (Vice-Chairman) E.Boulton, J.Caliskan, L.Chesterman, A.Dennis and J.Weston

OFFICIALS PRESENT:	M Rayner, Community Partnerships Manager G.DaCamara, Community Partnerships Support Officer S.Keenlyside, Governance Services Officer

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24. SUBSTITUTION OF MEMBERS

There were no substitutions of Members.

25. APOLOGIES

There were no apologies.

26. MINUTES

The Minutes of the meeting held on 29 July 2020 were approved as a correct record.

The hard copy of the Minutes would be signed by the Chairman as soon as it was reasonably practicable or alternatively, electronic signatures would be arranged after the meeting.

27. COMMUNITY GRANT APPLICATIONS - ANNUAL GRANTS

Fifteen applications had been received for consideration of Annual Community Grants. These grants were limited to a maximum of £20,000 per application, however, the Board was able to increase this should it be deemed appropriate.

£79,270 was anticipated to be ring fenced for the distribution of Annual Grants payments for financial year 2021/22.

The total value of all fifteen applications totaled £209,732.24 and exceeded the total funds available by the amount of £130,462.34.

Breaks Manor Youth and Community Centre

Breaks Manor Youth and Community Centre had applied for a grant of £20,000 to re-surface the Centre's forecourt and the adjoining footpaths in tarmac.

The Board appreciated that the Center did a lot of good work, particularly with young people but the project did not meet the Grants Board priorities at the moment and the Annual Grants Awards did not fund capital programmes such as infrastructure costs.

REFUSED the application.

Welwyn Hatfield CVS

Welwyn Hatfield CVS had applied for a grant of £14,500 to fund all of their projects including a transport service, providing support, advise, training and development of projects, DBS checking service, volunteer recruitment and placement, telephone befriending project and a monthly newsletter.

The Board felt that the community cars provided a vital service at the moment and would like to award £4,500 to support the service plus an extra £450 towards the cost of volunteers and other services required to support the provision of the community cars.

AGREED a grant of £4,950.

Falcon Judo

Falcon Judo had applied for a grant of £3,296 for hall hire costs, 20 judo camp sessions, insurance costs, judo uniforms, covid-19 sanitation/cleaning, British Judo license for Special Educational Needs (SEN) children, safeguarding courses and website maintenance.

The Board awarded a grant of £970 to help facilitate children with Special Educational Needs. The Board also wanted to encourage Falcon Judo to apply for a Small Community Grant in February 2021.

AGREED a grant of £970.

Film School Deluxe

Film School Deluxe applied for a grant of £5,700 for equipment hire, cinema hire, location hire and the cost of freelance filmmakers working with young people.

The Board liked this project but felt that further information was required. The Board would encourage Film School Deluxe to apply for a Small Community Grant and a Youth Action Grant in February 2021. The Board also suggested

that the University of Hertfordshire may be able to assist this project by providing expertise and/or equipment.

REFUSED the application.

11th Welwyn Garden City Guide Company

The 11th Welwyn Garden City Guide Company applied for a grant of £688.74 for garage rental for a year to store equipment.

The Board awarded a grant of £350 to cover the initial payment of six months of rent to then enable the Girl Guides to raise funds to cover the rent for the rest of the year.

AGREED a grant of £350.

H'Arts in Mind

H'Arts in mind had applied for a grant of £14,640 to cover the cost of market stall fees, administration services and to help fund a Support Worker.

The Board felt that this was a worthwhile project, particularly in these difficult times, but there was insufficient information and breakdown of costs. It was felt that the administration services cost was high.

The Board decided to award 50% of the Support Worker costs to ensure that the project received the expertise required dependent on receiving an acceptable breakdown of the administrative services cost.

AGREED a grant of £4,800.

Herts Boat Rescue

Herts Boat Rescue applied for a grant of £600 for 2 x 50 metre floating lines.

The Board liked this project and recommended that Herts Boat Rescue apply for a Small Community Grant in February 2021.

REFUSED the application.

Home Start

Home Start had applied for a grant of £11,258 to fund staff salaries, volunteer Family Mentor travel expenses, resources, hall hire, refreshments, office costs and Disclosure and Barring Service (DBS) fees.

The Board thought that this was a great project but were concerned that it may be duplicating services being provided elsewhere.

