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Democratic Services:
democracy@welhat.gov.uk

28 July 2023

Dear Councillor

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL CABINET to be held on Tuesday 8 August 2023 at 6.30 pm in the Council Chamber, Council Offices, The Campus, Welwyn Garden City, Herts, AL8 6AE.

Yours faithfully



Governance Service Manager

AGENDA
PART 1

1. **MINUTES**

To confirm as a correct record the Minutes of the meeting held on 11 July 2023 (previously circulated).

2. **APOLOGIES**

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 7**

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

8. Q1 REVENUE MONITORING REPORT (Pages 7 - 42)

Report of the Executive Director (Finance and Transformation)

9. Q1 CAPITAL MONITORING REPORT (Pages 43 - 54)

Report of the Executive Director (Finance and Transformation)

10. PERFORMANCE EXCEPTION REPORT - QUARTER 1 (2023-24) (Pages 55 - 62)

Report of the Executive Director (Finance and Transformation).

11. COUNCIL ACHIEVEMENTS LIST (APRIL TO JUNE 2023) (Pages 63 - 68)

Report of the Executive Director (Finance and Transformation).

12. 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 Item 13 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

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

Circulation: Councillors P.Zukowskyj (Leader) M.Holloway
L.Chesterman (Deputy Leader) D.Jones
S.Bonfante J.Quinton
J.Broach

Senior Leadership Team
Press and Public (except Part II Items)

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

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Agenda Item 4

Part I

Main author: Clare Cade

Executive Member: Cllr James Broach

Not Ward Specific

WELWYN HATFIELD BOROUGH COUNCIL

CABINET – 8 AUGUST 2023

REPORT OF THE EXECUTIVE DIRECTOR (FINANCE AND TRANSFORMATION)

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 11 July 2023:

Minute	Action	Responsible	Status/ Date Completed
113.1	Disabled Adaptations Contract	Andrew Harper	Cabinet agreed the contract for adaptations with Gracelands Complete Maintenance Services be extended by 12 months until 31st March 2025.
113.2	Food Safety Service Plan for 2023/24	Sue McDaid	Cabinet approved the service plan in Appendix A and the proposed Food Sampling Plan in Appendix B.
113.5	Lemsford Village Character Assessment and Conservation Area designation	Matthew Wilson	Cabinet agreed to recommend to Council that Lemsford Character Assessment be adopted and Lemsford designated as a new conservation area.
113.6	Parking Enforcement	Andrew Harper	Cabinet agreed that the SLA with East Herts District Council be extended by 2 years to expire on 15th January 2026.

During the period 3 July 2023 to 31 July 2023, the following decisions were taken by Cabinet Members exercising their individual delegated powers in accordance with paragraph 18 of the Cabinet Procedure Rules within the Constitution.

	Action	Responsible	Status / Date Completed
2023-12	Extension of Arboriculture Contract (Decision taken 11 July 2023)	Andrew Harper	It was agreed to extend the Arboriculture Contract with Maydencroft Limited by one year from 1st January 2024 to 31st December 2024.
2023-19	Award of contract for cloud-hosted website and case management software (Decision taken 26 June 2023)	Ben Trueman	It was agreed to award the contract for a cloud-hosted website and case management software to Jadu Creative Limited for a three year period (with the option to extend by one year),

			commencing on 10 September 2023.
2023-22	Award to Right to Buy Services	Andrew Harper	To award the Right to Buy Services to Sure Surveyors Limited for an initial 3 year period, with an option to extend by a further year, commencing on 1 st August 2023.
2023-23	Award of Contract for Asbestos Surveying and Analytical Services	Andrew Harper	To award the contract for Asbestos Surveying and Analytical Services to Armstrong York Asbestos Environmental Limited for a two year period (with a possible one year extension), commencing on 1st September 2023

Part I

Item No: 8

Main author: Helen O'Keeffe

Executive Member: Cllr Duncan Jones

All Wards

WELWYN HATFIELD BOROUGH COUNCIL
CABINET – 8 AUGUST 2023
REPORT OF THE CHIEF EXECUTIVE

QUARTER 1 REVENUE BUDGET MONITORING REPORT 2023-24

1 Executive Summary

- 1.1 This report presents the forecast revenue outturn position as at 30 June 2023 for the financial year 2023-24 and outlines the main variances from the original budget for both the General Fund (GF) and Housing Revenue Account (HRA).
- 1.2 There is a forecast adverse variance on the General Fund net cost of services of £0.945m (see Section 3 for further detail). A summary showing the General Fund position is contained in **Appendix A1**.
- 1.3 This leaves a net drawdown from the General Fund Reserve of £1.522m (see **Appendix A2**), which is an increase in the planned use of balances by £0.906m.
- 1.4 The forecast closing balance on the Housing Revenue Account is £2.982m, which is an adverse movement of £0.024m from the Current Budget (see Section 4 for further detail).
- 1.5 Outstanding debts as at 30 June total £2.269m, with rolling debtor days at 49.39 (refer to Section 5).

2 Recommendation(s)

- 2.1 That Cabinet note the revenue forecast outturn position as at Quarter 1 (30 June 2023).
- 2.2 That Cabinet note the position on debts set out in Section 5 of this report.

3 General Fund Monitoring

3.1 General Fund Budgets

- 3.1.1 Since the original budget was set there are no additional approved drawdowns from general balances. A summary of General Fund reserves is shown in **Appendix A2**.

3.2 General Fund Cost of Service Variances:

- 3.2.1 The table below summarises the year-to-date variances and forecast variances for the net controllable income and expenditure. The columns show whether the variances are expected to be offset by contributions from reserves, funded from grants, due to a timing difference, or remain as a forecast outturn variance. Each variance listed in Appendices B1 to B10 are marked a to g, cross referencing to the table below.

Table 1	Analysis of year-to-date variance compared to forecast	Year to Date Variance £'000	Forecast Variance £'000
a)	Variances to be offset by earmarked reserve use	0	0
b)	Variances associated with grant income	(1,920)	0
c)	Timing differences / profiling	(277)	0
d)	Variances with a year-end forecast	(969)	919
e)	Variances with no year-end forecast	(718)	0
f)	No year to date variance but forecast variance	0	81
	Total	(3,883)	1,000

3.2.2 We would usually anticipate the forecast variance on row d of the table above, to be in line with the run rate of the year-to-date variance. This is not the case for a few key reasons:

- The external auditors have not yet billed for 2022/23 work, and 2023/24 quarter 1 work, so the year-to-date variance is an underspend of (£146k) against a year-end forecast overspend of £22k (as shown in detail in appendix B2);
- Due to profiling of the commercial rent income, the year-to-date favourable variance is (£573k) against an adverse year-end forecast of £275k (as shown in appendix B5).
- Whilst a favourable variance is anticipated on the waste contract, the forecast is out of sync with the run rate due to timing differences in contract payments and budget profiling.

3.2.3 Explanations for all key year-to-date variances and forecast variances are included in the Executive Director / Service Director breakdowns in **Appendices B1 to B10**. Key variances to highlight in Quarter 1 are summarised below:

	£'000
Loss of income due to delay in crematorium opening	325
IT short term vacancies in new structure following in-sourcing	(268)
Shortfall in income due to reduction in planning fees received	367
Use of external legal and consultancy advice required for planning	250
Net of vacancies and agency staff	(670)
Net income and expenditure variance position at Campus West	365
Rental income expected to be lower than budgeted	275
Net recycling income and expenditure position	273
Waste contract inflation lower than budgeted Revenue	(450)
Income shortfalls in other chargeable areas	151
Other general costs higher than budgeted	80
Other changes	302
Net controllable income and expenditure forecast variance as at end of Quarter 1	1,000

3.2.4 **Appendix F** contains a savings tracker to measure agreed budgeted savings against forecasts. Most of the savings are currently anticipated to be delivered, but key items to note are listed below:

- Due to delays in the crematorium opening caused by issues with utility access, the budgeted saving of £25k will not be achieved.

Other General Fund Variances

3.2.5 Increases in costs of living are expected to continue to impact on collection rates, council tax support and business rates reliefs provided during 2023/24. These will all impact on the collection fund surplus or deficit, but due to regulations and accounting practice, any impact in the current financial year will be reversed out from the General Fund and will instead impact in future years.

3.2.6 Employer pension contributions rates have increased from 18.3% to 19.3%. The council is moving away from a top up payment every three years to a baselining of the pension costs. The triennial valuation was not received in time to make appropriate adjustments to the detailed budgets, but the total cost over three years is the same as in the medium term financial strategy, but the timing and profile of earmarked reserve use will be different, once the relevant changes have been made.