The Board decided to award the full cost of hall hire, 50% of the staff salaries plus DBS fees after confirmation that the project was not duplicating services provided elsewhere.

AGREED a grant of £5,828.

Hertfordshire Practical Parenting Programme CIC

Hertfordshire Practical Parenting Programme CIC applied for a grant of £19,110 for venue hire, staff time for support groups and online group, administration costs, guest speakers, refreshments, advertising, website administration costs and one to one support for parents as required.

The Board liked the overall objective of the project but felt that the charges and costs were high.

The Board decided to award the cost of the venue hire for support groups, 50% of staff time for support groups and £1,000 contribution to the administration costs.

AGREED a grant of £4,900.

Insect Biotech Solutions CIC

Insect Biotech Solutions CIC applied for a grant of £20,000 to pay for salaries, laboratory space, consumables, office supplies and travel expenses.

The Board thought that this was a brilliant idea but as there was a large deficit of available funding for Annual Grants 2021/22, and being a specialist subject, wanted to redirect this project to the Climate Change Sub-group for consideration to fund.

REFUSED the application.

Isabel Hospice

Isabel Hospice had applied for a grant of £19,575 to help fund a Rapid Response Senior Nurse, a Palliative Care Support Worker and a Rapid Response Nurse.

The Board appreciated the great work of this organisation and felt that it was a vital service for the Council's residents particularly at these difficult times.

AGREED a grant of £18,234.

Northaw and Cuffley Lawn Tennis Club

Northaw and Cuffley Lawn Tennis Club had applied for a grant of £19,787 to help fund the repair and re-surfacing of their tennis courts and new fencing.

The Board liked the project but it did not meet the Grants Board priorities at the moment and the Annual Grants Awards did not fund capital programmes such as infrastructure costs.

REFUSED the application.

Potential Kids Ltd

Potential Kids Ltd had applied for a grant of £17,613.50 to fund the salary for a Project Supervisor, equipment, resources, marketing costs, gas and electric costs, electrical points, building materials, a water point and steering group expenses.

The Board thought that this was an excellent project for children and young people. The grants awarded were unable to fund 100% of a salary therefore the Board awarded 50% of the salary for a Project Supervisor.

AGREED a grant of £13,238.50.

The Recover Team Ltd

The Recover Team Ltd applied for a grant of £15,964 for rental costs, utilities and insurance.

The Board appreciated the excellent work of this organisation.

AGREED a grant of £8,000.

Welwyn Hatfield Women's Refuge and Support Services

The Welwyn Hatfield Women's Refuge and Support Services had applied for a grant of £27,000 to help fund staff costs.

Councillor L.Chesterman did not take part in the discussion or decision for this application by virtue of having information that may have influenced the decision.

The Board felt that this organisation provided a vital service, especially during this period of national lockdown when cases of domestic abuse had increased.

AGREED a grant of £18,000.

RESOLVED

That Annual Grants should be paid as follows:

Organisation	**Amount Sought (£)**	**Amount Granted (£)**
Breaks Manor Youth and Community Centre	20000	0
Welwyn Hatfield CVS	14500	4950
Falcon Judo	3296	970
Film School Deluxe	5700	0
11th Welwyn Garden City Guide Company	688.74	350
H'Arts Mind	14640	4800
Herts Boat Rescue	600	0
Home Start	11258	5828
Herts Practical Parenting Programme	19110	4900
Insect Biotech Solutions CIC	20000	0
Isabel Hospice	19575	18234
Northaw and Cuffley Lawn Tennis Club	19787	0
Potential Kids Ltd	17613.50	13238.50
The Recover Team Ltd	15964	8000
Welwyn Hatfield Women's Refuge and Support Services	27000	18000
Total Grants Awarded		**79270.50**
Annual Grants Budget		**79270**

Meeting ended at 9.05 pm
S.K

Part I
Main author: Matthew Rayner
Executive Member: Councillor Duncan Bell
All Wards

WELWYN HATFIELD BOROUGH COUNCIL
GRANTS BOARD – 4 NOVEMBER 2020
REPORT OF THE CORPORATE DIRECTOR, HOUSING AND COMMUNITIES

2021/22 ANNUAL GRANTS

1 Executive Summary

1.1 £79,270 is anticipated to be ring fenced for the distribution of Annual Grants payments for the financial year 2021/22.