3.2.7 A pay agreement has been reached nationally for senior management but discussions regarding the 2023/24 pay award for all other staff are still ongoing. Depending on the level of pay offer agreed, this could have a significant impact on the salaries budgets.

4 Housing Revenue Account

4.1 Housing Revenue Account Balances

4.1.1 Since the original budget was set there are no additional approved drawdowns from balances.

4.2 Virements

4.2.1 There have been no officer approved virements between Executive Director / Service Director areas since the approved budget, and no recommended virements for Cabinet to consider for the Housing Revenue Account.

4.3 Housing Revenue Account Variances:

4.3.1 The forecast closing balance on the Housing Revenue Account is £2.982m, which is an adverse movement of £0.024m from the Current Budget. **Appendix C1** provides the HRA Income and Expenditure Statement with forecast variances. **Appendix C2** provides the same information, but in Executive Director / Service Director format, along with forecast balances for the Housing Revenue Account.

4.3.2 The table below summarises the year-to-date variances and forecast variances by Executive Director / Service Director. The columns show whether the variances are expected to be offset by contributions from reserves, funded from grants, due to a timing difference, or remain as a forecast outturn variance. Each

variance listed in Appendices D1 to D4 are marked a to g, cross referencing to the table below.

Table 3	Analysis of year-to-date variance compared to forecast	Year to Date Variance £'000	Forecast Variance £'000
a)	Variances to be offset by earmarked reserve use	0	0
b)	Variances associated with grant income	0	0
c)	Timing differences / profiling	(430)	0
d)	Variances with a year-end forecast	697	668
e)	Variances with no year-end forecast	(4,210)	0
f)	No year to date variance but forecast variance	0	0
	Revenue contribution to capital	(1,192)	(643)
	Total	(5,135)	24

4.3.3 We would usually anticipate the forecast variance on row d of the table above, to be in line with the run rate of the year-to-date variance. This is not the case for a couple of key reasons:

- The pension payment made in quarter 1 was evenly profiled in the budget. There will be a variance on this, but not as high as the run rate for the year-to-date variance
- There are additional costs associated with project delays at Minster House and One Town Centre. These are not expected to continue throughout the full year.

4.3.4 Explanations for all key year-to-date variances and forecast variances are included in the Executive Director / Service Director breakdowns **Appendices D1 to D4**. Key variances to highlight in Quarter 1 are summarised below:

	£'000
Net of vacancies and agency staff	(41)
Annual pension payment higher than budgeted	299
Reduced rental income due to delays in capital projects	200
Savings from closure of Independent Living Control Centre	(60)
Council tax liabilities on empty properties	250
Increased temporary accommodation costs caused by the cost of living crisis	100
Other smaller changes	(1)
Net controllable income and expenditure forecast variance as at end of Quarter 1	747

4.4 Other Housing Revenue Account Variances

4.4.1 There is a forecasted decrease of £0.643m in the Revenue Contribution to Capital. This has been adjusted due to the service variances identified to ensure the HRA maintains a minimum balance of 5% of total income, as set out in the Medium-Term Financial Strategy.

5 Outstanding Debts on Debtors System

- 5.1 At the end of June 2023, debts outstanding totalled £2.269m. This is a decrease of £1.132m on the March position of £3.401m.
- 5.2 Most garages debt has now been moved from the Business World system to the Orchard system. This debt is therefore no longer included within this report and will be reported on separately.
- 5.3 Garages debt still on Business World, namely former tenant arrears and quarterly billed garages, continues to be included in the debt figures for this report.
- 5.4 Performance is measured using a rolling debtor day ratio. The current target is 40 days and at the end of June 2023 the rolling debtor days totalled 49.39 days. This is an increase on the 42.72 days reported at the end of March 2023.
- 5.5 The outstanding debts that range between 91-365 days old have increased from £111k as at the end of March 2023 to £241k at the end of June.
- 5.6 One of the largest areas of debtors relates to commercial property. For the majority of tenants which have not been able to pay, deferments and payment plans have been agreed and are being closely monitored.
- 5.7 The debtors system does not include debts for housing rents, council tax and business rates. **Appendix E** analyses the outstanding debt by age and across services.
- 5.8 Detailed information on outstanding debts is sent to Executive Directors and Service Directors for action where appropriate and discussed at regular budget monitoring meetings. A pro-active approach is taken in managing debts by finance, legal and services.

Implications

6 Legal Implication(s)

6.1 There are no direct legal implications arising as a result of this report.

7 Financial Implication(s)

7.1 The financial implications are set out within this report.

8 Risk Management Implications

8.1 The risks related to this proposal are set out within the report where appropriate.

9 Security and Terrorism Implication(s)

9.1 There are no security and terrorism implications arising as a result of this report.

10 Procurement Implication(s)

10.1 There are no procurement implications arising as a result of this report.

11 Climate Change Implication(s)

11.1 There are no climate change implications arising as a result of this report.

12 Link to Corporate Priorities

12.1 The subject of this report is linked to the Council’s Corporate Priority “Engage with our communities and provide value for money”, and specifically to the achievement of “Demonstrate Value for Money”.

13 Equality and Diversity

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

14 Health and Wellbeing

14.1 There are no direct implications in relation to health and wellbeing arising from this report.

15 Human Resources Implications

15.1 There are no direct human resources implications arising from this report.

16 Communication and Engagement

16.1 There are no direct requirements for communication and engagement arising from this report.

Name of author *Helen O’Keeffe*
Title *Assistant Director (Finance)*
Date 18 July 2023

Appendices:

A1	General Fund Revenue Budget Summary
A2	General Fund Reserves Summary
B1-10	Variance analysis by Executive Director / Service Director
C1	HRA Budget Summary
C2	HRA Budget Summary by Executive Director / Service Director and Reserves
D1-4	Variance analysis by Executive Director / Service Director
E	Aged Debt for debts outstanding at the end of June 2023
F	Savings Tracker

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Description	YTD Budget	YTD Actual	YTD	Current	Forecast	Variance to
	2023/24	(inc Cmmt)	Variance	Budget	Outturn	Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Customer Service and Transformation	359	419	60	1,516	1,858	341
Finance	2,262	(61)	(2,324)	5,754	5,806	52
ICT and Digital	456	356	(101)	1,825	1,589	(236)
Legal and Governance	788	752	(36)	2,797	2,727	(69)
Executive Director (Finance and Transformation)	3,865	1,466	(2,399)	11,892	11,979	87
Leisure, Community and Cultural Services	710	317	(393)	2,948	3,325	377
Planning	197	370	173	789	1,350	562
Regeneration and Economic Development	(879)	(1,463)	(584)	(3,036)	(2,940)	96
Executive Director (Place)	28	(776)	(804)	701	1,736	1,035
Service Director (Property Maintenance and Climate Change)	(297)	(549)	(252)	(928)	(956)	(27)
Service Director (Resident and Neighbourhood)	1,301	896	(406)	8,842	8,748	(95)
Senior Leadership Team	126	106	(20)	505	505	0
Net Controllable Income and Expenditure	5,024	1,142	(3,882)	21,012	22,012	1,000
Net Recharge to the Housing Revenue Account	20	0	(20)	(6,243)	(6,298)	(55)
Net Cost of Services	5,044	1,142	(3,902)	14,769	15,714	945
Income from Council Tax				(12,152)	(12,152)	0
Plus/Less Council Tax collection fund deficit/(surplus)				342	342	0
Business Rates Income				(3,950)	(3,950)	0
Plus/Less Rates collection fund deficit/(surplus)				2,237	2,237	0
New Homes Grant				(288)	(288)	0
Services Grant				(870)	(870)	0
Less Interest & Investment Income				(200)	(240)	(40)
Capital Financing Costs				1,354	1,354	0
Borrowing Interest				780	780	0
Parish Precepts				2,031	2,031	0
Net Total before movements in reserves				4,052	4,958	905
Contribution (from) / to Earmarked Reserves				(857)	(857)	0
Contribution (from) / to Earmarked Reserves - Collection Fund				(2,579)	(2,579)	0
Contribution (from) / to GF balances				(616)	(1,522)	(906)

Key of variance column = (Decrease in expenditure/increase in income), Increase in expenditure/reduction in income

General Fund Reserves Summary - 30 June 2023

Appendix A2

Reserve	Balance at 1 April 2023	Budgeted Movement	Approved Changes	Forecast Changes	Forecast Balance 31 March 2024
	£'000	£'000	£'000	£'000	£'000
Earmarked Reserves					
Strategic Initiatives Reserve	1,432	(50)			1,382
Business Rates Retention Reserve	4,757	(2,579)			2,178
Pensions Reserve	1,201	(400)			801
Transformation Reserve	750	(158)			592
Commitment Reserves	217				217
Grants and Contributions Reserve	2,087	(249)			1,838
Local Plan Reserve (Other reserves)	300				300
Climate Change Reserve (Other reserves)	116				116
Civic Buildings Reserve (Other reserves)	241				241
Disability Access Reserve	82				82
Other Reserves	97				97
Total Earmarked Reserves	11,279	(3,436)	0	0	7,844
General Fund Working Balance	6,783	(616)	0	(906)	5,261
Total Reserves	18,062	(4,052)	0	(906)	13,105

Summary of virements between services

Appendix A3

Service	Virement Detail	Virement Total
Leisure, Community and Cultural Services	Realignment of functions following the restructure in 22/23 and further team reviews	26
Regeneration and Economic Development	Realignment of functions following the restructure in 22/23 and further team reviews	(26)
Total Increase/(Decrease) to Net Cost of Service Budgets		0

Customer Service and Transformation

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Employees	405	378	(27)	1,621	1,637	16
Premises Related	64	3	(61)	339	264	(75)
Transport Related	0	1	1	0	0	0
Supplies and Services	78	59	(19)	312	312	0
Third Party Payments	77	28	(49)	306	306	0
Transfer Payments	0	0	0	0	0	0
Income	(265)	(51)	214	(1,062)	(662)	400
Controllable Costs	359	419	60	1,516	1,858	341

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) Due to issues with utility access the opening of the crematorium has been delayed until September. The income forecast has therefore been reduced to reflect that it will only be operational for half of the financial year; this has been offset with savings from reduction in utilities usage.	134	325
d) There are several vacancies within the service which are currently being recruited to. Agency cover has been found for some of these posts where needed and costs are being monitored.	(37)	16
e) Other small variances.	(37)	(0)
TOTAL	60	341

Finance

Description	YTD Budget 2023/24 £ '000	YTD Actual (inc Cmmt) £ '000	YTD Variance £ '000	Current Budget 2023/24 £ '000	Forecast Outturn 2023/24 £ '000	Variance to Current £ '000
Employees	1,541	1,450	(91)	2,985	2,967	(18)
Premises Related	0	0	0	297	358	60
Transport Related	0	0	(0)	15	6	(9)
Supplies and Services	297	137	(161)	409	409	0
Third Party Payments	616	170	(446)	2,463	2,484	21
Transfer Payments	6,902	6,643	(258)	27,607	27,607	0
Income	(7,094)	(8,461)	(1,367)	(28,023)	(28,025)	(2)
Controllable Costs	2,262	(61)	(2,324)	5,754	5,806	52

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) There is currently a year to date underspend due to accruals from the previous financial year for external audit not yet having been billed by the auditors, along with Q1 for 2023/24 not having been billed. However, a small overspend is forecasted at year end due to the increasing fees for testing and audit work that is being seen across the sector.	(146)	21
b) Grant given by central government to help with the cost of living for those that have alternative fuel methods. Ongoing payments are being made to residents that are entitled to this support, any surplus funds will be returned as per the grant conditions. The scheme closed on 31 May 2023 but we are still receiving applications from The Department of Business, Energy and Industrial Strategy (BEIS) which we are required to process until 11 August 2023.	(358)	0
b) Grant payments received in previous financial years, that are expected to be returned to central government following reconciliation processes. We recently completed a reconciliation exercise for the Energy Grant scheme which we administered in 2022/23 and this should be the final scheme from previous years where any residual funding may need to be returned.	(1,387)	0
c) There is currently a year to date underspend due to the timing of invoice payments relating to revenues and benefits, and accruals from 22/23 which are still to be paid. No year end variance is forecasted.	(361)	0
d) There are a number of vacant posts within the Financial Services team resulting in an underspend, partially offset by agency cover. All posts have now been recruited to and start dates are being finalised.	(14)	(34)
e) There is a year to date overspend for benefit payments made, due to differences in timing between the benefit being paid to residents and receiving the income from central government to fund these payments. A subsidy mid-year estimate will be undertaken in August which will provide more data, and enable any variances to be picked up on.	113	0

f) The Council's Insurance products are forecasted to cost more than budgeted for. The majority of the overspend (£56k) relates to Housing Insurance and will be recharged to the HRA.	0	67
e) This relates to court costs income received for council tax and NDR. Income received to date is £78k for council tax and £6k for NDR. An adverse variance shows year to date due to the profiling of the budget. Accounting adjustments are completed as part of the Collection Fund year end processes and therefore no year end variance is forecast. This is checked on a regular basis to ensure we are on track to achieve the budgeted levels of income.	92	0
e) Year to date underspends on central budgets that will be used during the financial year. This includes central provision included for ongoing income pressures, which are likely to be vired through the financial year. No significant forecast variance is expected at present.	(230)	(2)
e) Other small variances.	(34)	0
TOTAL	(2,324)	52

ICT and Digital

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Employees	40	103	64	158	538	379
Premises Related	0	0	0	0	0	0
Transport Related	0	1	1	0	4	4
Supplies and Services	164	298	134	658	747	89
Third Party Payments	252	(47)	(299)	1,009	300	(709)
Transfer Payments	0	0	0	0	0	0
Income	0	0	0	0	0	0
Controllable Costs	456	356	(101)	1,825	1,589	(236)

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) There is a year-to-date underspend in IT as the new staffing structure is still being recruited to and some positions will be vacant for several more months before new employees start. There are also efficiency savings achieved by bringing IT in-house. Details are being finalised on the structure and contracts following the insourcing of the service, and a virement will be presented to Cabinet in quarter 2.	(168)	(268)
d) Other small variances.	67	32
TOTAL	(101)	(236)

Legal and Governance

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Employees	571	430	(142)	2,049	1,916	(133)
Premises Related	2	13	11	2	16	13
Transport Related	4	4	(0)	9	7	(2)
Supplies and Services	213	312	98	747	797	50
Third Party Payments	30	12	(18)	119	96	(23)
Transfer Payments	0	0	0	0	0	0
Income	(33)	(18)	15	(130)	(105)	25
Controllable Costs	788	752	(36)	2,797	2,727	(69)

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) There is a year to date overspend on local elections. Costs have been incurred in the early part of the year, so this is a timing difference compared to the profiling of the budget. Profiling will be updated for quarter 2. No material variance is anticipated by the end of the year.	48	(3)
d) There is a year to date underspend on salary budgets due to vacancies, partially offset by agency costs of covering those vacancies.	(103)	(137)
d) Income from search fees is expected to be less than budgeted based on historic trends.	17	67
e) There is a year to date underspend on training. The training programme has started and a new Learning Management System has been rolled out, so a full review of the programme is underway and no variance is anticipated. .	(38)	0
d) Other small variances.	41	4
TOTAL	(36)	(69)

Regeneration and Economic Development

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Employees	295	249	(46)	1,134	908	(226)
Premises Related	206	167	(39)	1,352	1,366	14
Transport Related	0	1	1	2	2	0
Supplies and Services	106	128	23	422	453	31
Third Party Payments	152	116	(36)	608	617	9
Transfer Payments	0	0	0	0	0	0
Income	(1,638)	(2,125)	(486)	(6,554)	(6,286)	268
Controllable Costs	(879)	(1,463)	(584)	(3,036)	(2,940)	96

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
c) Rent charge at Weltech. This relates to rent paid for a finance lease throughout the year, which is then credited back to this cost centre as part of the leases year-end process, resulting in a net nil variance at year end.	39	0
c) There is a timing difference between the timing of payments to parking contractors and the profiling of the budget.	(46)	0
e) There is currently a favourable variance on utility payments due to a 2-3 month lag in receiving utility invoices. At present no year end variance is expected but this is being monitored on a monthly basis.	(76)	0
d) There are a number of vacancies within the team, resulting in an year to date saving. Although the aim is to recruit to a number of these positions, an underspend is still expected at year end.	(49)	(236)
e) Net income from Parking fees and charges is lower than the year to date profiled budget due to timing differences in receiving income. Work is ongoing to improve the reporting on this area.	38	0
e) Net income from parking season tickets and parking permit schemes is lower than the year to date profiled budget due to timing differences in receiving income. Work is ongoing to improve the reporting in this area.	12	0

d) Rent - Rent is received in advance either quarterly, monthly or annually and budgets are profiled accordingly. The year to date variance is the result of timing differences based on rents being received at different times to the budget profile. An adverse variance is forecasted at year end based on a number of different factors including increased interest rates, backlog of rent reviews from covid, as well as some units being surrendered earlier than anticipated resulting in a short period of loss of rental income while the redevelopment takes place.	(573)	275
c) Timing differences between payments of Council Tax and profiling of budgets.	49	0
d) A slight overspend is forecasted on hardware maintenance across both business centres, which primarily relates to broadband and phone lines.	24	13
f) A slight overspend is forecasted on the cleaning contract.	0	14
d) Other small variances.	(1)	30
TOTAL	(584)	96