1.2 Fifteen applications have been received for consideration for Annual Grants for financial year 2021/22 (Appendix 1, Part II report).

2 Recommendation(s)

2.1 Members of the Grants Board are asked to consider the Annual Community Grant applications (as referred to in the Part II report) and make a recommendation to Cabinet in accordance with the council's priorities and criteria.

3 Explanation

3.1 There are fifteen applications totalling £209,732.24 for Annual Grants 2021/22 to be reviewed. That is £130,462.34 over the total amount of funds available.

Organisations	Funding Request
Breaks Manor	£20,000
CVS (Welwyn Hatfield)	£14,500
Falcon Judo	£3,296
Film School Deluxe	£5,700
Girl Guides	£688.74
H'Arts Mind	£14,640
Herts Boat Rescue	£600
Home Start	£11,258
Herts Practical Parenting Programme	£19,110
Insect Biotech Solutions CIC	£20,000
Isabel Hospice	£19,575
Northhaw Tennis Club	£19,787
Potential Kids	£17,613.50
Recover	£15,964
Welwyn Hatfield Women's Refuge	£27,000
TOTAL	**£209,732.24**

3.2 Please see Appendix 1 (as referred to in the Part II report) for the details regarding each of the Grant applications.

3.3 Welwyn Hatfield Borough Council as part of their budget setting have agreed, that for three-year consecutive financial years (2021/22, 2022/23 and 2023/24), Citizens Advice Bureau will have a ring-fenced budget of £95,000. This funding comes from the overall community grants budget, which for 2021/22 is expected to be £218,270.

3.4 It is anticipated that for the financial year 2021/22 a total of £44,000 from the overall community grants budget will be made available for Small Community Grants.

3.5 As such the overall budget expected to be made available for Annual Grants for the financial year 2021/22 is £79,270.

3.6 The total value of all fifteen application exceeds the budget available, as such members are reminded that they are not able to award more than £79,270.

3.7 Members are able to fully fund, part fund or not fund at all any of the applications that have been received.

3.8 It should be noted that applications can only be considered by members of the Grants Board if the organisation meets all the essential criteria. Some of those key criteria are list as follows

3.8.1 Applications must come from an organisation that is incorporated or an unincorporated charity or a voluntary/community/not-for-profit group.

3.9 At least 50 per cent of the organisation's members/clients/users must live or work in the borough of Welwyn Hatfield. The organisation must be able to provide monitoring information on its membership/users.

3.10 The organisation must be committed to Equal Opportunities and have an Equalities Policy in place (where applicable). However, organisations may target some or all of its activities at specific groups, where the intention is to address discrimination or disadvantage

3.11 The organisation must be sustainable and able to show budgetary information. They also must be able to provide recent audited/independently examined accounts or projected income/expenditure figures (in the case of organisations that are less than a year old) to demonstrate its need for financial assistance.

3.12 Detail costs for the applicant must be provided within the application and it should be noted that within the criteria it is highlighted want and want cannot be funded through the Annual Grant fund.

Implications

4 Legal Implication(s)

4.1 There are no legal implications connected with this report.

5 Financial Implication(s)

5.1 The applications received total £209,734.24 which is more than the available budget of £79,270. Members of the Grant Board are asked to consider the applications set out in Part II of this report and agree funding.

5.2 Members are not able to exceed the total budget available.

5.3 Grants awarded are subject to agreement from the Council's Cabinet during the budget setting process for financial year 2021/22.

6 Risk Management Implications

6.1 There is a risk related to providing grants to voluntary organisations in that there is the possibility that the organisation could go into administration and as such the funding would be lost. There is also the possibility that organisations do not spend the grant provided on the agreed projects or costs as per their applications.

6.2 The risks are mitigated as much as possible through the application process, where information is provided about the organisation, its governance and financial structures and the reason it has applied for funding. All successful grant applicants sign up a service level agreement with the council which sets out the terms of the grant and also what information is to be provided to monitor the outcomes. The information provided includes evidence on where the funding was spent.

Risk Score Likelihood Low; Impact Medium. Overall risk score Low.

7 Security & Terrorism Implication(s)

7.1 In complying with the Prevent duty Local Authorities need to ensure that publicly owned resources do not provide a platform for extremists and are not used to disseminate extremist views.

8 Procurement Implication(s)

8.1 There are no procurement implications

9 Climate Change Implication(s)

9.1 There are no climate change implications

10 Human Resources Implication(s)

10.1 There are none arising from this report.

11 Health and Wellbeing Implication(s)

11.1 Providing grants to community organisations for the benefit of Welwyn Hatfield residents assists the council in meeting its objectives to improve the health and wellbeing of the borough

12 Communications Plan

12.1 All successful organisations are required to actively promote the Council when market their event or project.

12.2 The Council will also put out a press release detailing the successful applicants and highlighting some of the projects/initiatives that the Council is supporting through this round of Grants.

13 Link to Corporate Priorities

13.1 Welwyn Hatfield Borough Council Grants Board looks to support projects which help achieve Council's Corporate Priorities. Applications for community grants need to contribute to at least one of the following:

1. Our Community
2. Our Environment
3. Our Housing
4. Our Economy
5. Engage with our communities and provide value for money

14 Equality and Diversity

14.1 An EqIA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

Name of author	Matthew Rayner
Title	*Community Partnership Manager*
Date	*15 October 2020*

Appendices to be listed (part II papers)

Appendix 1 – list of the applications received

Part I
Item No: 0
Main author: Paul Underwood
Executive Member: Tony Kingsbury
All Wards

WELWYN HATFIELD BOROUGH COUNCIL
CABINET – 1 DECEMBER 2020
REPORT OF THE CHIEF EXECUTIVE

PERFORMANCE EXCEPTION REPORT – QUARTER 2 (2020-21)

1 Executive Summary

1.1 This report summarises our strategic performance data on an exception basis following the monitoring and review of performance reports by Corporate Directors and Heads of Service. This report covers the period 1 July to 30 September 2020.

1.2 Any projects and key performance indicators reported as 'not on schedule' or 'target not met' is exception reported in the appendices to this report.

2 Recommendation

2.1 That Cabinet note the contents of this report and approves any proposed actions highlighted in the appendices.

3. Explanation

3.1 A performance exception report is presented to the Cabinet on a quarterly basis as part of our current performance management framework.

3.2 By working with Corporate Directors and Heads of Service in the production of the report we embed accountability for performance within our Officer structure. This allows for a flow of detailed information to and from the council's leadership.

3.3 For this report covering Quarter 2 of 2020-21 it is important to note that the impacts of Covid-19 are being felt by the council's services. This is a contributory factor in some projects which are not expected to be completed within the year or with performance indicators which have not met their quarterly outturns.

4. Legal Implications

4.1 There are no direct legal implications arising from the contents of this report.

5. Financial Implications

5.1 Failure to deliver projects and key performance indicators may have a financial impact for the council. Where this is the case, this will be referenced in the relevant text within the report and associated appendices. Any financial impact will also be considered, and reported where necessary, within the quarterly budget monitoring reports.

6. Risk Management Implications

6.1 A risk assessment of our performance management framework can be reviewed quarterly on the council's strategic Risk Register.

7. Security and Terrorism Implications

7.1 There are no security and terrorism implications directly arising from the contents of this report.

8. Procurement Implications

8.1 There are no procurement implications directly arising from the contents of this report.

9. Climate Change Implications

9.1 There are no direct climate change implications directly arising from the contents of this report.

10. Health and Wellbeing Implications

10.1 There are no health and wellbeing implications directly arising from the contents of this report.

11. Communication and Engagement Implications

11.1 There are no communication and engagement implications directly arising from the contents of this report.

12. Link to Corporate Priorities

12.1 This report is linked to all the council's current corporate priorities as it shows the status of those business projects and performance targets associated within each priority.

13. Equality and Diversity

13.1 An Equality Impact Assessment was not completed because this report does not propose changes to existing service-related policies or the development of new service related policies.

Name of Author: Paul Underwood (01707) 357220
Title: Head of Policy and Culture
Date: November 2020

Background Papers:

Appendix One - Business Plan Projects

Appendix Two - Key Performance Indicators

Appendix One

Business Plan Projects – Quarter 2 (2020-21)

Progress for all projects under each of our five Corporate Priorities is summarised here.

10 per cent of our Business Plan projects have been completed to the end of Quarter 2. A further 81 per cent of these projects are on schedule and another 5 per cent have yet to commence. There are just three projects currently not on schedule and details about these are shown in the next table.