Planning

Description	YTD Budget 2023/24 £ '000	YTD Actual (inc Cmmt) £ '000	YTD Variance £ '000
Employees	420	389	(31)
Premises Related	0	0	(0)
Transport Related	0	1	0
Supplies and Services	59	125	66
Third Party Payments	13	1	(13)
Transfer Payments	0	0	0
Income	(295)	(145)	150
Controllable Costs	197	370	173

Current Budget 2023/24 £ '000	Variance to Original £ '000	Forecast Outturn 2023/24 £ '000	Variance to Current £ '000
1,679	0	1,634	(45)
2	0	2	0
2	0	1	(1)
235	0	476	241
53	0	53	0
0	0	0	0
(1,181)	0	(814)	367
789	0	1,350	562

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) Net underspends across employee costs due to vacancies.	(30)	(45)
d) There is a shortfall in income from planning fees and charges. There are ongoing risks in this area around fewer planning application fees being received, reflective of increasing costs of living and current economic conditions discouraging homeowners from planning home improvements. This is comparable with other Local Authorities.	153	367
d) There are a number of workstreams which will require the use of external legal and consultancy advice due to the likelihood of further planning appeals, legal challenges related to specific sites, the Local Plan, and ongoing enforcement matters.	47	250
d) Other small variances.	3	(9)
TOTAL	173	562

Leisure, Community and Cultural Services

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Employees	674	602	(72)	2,697	2,524	(173)
Premises Related	404	69	(335)	1,723	1,723	0
Transport Related	1	1	0	2	2	0
Supplies and Services	320	650	330	1,279	1,127	(152)
Third Party Payments	86	55	(31)	345	345	0
Transfer Payments	0	0	0	0	0	0
Income	(775)	(1,059)	(285)	(3,098)	(2,396)	703
Controllable Costs	710	317	(393)	2,948	3,325	377

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
e) Quarter 1 utility bills have not yet been processed, resulting in a timing difference of spend against budget.	(271)	0
b) Expenditure on homelessness which will be funded from the Homelessness Prevention Grant awarded by central government. The service manager is working on finalising expenditure plans for the year with a view to providing an accurate full year forecast once the programme of work is agreed. A virement will be processed during Quarter 2 to make use of the grant in accordance with financial regulations.	350	0
b) Government grant income (Homelessness Prevention Grant) to be used to fund various homelessness projects. The service manager is currently producing a list of all expected 23/24 grant income with a view to updating the full year forecast once confirmed.	(525)	0
d) Net underspends across Campus West Employee Costs, which will be monitored closely throughout the year.	(81)	(221)
d) Net underspends across Campus West Supplies and Services Costs, particularly due to lower film and panto fees paid so far in the year.	(93)	(155)
d) Net income shortfall across most activity streams at Campus West. The biggest drivers of this are cinema ticket sales and food and beverage income. A reduced number of blockbuster movies has resulted in a decrease in income. This combined with the recent good weather and the cost of living crisis has seen a continuation of lower than anticipated footfall. This has been partially offset by early Panto ticket sales and Parties generating more YTD income than expected.	319	742
d) Other small variances.	(92)	12
TOTAL	(393)	377

Resident and Neighbourhood

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Employees	657	518	(140)	2,629	2,592	(37)
Premises Related	45	14	(31)	296	339	43
Transport Related	4	6	2	15	19	5
Supplies and Services	67	99	33	266	289	23
Third Party Payments	2,134	1,196	(938)	8,537	8,096	(441)
Transfer Payments	0	0	0	0	0	0
Income	(1,605)	(937)	668	(2,901)	(2,588)	313
Controllable Costs	1,301	896	(406)	8,842	8,748	(95)

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) Part of the year to date variance is linked to the timing of invoice payments. Inflation on the Urbaser contract is also lower than was budgeted for, following a reduction to inflation rates at the time the contractual increases were due. A provisional estimate has been included for the year end variance, which will be refunded for the next reporting period.	(593)	(450)
d) There are often fluctuations in the income associated with recycling. Nationally the price of recyclables has reduced impacting on the level of income the Council is expecting to achieve. In particular, paper and plastic prices are less than 50% against prices for the same period last year.	208	273
d) Garden Waste subscriptions are not expected to meet their income targets due to the cost of living crisis reducing the number of subscribers.	35	14
d) Less income is expected for Permit Fees and Health and Safety Courses than has been budgeted for. Health and Safety courses have been reduced and therefore will not generate as much income as in previous years.	7	22
d) Salary costs are forecasting a small overspend, this will be closely monitored throughout the year.	1	14
d) There is a shortfall in income expected for Hackney Carriges, partially offset by savings from vacancies.	19	21
d) Favourable forecast variance expected for Private Sector Housing due to an additional annual contribution secured from the University of Hertfordshire for £30k. £5k in additional income from fines has also been forecasted based on a five year average.	6	(35)
d) A saving was included for allotments, which has not yet been identified or realised. A year end variance has been included, but will be removed if these savings can be identified.	(10)	27
d) Tree Maintenance Works are showing a year to date underspend. These works relate to management and maintenance of existing trees and are largely weather dependent. Currently no variance is expected at year end.	(71)	0

d) Other small variances.	(9)	19
TOTAL	(406)	(95)

Property Maintenance and Climate Change

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Employees	129	141	12	516	489	(27)
Premises Related	289	132	(157)	1,414	1,414	0
Transport Related	0	0	(0)	1	1	0
Supplies and Services	16	23	6	65	65	0
Third Party Payments	0	(24)	(24)	0	0	0
Transfer Payments	0	0	0	0	0	0
Income	(731)	(821)	(89)	(2,925)	(2,925)	0
Controllable Costs	(297)	(549)	(252)	(928)	(956)	(27)

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) There have been vacancies within the service resulting in a year to date underspend, net of agency costs incurred. These are currently being recruited to.	(28)	(27)
e) This variance relates to utility payments; there is currently a 2-3 month lag with utility invoices being sent. At present no year end variance is expected but this is being monitored on a monthly basis.	(55)	0
e) Repairs budgets are currently showing as underspent, due to the budget being profiled equally throughout the year. Maintenance will be spent as needed throughout the year. At present no year end forecast has been provided but this will be regularly checked.	(38)	0
c) There is currently a year to date underspend on contract cleaning, invoices are due to be paid and no year end forecast is currently needed.	(70)	0
e) Other small variances.	(61)	0
TOTAL	(252)	(27)

Chief Executive and PAs

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Employees	79	82	4	315	315	0
Premises Related	0	0	0	0	0	0
Transport Related	0	0	(0)	1	1	0
Supplies and Services	47	24	(24)	190	190	0
Third Party Payments	0	0	0	0	0	0
Transfer Payments	0	0	0	0	0	0
Income	0	0	0	0	0	0
Controllable Costs	126	106	(20)	505	505	0

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
e) Other small variances.	(20)	0
TOTAL	(20)	0

Welwyn Hatfield Borough Council Housing Revenue Account - June 2023

Appendix C1

Description	YTD Budget 2023/24 £'000	YTD Actual (inc Cmmt) £ '000	FYE Variance £'000	Current Budget 2023/24 £ '000	Forecast Outturn 2023/24 £ '000	Variance to Current £ '000
Dwelling rents	(13,980)	(13,793)	187	(55,920)	(55,720)	200
Non-dwelling rents	(109)	(152)	(43)	(435)	(435)	-
Tenants' charges for services and facilities	(484)	(484)		(1,938)	(1,773)	165
Leaseholders' charges for services and facilities	(393)	(710)	(317)	(1,474)	(1,474)	-
Contributions towards expenditure	(43)	(9)	34	(269)	(239)	30
Total Income	(15,009)	(15,148)	(139)	(60,036)	(59,641)	395
Repairs and maintenance	2,961	724	(2,237)	11,844	11,844	-
Supervision and management	1,600	1,798	198	11,542	11,854	312
Special services	1,159	873	(286)	4,637	4,397	(240)
Rents, rates, taxes and other charges	124	353	228	872	1,152	280
Impairment allowance for doubtful debts	-	41	41	490	490	-
Depreciation	-	-	-	16,602	16,602	-
Debt management costs	-	-	-	18	18	-
Sums directed by Secretary of State	-	-	-	50	50	-
Total Expenditure	5,845	3,788	(2,057)	46,055	46,407	352
HRA share of Corporate and Democratic Core	-	-	-	928	928	-
Net Cost of Services	(9,164)	(11,360)	(2,196)	(13,053)	(12,306)	747

Less Interest and Non-Statutory Items:						
Interest payable and similar charges	2,030	264	(1,766)	8,120	8,120	-
HRA financing and investment income	(20)	-	20	(78)	(158)	(80)
Revenue Contribution to Capital	1,192	-	(1,192)	4,769	4,125	(643)
Total Adjustments	3,203	264	(2,939)	12,811	12,087	(723)
(Surplus) / Deficit on the HRA	(5,961)	(11,096)	(5,135)	(242)	(218)	24

HRA By Service Area

Description	YTD Budget 2023/24 £'000	YTD Actual (inc Cmmt) £'000	YTD Variance £'000	Current Budget 2023/24 £'000	Forecast Outturn 2023/24 £'000	Forecast Variance £'000
Finance & Transformation	(11,560)	(13,093)	(1,533)	(45,608)	(45,297)	311
Place	(57)	50	108	(111)	(44)	67
Resident and Neighbourhoods	1,030	942	(88)	4,046	4,288	242
Property Maintenance and Climate Change	3,434	1,006	(2,428)	13,736	13,784	48
Corporate items	1,192	(2)	(1,193)	27,694	27,051	(643)
(Surplus) / Deficit on the HRA	(5,961)	(11,096)	(5,135)	(242)	(218)	24

HRA Reserves

	Current Budget 2023/24 £'000	Forecast Outturn 2023/24 £'000	Forecast Variance £'000
Opening HRA Balance	(2,764)	(2,764)	-
In-year (Surplus) / Deficit	(242)	(218)	24
Closing HRA Balance	(3,006)	(2,982)	24

Executive Director (Finance and Transformation)

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000			
Employees	411	904	493	1,643	1,834	191
Premises Related	0	0	0	0	0	0
Transport Related	3	2	(0)	10	9	(1)
Supplies and Services	2,380	511	(1,869)	10,010	10,010	0
Third Party Payments	0	(15)	(15)	0	0	0
Transfer Payments	0	0	0	50	50	0
Income	(14,353)	(14,495)	(142)	(57,321)	(57,201)	120
Controllable Costs	(11,560)	(13,093)	(1,533)	(45,608)	(45,297)	311

Controllable Variance Analysis	Date	Variance
d) There are a number of vacant posts across the service which are in the process of being recruited to. One post has been removed from the budget.	(69)	(110)
d) The annual lump sum pension payment was higher than budgeted for. The overspend will reduce by year end due to the profiling of the budget. Reprofiling of the budget has been completed in quarter 2.	558	299
d) There are some delays expected for the delivery of Minster House and 1-9 Town Centre Hatfield. As such there is reduced rental income expected from these sites.	156	200
e) Interest payments on loans; there are a number of interest payments still to be made resulting in the year to date underspend. The interest charged is looked at on a regular basis, this is heavily linked to the expected need for borrowing for the capital programme. A more detailed valuation is undertaken during quarter 2, once more certainly over capital project spend and timing of borrowing is more certain.	(1,766)	0
e) Year to date underspends on project budgets for support with items such as the White Paper on social housing. No forecast variance is expected at present.	(107)	0
c) This is a timing difference regarding the payment for leaseholder insurance. A tender exercise has been undertaken and payment is expected to be made soon.	(74)	0
e) Service charge income is currently showing a favourable variance as the annual estimates have been raised for the year. Further work is ongoing to raise the actual service charge bills for leaseholders which will include any repair expenditure that needs to be recharged. It is estimated that the service charge audit will take place between July and August ready for the bills to be raised in September when a forecast update will be provided.	(317)	0

e) This relates to the software budget for the HRA, an overspend is showing at present due to accounting treatment where the invoices relate to more than one financial year. This is adjusted as part of the year end processes. No year end forecast has been provided at present, this will be updated following a service review of all software.	85	0
d) As a result of increasing interest rates additional interest income is forecasted to be earned on cash balances held.	20	(80)
d) Other minor variances.	(17)	2
TOTAL	(1,533)	311

Executive Director (Place)

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000	£ '000	£ '000	£ '000
Employees	123	166	43	490	512	22
Premises Related	89	142	53	476	536	60
Transport Related	0	1	1	2	2	0
Supplies and Services	16	16	0	65	67	2
Third Party Payments	15	60	45	60	60	0
Transfer Payments	0	0	0	0	0	0
Income	(301)	(335)	(34)	(1,204)	(1,221)	(17)
Controllable Costs	(57)	50	108	(111)	(44)	67

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) Net overspend against employee costs, mainly due to capital recharge actuals against Housing Development (HRA) being less than the profiled budget. Not all capital recharges have been processed yet as we are awaiting information from the project teams; once processed, the year-to-date variance will reduce.	45	22
d) Additional costs for Water and Council Tax bills for Hostels.	59	60
c) Annual grant paid by the Hive to Jimmy Macs Activity Centre as one lump sum. This was budgeted to be paid quarterly resulting in a year to date overspend due to the profile of the budget.	45	0
d) Over-achievement of income at the Hive across various income streams due to increased use of services, including room hire, catering income and children's activities. In addition, full year rent income has been received from Jimmy Macs Activity Centre (see above).	(33)	(18)
d) Other minor variances.	(7)	3
TOTAL	108	67

Service Director (Resident and Neighbourhood)

Description	YTD Budget 2023/24 £ '000	YTD Actual (inc Cmmt) £ '000	YTD Variance £ '000	Current Budget 2023/24 £ '000	Forecast Outturn 2023/24 £ '000	Variance to Current £ '000
Employees	811	579	(232)	3,244	2,638	(606)
Premises Related	412	432	20	1,666	1,915	249
Transport Related	19	13	(6)	76	64	(12)
Supplies and Services	100	68	(32)	398	471	72
Third Party Payments	63	168	105	251	577	327
Transfer Payments	0	0	0	0	0	0
Income	(374)	(318)	57	(1,589)	(1,377)	212
Controllable Costs	1,030	942	(88)	4,046	4,288	242

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) Efficiency Savings from closing the Independent Living Control Centre. These savings are net of redundancy payments made.	(58)	(60)
d) Delays to capital projects such as Queensway and Howlands House are causing an overspend on council tax as the Council is responsible for council tax costs while these properties are empty. The variance is expected to reduce by year end due to the way the budget is profiled across the year.	274	250
d) Additional savings achieved from moving the Community Buses service to a third party provider.	(12)	(12)
d) Temporary Accommodation costs relating to hotel costs for decants. The higher year end forecast is due to the increased hotel costs expected due to high demand.	4	40
e) There is currently an underspend relating to utility payments due to a 2-3 month lag in receiving invoices from utility companies. This area will be carefully monitored and continually reviewed throughout the year.	(215)	0
d) There is currently an underspend due to vacancies, this is expected to reduce throughout the year due to use of agency staff.	(34)	2
e) Payments to contractors are currently showing an underspend. Works are expected to pick up later on in the year and no year end variance is currently expected.	(30)	0
d) Other minor variances	(18)	23
TOTAL	(88)	242

Service Director (Property Maintenance and Climate Change)

Description	YTD Budget 2023/24	YTD Actual (inc Cmmt)	YTD Variance	Current Budget 2023/24	Forecast Outturn 2023/24	Variance to Current
	£ '000	£ '000	£ '000			
Employees	473	280	(193)	1,892	1,939	48
Premises Related	8	7	(1)	30	30	0
Transport Related	0	1	1	1	1	0
Supplies and Services	428	(46)	(474)	1,712	1,712	0
Third Party Payments	2,526	765	(1,761)	10,102	10,102	0
Transfer Payments	0	0	0	0	0	0
Income	0	0	0	0	0	0
Controllable Costs	3,434	1,006	(2,428)	13,736	13,784	48