Corporate Priority	Purple (completed)	Green (on schedule – no risks)	Amber (on schedule – with risks)	Red (not on schedule)	Grey (not started)	Totals
1 – Our Community	**3** (20%)	**9** (60%)	**2** (13%)	**0** (0%)	1 (7%)	**15** (100%)
2 – Our Environment	**0** (0%)	**11** (85%)	**2** (15%)	**0** (0%)	**0** (0%)	**13** (100%)
3 – Our Housing	**0** (0%)	**13** (68%)	**3** (16%)	**1** (5%)	**2** (11%)	**19** (100%)
4 – Our Economy	**3** (25%)	**7** (59%)	**1** (8%)	**1** (8%)	**0** (%)	**12** (100%)
5 – Our Council	**1** (8%)	**7** (59%)	**2** (17%)	**1** (8%)	**1** (8%)	**12** (100%)
Totals	**7 (10%)**	**47 (67%)**	**10 (14%)**	**3 (4%)**	**4 (5%)**	**71 (100%)**

Business Plan Ref	Project	By When	Head of Service	Service Comments
3.1.1	Prepare, submit, exam and adopt the Local Plan	March 2021	Head of Planning	Hearing sessions are scheduled to be completed by March but an adoption of the Local Plan is unlikely to take place before Summer 2021, assuming it is found to be sound.
4.2.5	Invest in local commercial property which meets the council's agreed investment criteria and supports wider corporate objectives	March 2021	Head of Resources	Due to the current pandemic this project has been put on a short hold while we consider the impact on the market and the economy. We continue to work closely with property agents to consider possible investments in strategic assets, but in the current economic climate it is unlikely any investments will be recommended in the near future. An element of this budget will be used to support the development of the Tewin Road Depot.
5.1.3	Submit applications to the HM Land Registry to register 30 per cent of the council's currently unregistered land in the Borough	March 2021	Head of Law and Administration	In July 2019 a 'pilot' was agreed with Land Registry to include up to 20 applications for voluntary registration. To date 18 applications have been submitted - 9 areas of land have been fully registered, with the registration of 9 other areas of land pending. Because the Land Registry has suspended its project work due to covid-19, confirmation of registration of the remaining areas of land is awaited. In October 2020 Land Registry confirmed it is planning to recommence processing voluntary registration work. Officers involved in this project have now met virtually to agree the next land units for which applications will be made for voluntary registration. So the submission of applications for registration will be resumed.

Appendix Two

Key Performance Indicators - Quarter 2 (2020-21)

A summary of our Key Performance Indicators collected over Quarter 2 is shown here.

Total Number of Key Performance Indicators	KPI targets met / exceeded	KPI targets not met	KPI targets met within tolerance
53 (100%)	**39 (74%)**	**10 (19%)**	**4 (7%)**

10 Key Performance Indicators did not meet their targets in Quarter 2. These are exception reported in the next table along with service comments to explain the performance along with a comparison to last year.

Brief description of indicator	Quarter 2 2019-20 Performance		Quarter 2 2020-21 Performance		Service Comments
	Target	Outturn	Target	Outturn	
KPI 02 - The percentage of council tax collected as a percentage of the total due *Head of Resources*	57.00%	57.05%	57.00%	54.55%	Performance is behind target due to financial difficulties some residents are facing during the pandemic. There has been in increase in council tax support claimants and residents contacting the council about difficulties making payments. Consistent with other Hertfordshire local authorities there was a decision made not to take formal recovery action during the Spring lockdown but this has since resumed.
KPI 03 - The percentage of non-domestic rates collected as a percentage of the total due *Head of Resources*	57.40%	58.42%	57.40%	54.86%	Performance is reasonable but collection is down due to the extreme difficulties facing businesses during the pandemic. A lot of businesses have either not been trading throughout 2020 or have seen a considerable drop in trade.
KPI 11 - Visits in person to, and use of, local museums and galleries (per 1,000 population) *Head of Policy and Culture*	62 visits	53 visits	62 visits	3 visits	Neither the Mill Green Museum nor the Welwyn Roman Bath House were open to the public over this quarter due to the pandemic. The demand for flour did drop once supermarket supply chains recovered after lockdown, but we are still seeing consistent orders for our milled flour. This quarter's outturn reflects those visitors for the socially distanced Heritage Open Day, pre-booked guided Mill Tours and our takeaway cream tea service. A new external digital heritage trail in the Mill Green gardens using QR codes was also introduced in this quarter.