Controllable Variance Analysis	Year to Date Variance	Forecast Variance
d) The service has recently been restructured and recruitment for the vacant posts has been ongoing. There are still a few vacant roles that are in the process of being recruited to.	(308)	(421)
d) Agency staffing costs. Due to current vacancies following the restructure, agency cover has been sought to ensure that service delivery is maintained. This is forecasted to cost £303k and is reviewed regularly based on any recruitment updates. There are further agency costs for the waking watch at Queensway house which is forecasted to cost £165k.	91	468
e) There are some contract payments for repairs that are still to be made. These will be made once the service has confirmed completion of the repair works and that prices are in line with the contract terms. No forecasted variance is expected at present for repairs.	(1,858)	0
c) The stock condition survey is expected to take place in the coming months and invoices will come through as they progress. No forecast variance is expected for this work.	(400)	0
d) Other minor variances.	48	1
TOTAL	(2,428)	48

Arrears by service at 30 June 2023

Appendix E

	1-30 Days Overdue	31-60 Days Overdue	61-90 Days Overdue	91-365 Days Overdue	365 Days Overdue	Total Outstanding
Executive Director - Place						
Economic Development	0.00	0.00	0.00	0.00	0.00	0.00
Commercial Property and Ground Rents	646,222.00	368,618.00	1,576.00	47,153.00	348,875.00	1,412,443.00
Parking and Playgrounds	85,708.00	0.00	0.00	0.00	0.00	85,708.00
Planning	13,829.00	0.00	0.00	0.00	6,713.00	20,543.00
Housing Options	3,478.00	350.00	430.00	10,169.00	117,356.00	131,783.00
Place other	16,008.00	200.00	133,278.00	127,563.00	72.00	277,121.00
	765,245.00	369,168.00	135,284.00	184,884.00	473,016.00	1,927,598.00
Executive Director - Finance & Transformation						
Cemeteries and Crematoriums	24,160.00	930.00	60.00	3,391.00	4,531.00	33,072.00
Finance	64,830.00	28,009.00	177.00	18,609.00	15,195.00	126,820.00
Finance and Transformation other	0.00	0.00	60.00	29,340.00	868.00	30,268.00
	88,990.00	28,939.00	297.00	51,340.00	20,594.00	190,160.00
Service Director - Property Maintenance & Climate Change						
Former garage tenants 1	-2,667.00	-40.00	-20.00	974.00	103,575.00	101,823.00
Property Maintenance and Climate Change other	675.00	0.00	0.00	0.00	7,400.00	8,075.00
	-1,992.00	-40.00	-20.00	974.00	110,975.00	109,898.00
Service Director - Resident & Neighbourhood						
Community Safety	0.00	0.00	0.00	0.00	0.00	0.00
Environmental Services - waste/recycling	0.00	100.00	-50.00	974.00	0.00	1,024.00
Independent Living	1,229.00	838.00	0.00	293.00	438.00	2,797.00
Private Sector Housing	380.00	200.00	200.00	4,769.00	29,619.00	35,167.00
Resident and Neighbourhood other	3,369.00	216.00	1,175.00	-2,102.00	-271.00	2,387.00
	4,978.00	1,353.00	1,325.00	3,935.00	29,785.00	41,376.00
TOTAL	857,221.00	399,420.00	136,886.00	241,133.00	634,370.00	2,269,032.00

	Breakdown below:	Breakdown below:
Rental Deposit scheme ²	10,169.00	116,951.00
Referred to legal ³	1,850.00	40,568.00
Payment plan ⁴	4,279.00	41,205.00
Chasing commercial tenants ⁵	98,514.00	309,383.00
Chasing - other LAs and partner orgs ⁶	29,340.00	3,399.00
Chasing - other orgs & individuals ⁷	28,737.00	7,844.00
Former Garage tenants ¹	974.00	103,575.00
Balances of less than £50 ⁸	1,467.00	2,593.00
Unallocated credits ⁹	-64,864.00	-11,949.00
Invoices in dispute ¹⁰	130,668.00	20,802.00

Analysis and actions being taken re debt over 90 days

1. Former Garage tenants - these are debts left when a tenant no longer leases a garage and are being pursued by the Garages Team.
2. Rental Deposit Scheme - these are deposits provided to residents to enable them to rent a property. The more recent debts have instalment plans in place.
3. Referred to legal - the debt is now in the hands of the Council's legal team who will first issue a Letter Before Action and if appropriate seek a County Court Judgement.
4. Payment plan - these customers are paying their debt in instalments, as a result of an agreement with officers or terms set by a court.
5. Commercial tenant debts - these are debts of tenants who lease commercial premises and are managed by the Estates team.
6. Other LAs & partners - these are debts of other councils or partner organisations, so legal action is not usually required.
7. Other Chasing - these debts are being actively pursued directly with the customer by the department who provided the service or by Finance.
8. Balances of less than £50 - many of these debts are ground rent.
9. Unallocated credits - these arise when customers pay a different amount than the invoice issued or where a customer pays in advance of an invoice being raised.

Budget Efficiency Savings 2023 - 2024

Appendix F

Service Manager	Title of the Proposal	2023/24 Saving to be made £'000	2023/24 Forecast £'000	On Track
Finance and Transformation	Customer Services	(120)	(120)	Green
Finance and Transformation	Crematorium	(25)	0	Red
Finance and Transformation	Cemeteries	(10)	(10)	Green
Finance and Transformation	Internal Audit	(7)	(7)	Green
Finance and Transformation	Fraud	(15)	(15)	Green
Finance and Transformation	General	(2)	(2)	Green
Finance and Transformation	Revenues and Benefits	(220)	(220)	Green
Finance and Transformation	General	(4)	(4)	Green
Finance and Transformation	Baseline reset	(167)	(167)	Green
Finance and Transformation	Service Reviews	(57)	(57)	Green
Place	HatTech	(41)	(41)	Green
Place	Estates	(165)	(54)	Green
Place	Parking	(139)	(139)	Green
Place	Parking	(58)	(58)	Green
Place	Service Review	(128)	(128)	Green
Place	Service Review	(117)	(117)	Green
Place	Estates Management Scheme Fees	(5)	(5)	Green
Place	Hertfordshire Building Control	(12)	(12)	Green
Place	Planning pre-application fees	(5)	0	Yellow
Place	Community Grants	(50)	(50)	Green
Place	Homelessness funding	(48)	(48)	Green
Place	Hilltop	(5)	(5)	Green
Place	Service Reviews	(73)	(73)	Green
Place	Housing allocations	(16)	(16)	Green
Place	Campus West	(40)	(40)	Green
Property Maintenance and Climate Change	Garages	(200)	(200)	Green
Property Maintenance and Climate Change	Office consolidation	(100)	(100)	Green
Property Maintenance and Climate Change	Service Review	(120)	(120)	Green

Resident and Neighbourhood	Garden Waste Subscription Fees	(216)	(202)	
Resident and Neighbourhood	Allotment Fees	(29)	(2)	
Resident and Neighbourhood	Service Reviews	(100)	(100)	
Corporate	PensionsRevaluation	(105)	(105)	
Corporate	Council Tax	(127)	(127)	
TOTAL		(2,526)	(2,344)	

Agenda Item 9

Part I

Item No: 9

Main Author: Helen O’Keeffe

Executive Member: Cllr Duncan Jones

All Wards

WELWYN HATFIELD BOROUGH COUNCIL

CABINET – 8 AUGUST 2023

REPORT OF THE EXECUTIVE DIRECTOR (FINANCE AND TRANSFORMATION)

QUARTER 1 CAPITAL BUDGET MONITORING REPORT 2023-24

1 Executive Summary

- 1.1 This report presents the capital expenditure and associated capital funding as at the end of Quarter 1 (June 2023). The report and appendices detail the changes to the original capital programme and funding plans, as a result of programme commitments and project delivery.
- 1.2 The current approved capital budget is £95.304m (which includes the approved re-phasing of budgets from 2022/23) and the forecast outturn is £78.922m. A summary of forecast variances and re-phasing are shown in **Table 1** and detailed explanations for key variances in **Section 3.4**.
- 1.3 A summary of progress against key projects for which no variances have been identified is detailed within **Section 3.5**.
- 1.4 A forecast of the resources available to fund the capital programme and variances of the current forecast against the available resources budgeted are set out in **Section 4** of this report.

2 Recommendations

- 2.1 That Cabinet note the capital forecast outturn position as shown in **Table 1**.
- 2.2 That Cabinet approve the virements set out in Section 3.4.2.
- 2.3 That Cabinet note the forecast position as at 30 June 2023 for funding of the capital programme and reserve balances as reflected in **Table 2**.

3 Capital Programme – Expenditure Forecasts

Capital Budgets

- 3.1 The following table tracks approved changes to the original budget during the year (excluding fully funded virements).

	£
Original Budget	£41.327m
Re-phasing from 2022/23	£53.977m
Current Budget	£95.304m

- 3.2 The capital expenditure position is summarised in **Table 1** below and a detailed breakdown by capital scheme can be found in **Appendix A**. Table 1 uses rounded figures so there may be slight addition discrepancies.

Table 1: Capital Outturn 2023/24 by Fund and Directorate

	Budget 2022/23	Forecast Outturn 2022/23	Variance to Budget	Re- phasing of Capital Schemes	(Under)/ Over Forecast Outturn
	£'000	£'000	£'000	£'000	£'000
General Fund					
Executive Director (Finance and Transformation)	3,256	4,056	800	0	800
Executive Director (Place)	7,593	7,662	69	0	69
Service Director (Property Maintenance and Climate Change)	1,988	1,988	0	0	0
Service Director (Resident and Neighbourhood)	2,277	2,277	0	0	0
General Fund Total	15,115	15,983	869	0	869
Housing Revenue Account					
Executive Director (Finance and Transformation)	69	69	0	0	0
Executive Director (Place)	34,088	25,686	(8,402)	12,437	4,035
Service Director (Property Maintenance and Climate Change)	45,907	37,058	(8,849)	6,710	(2,139)
Service Director (Resident and Neighbourhood)	125	125	0	0	0
Housing Revenue Account Total	80,190	62,939	(17,252)	19,147	1,896
Grand TOTAL	95,304	78,922	(16,383)	19,147	2,765

3.3 There is currently a requirement to re-phase £19.147m split between funds as follows:

HRA £19.147m – re-phase budget into 2024/25

General Fund £0 – re-phase budget into 2024/25

Total net re-phasing - £19.147m

3.4 **Key forecast variances are outlined below:**

General Fund:

3.4.1 Bereavement Services £0.800m adverse forecast variance (App A ref. 1)

There is currently a £0.800m overspend forecasted for the building of the Crematorium. UK Power Networks originally planned to run an electricity supply into the site as part of this project, however despite a previous assessment done by them, they discovered the local network does not have enough capacity to do this. A substation therefore needs to be built at the Council's expense. This cost, along with other utility works needed, are resulting in a forecasted overspend against budget. Final estimates are currently awaited from the contractors and therefore there is a risk that the overspend may increase once those are received.

Housing Revenue Account

3.4.2 Virement Requests

It is recommended that the following virements are approved to ensure the current year budgets reflect the current schemes:

£1.147m is required to be vired from Ludwick Way to Ludwick Green due to an error in uploading the original budgets. Ludwick Way was incorrectly allocated the budget for Ludwick Green, and vice versa. The virement will realign the budgets in the finance system to the amounts required for the schemes.

Credit/Debit	Budget Line	Value
Credit	AHP – Ludwick Way	(£1.147m)
Debit	AHP – Ludwick Green	£1.147m

£0.500m is required to be vired from the Major Repairs budget to the Sheltered Refurbishment budget. This is to cover increased costs of upgrading fire doors and alarm systems. The major repairs budget is considered to be sufficient with the rephased budget from 2022/23 to complete this years programme, and a full review of the five year programme will be undertaken following the completion and analysis of the stock conditions survey being carried out this year.

£1.600m is required to be vired from Major Repairs to Decarbonisation. This relates to a grant funded decarbonisation project, which requires the amount of grant awarded to be match funded by the Council. Additional budget was included here at budget setting in case the grant bid was successful. As it was successful, a virement is now needed in year to separately manage project costs and ensure the grant conditions are met.

Credit/Debit	Budget Line	Value
Debit	Sheltered Refurbishment	£0.500m
Debit	Decarbonisation	£1.600m
Credit	Major Repairs	(£2.100m)

£0.800m is required to be vired from the Door Entry Systems budget to the Electricity Mains budget. Due to long lead times, the door entry systems project will not be able to replace as many doors as budgeted for, and therefore, £0.800m is proposed to be used to upgrade existing communal flat lighting to LED motion sensor lighting. Surplus budget was rolled forward within the Major

repairs budget, from 2022/23, to accommodate this work. This will contribute to the Council's climate change goals by providing better energy efficiency and will reduce future revenue expenditure on maintaining the existing lighting as well as reducing future electricity costs.

Credit/Debit	Budget Line	Value
Credit	Door Entry Systems	(£0.800m)
Debit	Electricity Mains	£0.800m

3.4.3 Affordable Housing Programme – Howlands House Redevelopment and Additional Units £6.462m favourable forecast variance (App A ref. 59) – rephasing of £6.462m into 2024/25

Due to significant additional costs being identified for the Howlands House project, a Cabinet report is being prepared which will detail options to fund the increased costs. The project is on hold while funding is finalised, and therefore, it is proposed that £6.462m is rephased into 2024/25.

3.4.4 Affordable Housing Programme – Minster House Redevelopment and Additional Units £2.800m adverse forecast variance (App A ref. 60)

There is an overspend of £2.800m forecasted for this project due to additional costs identified including Quality Assurance fees, decant costs and other professional fees. The project is expected to complete in September 2023 and a Cabinet report is being prepared detailing options to fund the overspend.

3.4.5 Affordable Housing Programme – Burfield £5.720m favourable forecast variance (App A ref. 63) – rephasing of £5.720m into 2024/25

Work on the Burfield site will not start until after the completion of Howlands House. Due to the delays in this project (see 3.4.3) it is proposed that the budget for Burfield is rephased for use in future years.

3.4.6 Affordable Housing Programme – Queensway House £0.350m adverse forecast variance (App A ref. 68)

There is an overspend of £0.350m forecasted for this project due to additional costs required for decant payments. This is due to difficulties in confirming asset swaps resulting in the need for the Council to purchase one of the properties.

3.4.7 Affordable Housing Programme – Birchwood House £0.255m favourable forecast variance (App A ref. 70) – rephasing of £0.255m into 2024/25

This project has not yet started and is currently on hold due to delays with the responsible housing association decanting current tenants. It is therefore proposed that the budget is rephased into 2024/25.

3.4.8 Affordable Housing Programme – 1-9 Town Centre Hatfield £0.402m adverse forecast variance (App A ref. 71)

The final milestone payment to the contractor for 1-9 Town Centre Hatfield is still to be paid. This was not included in the original budget and will therefore show as an overspend.

3.4.9 Major Repairs £4.710m favourable forecast variance (App A ref. 74) – rephasing of £4.710m into 2024/25

Due to the Council's kitchen supplier leaving the market, there are delays to major repairs works while re-procurement processes are carried out. Other suppliers to deliver the increased capital works required have been procured but are still mobilising, and therefore, there is proposed re-phasing of £4.710m into 2024/25.

3.4.10 Heating Replacement Programme £2.055m favourable forecast variance (App A ref. 78)

The contractors are currently working at full capacity and can deliver 80 new heating systems every month. This will enable them to deliver 960 new systems during the year at a cost of £3.88m, however when the budget was set, it was expected that significantly more heating systems would be able to be delivered in year at an additional cost. As the contractors will not be able to deliver the full amount budgeted for, a saving of £2.055m has been identified on the heating replacement capital programme for 2023/24.

3.4.11 Howard House £2.00m favourable forecast variance (App A ref. 88) – re-phasing of £2.00m into 2024/25

This project is progressing and the project group is meeting regularly to monitor progress. However, due to delays in obtaining planning permission, it is unlikely that work will begin onsite until later in the financial year. Therefore, it is likely that £2.00m of budget will be re-phased into 2024/25.

3.5 Schemes on which no outturn variances are forecast

This section provides members with additional information on the progress of high value projects (over £2.0m) for which no variance or re-phasing has been reported, and highlights any risks identified which may cause a variance or re phasing to the project to be reported at a later date.

General Fund:

3.5.1 Peartree Lane (YMCA) Land Purchase £3.250m (App A ref. 30)

A deposit for this land purchase has been paid and contracts have been exchanged. Completion is now dependent on planning permission being received. The project is currently expected to complete within the financial year.

Housing Revenue Account:

3.5.2 Affordable Housing Programme – Swallowfields £3.156m (App A ref. 69)

This scheme is progressing well, and no variances are forecast at this time.