Brief description of indicator	Quarter 2 2019-20 Performance		Quarter 2 2020-21 Performance		Service Comments
KPI 12 - School group visits to, and use of, museums and galleries *Head of Policy and Culture*	400 visits	290 visits	400 visits	0 visits	As with KPI 11 both museum heritage sites were closed in this quarter because of their size, layout and inability to offer a covid safe environment to large visiting groups. There were no enquiries from schools in Quarter 2 as it includes the main summer school holiday. On their return in September their main focus has been to fill the gap in student learning after being closed since March. We are looking at other means of engaging with schools in a different way going forward.
KPI 30 - The number of Decent Home assessments undertaken in properties in the Private Sector *Head of Community and Housing Strategy*	200	158	200	56	This reporting period covers a time when the team had reduced its operational activities due to the pandemic. This included responding to complaints that had the potential to cause harm to the occupiers and the threat of illegal eviction. Wherever possible complaints were resolved without home visits so these would have not generated a 'Decent Homes' assessment. Towards the end of July, with the easing of restrictions and the issuing of Government guidance on how to safely work in people's homes, the team started to undertake routine inspections of HMOs again. These were done in accordance with a bespoke covid risk assessment to ensure the safety of both the property occupiers and inspecting officers. This has meant the time taken to arrange and undertake inspections has been considerably longer than in the past.

Brief description of indicator	Quarter 2 2019-20 Performance		Quarter 2 2020-21 Performance		Service Comments
KPI 33 - The percentage of council tenants 'satisfied' overall with the responsive repairs service provided (based on the last repair completed) *Head of Property Services*	92.00%	92.86%	92.00%	84.40%	To improve the overall satisfaction of repairs all returned surveys are scrutinised for trends to enable staff training or to identify failures of materials. Some of the complaints refer to availability of resources that were impacted by the pandemic. This has had a knock on effect in the completion of the repairs and has caused a number of the 'satisfaction' failures in this quarter.
KPI 37 - The average void property re-let time in days for normal general needs housing (YTD) *Head of Housing Operations*	18.00 days	16.40 days	18.00 days	20.88 days	The performance for Quarter Two, whilst being a slight improvement from Quarter One, is still above target and lower than the outturn at the same time last year. We are still feeling pandemic impacts in that contractors working in our void properties need to be staggered due to safe workplace requirements. This increases the number of days needed for work to be completed. Residents are generally able to move fairly quickly as removal services and deliveries returned to normal in this quarter. Over the remainder of this year we are looking at how we can improve the number of 'normal', or short term voids, as a percentage ratio of total voids.

Brief description of indicator	Quarter 2 2019-20 Performance		Quarter 2 2020-21 Performance		Service Comments
KPI 64 - The percentage occupancy rate for the Weltech Business Centre *Head of Resources*	95.00%	100%	98.00%	93.61%	Whilst occupancy remained strong at the start of the Spring lockdown, some businesses have since terminated their tenancies. There have been some internal moves at the centre but take up of new tenancies is low in the current climate. However there is a waiting list for the centre and there has been a small number of businesses signing up. It is anticipated that the centre should return to greater occupancy when there is more economic stability, but 5 units were vacant at the end of this quarter. The financial impact of the fall in occupancy has been incorporated into the financial monitoring and covid reports.
KPI 65 - The percentage of Housing Needs Register applications assessed within 28 days *Head of Community and Housing Strategy*	95.00%	99.35%	95.00%	78.76%	Performance in Quarter 2 has fallen due to Covid 19 meaning all applicants have to be contacted and offered the opportunity to be by-passed if they have symptoms or do not feel comfortable moving during the pandemic. There was a large increase in registered provider nominations in September. This was in part due to them holding properties back during the lockdown period but also due to some new builds all being allocated in September. In the last financial year they were between 11 and 33 per month, in April they were 22 and in September they were 81.
KPI 76 - The percentage of Estate Management Scheme building applications processed with 8 weeks or other agreed timescale *Head of Planning*	--	--	70.00%	59.10%	Within this quarter there were 66 applications determined, of which 27 missed their target date. This results in 59% meeting the 8-week target for a determination while we have dealt with a high volume of enquiries and applications.

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