3.5.3 Fire Doors £4.228m (App A ref. 87)

This scheme is progressing well, and no variances are forecast at this time.

4 Capital Programme – Financing Forecasts

4.1 The financing of the capital programme and cumulative borrowing position (internal and external loans) is shown in Table 2:

Table 2 - Capital Financing Summary	Current Budget 2023/24 £'000	Forecast Outturn 2023/24 £'000	Forecast Variance £'000
GENERAL FUND			
General Expenditure	15,115	15,983	869
Loan Repayment	14,401	14,401	0
Capital Receipts and Reserves	-8,957	-9,026	-69
Capital Grants and Contributions	-1,070	-1,070	0
Revenue Contribution to Capital	0	0	0
Borrowing Requirement for Before MRP	19,489	20,288	800
Minimum Revenue Provision	-827	-827	0
Net Change in Borrowing Requirement for Year	18,662	19,462	800
Cumulative Borrowing Requirement at year end - General	53,019	53,819	800
Capital Reserves Balance at year end	9,702	9,633	-69
Capital Grants and Contributions Balance at year end	4,258	4,258	0
HOUSING REVENUE ACCOUNT			
Total Expenditure	80,190	62,939	-17,251
Loan Repayment	34,200	34,200	0
Capital Receipts and Reserves	-19,401	-18,782	619
Restricted 141 Capital Receipts	-12,435	-9,203	3,232
Capital Grants and Contributions	0	0	0
Revenue Contribution to Capital	-4,769	-3,964	805
Borrowing Requirement for Year	77,784	65,190	-12,595
Cumulative Borrowing Requirement at year end	290,580	277,985	-12,595
Capital Reserves and Grants Balance at year end	3,763	7,614	3,851

4.2 Key variances to the General Fund and Housing Revenue Account financing are as follows:

General Fund:

There are no key variances as at the end of Quarter 1.

Housing Revenue Account:

The expenditure forecast outturn has been reduced owing to delays in a number of projects, and budget being re-phased into 2024/25. The balance of restricted capital receipts and other capital reserves are therefore forecast to be higher at the end of the year, as less will have been used throughout the year.

Implications

5 Legal Implication(s)

- 5.1 There are no direct legal implications arising from this report. However, the individual projects will require legal input into procurement and contractual documentation.

6 Financial Implication(s)

- 6.1 Financial implications are set out in the body of the report where relevant.

7 Risk Management Implication(s)

- 7.1 There are none arising directly from this report.

8 Security & Terrorism Implication(s)

- 8.1 There are none arising directly from this report.

9 Procurement Implication(s)

- 9.1 There are none arising directly from this report.

10 Climate Change Implication(s)

- 10.1 There are none arising directly from this report.

11 Health and Wellbeing Implications(s)

- 11.1 There are none arising directly from this report.

12 Link to Corporate Priorities

- 12.1 The subject of this report is linked to the delivery of all of the Councils Corporate Priorities.

13 Communications Plan

- 13.1 There are none arising directly from this report.

14 Equality and Diversity

- 14.1 An Equality Impact Assessment (EIA) has not been carried out in connection with the proposals that are set out in this report as there is no impact on services directly as a result of the recommendations.

15 Human Resources Implications

- 15.1 There are none arising directly from this report.

Name of author Helen O'Keeffe
Title Assistant Director (Finance)
Date 17 July 2023

Appendix A - Capital Expenditure Monitoring by Scheme

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CAPITAL MONITORING - General Fund Period 03 2023/24

Ref.	Capital Project	Project Description	Current Budget £'000	Amount £'000	Variance to Date £'000	Forecast Outturn £'000	Forecast Variance £'000	Re-phasing £'000	(Under) / Over Spend to Forecast Outturn £'000	Report Ref
1	C0761	Bereavement Services	1,800	997	(802)	2,600	800	0	800	3.4.1
2	C0863	Construction of memorial plinths	5	0	(5)	5	0	0	0	
3	C0864	Replacement of the Council's Intranet	37	0	(37)	37	0	0	0	
4	C0903	Multi Functional Devices-Replacement programme	36	11	(25)	36	0	0	0	
5	C0904	ICT Rolling Programme/Refresh	326	48	(278)	326	0	0	0	
6	C0937	Revs and Bens Transformation	852	106	(746)	852	0	0	0	
7	C0938	Blade Server Replacement	130	0	(130)	130	0	0	0	
8	C0944	Chatbot	70	0	(70)	70	0	0	0	
Executive Director - Finance & Transformation			3,256	1,161	(2,094)	4,056	800	0	800	
9	C0259	Parking Improvements (including Woodhall)	807	0	(807)	807	0	0	0	
10	C0270	Highview Shops	682	90	(592)	682	0	0	0	
11	C0499	Hatfield Town Centre Public Realm	73	0	(73)	73	0	0	0	
12	C0516	Community Infrastructure Levy software	26	0	(26)	26	0	0	0	
13	C0542	Splashlands Development	0	1	1	0	0	0	0	
14	C0751	Redevelopment of 1 and 3-9 Town Centre Hatfield	144	53	(91)	144	0	0	0	
15	C0785	PRG Community Inclusion	13	3	(10)	13	0	0	0	
16	C0791	Welwyn Garden City Town Centre North	0	44	44	44	44	0	44	
17	C0820	Play Area Replacement Scheme	308	0	(308)	308	0	0	0	
18	C0827	Angerland Football Improvement schemes	800	0	(800)	800	0	0	0	
19	C0828	Angerland Rugby Improvement schemes	200	0	(200)	200	0	0	0	
20	C0841	Link Drive Redevelopment	0	24	24	24	24	0	24	
21	C0871	Hatfield Town Centre Market Place	351	0	(351)	351	0	0	0	
22	C0874	Gosling	183	0	(183)	183	0	0	0	
23	C0886	Mill Green Museum Brickwork and Masonry	40	0	(40)	40	0	0	0	
24	C0888	Museum Service - Refit of Pumping Station	48	0	(48)	48	0	0	0	
25	C0908	Replacement of sports equipment	15	0	(15)	15	0	0	0	
26	C0913	EV Charging Points	135	0	(135)	135	0	0	0	
27	C0915	Campus East Redevelopment	188	0	(188)	188	0	0	0	
28	C0918	ANPR Vehicles	220	0	(220)	220	0	0	0	
29	C0919	Mill Green Museum Purchase of Marquees	11	0	(11)	11	0	0	0	
30	C0927	Peartree Lane (YMCA) Land Purchase	3,250	295	(2,955)	3,250	0	0	0	3.5.1
31	C0934	HatTech Additional Office Space	100	88	(12)	100	0	0	0	
Executive Director - Place			7,593	598	(6,995)	7,662	69	0	69	
32	C0743	Flat Refurbishments Hatfield Town Centre	18	0	(18)	18	0	0	0	
33	C0788	Garages re-roofing	0	(3)	(3)	0	0	0	0	
34	C0802	Campus East Fire compartmentalisation	22	0	(22)	22	0	0	0	
35	C0805	Littleridge Industrial Area resurfacing	17	0	(17)	17	0	0	0	
36	C0839	Garage Renovations	200	(68)	(268)	200	0	0	0	
37	C0840	Garage Forecourt Resurfacing	120	(8)	(128)	120	0	0	0	
38	C0850	Commercial property-Energy efficiency	80	0	(80)	80	0	0	0	
39	C0905	Lift Replacements/Refurbs	9	0	(9)	9	0	0	0	
40	C0910	Public Sector De-carbonisation Scheme Hatfield Swim Centre	22	11	(11)	22	0	0	0	
41	C0911	Public Sector De-carbonisation Scheme Campus West	0	6	6	0	0	0	0	
42	C0912	Public Sector De-carbonisation Scheme Campus East	0	(65)	(65)	0	0	0	0	
43	C0928	Decarbonisation	1,070	0	(1,070)	1,070	0	0	0	3.4.2
44	C0943	The Hive	0	1	1	0	0	0	0	
45	C0936	HatTech Lift	100	0	(100)	100	0	0	0	
46	C0939	Asset Condition Works	330	0	(330)	330	0	0	0	
Executive Director - Property Maintenance and Climate Change			1,988	(126)	(2,114)	1,988	0	0	0	

Classification: Unrestricted

47	C0571	CCTV upgrades (Welwyn Garden City, Urban and Hatfield)	64	0	(64)	64	0	0	0
48	C0620	Better Care Fund and Disabled Facilities Grant	592	(0)	(592)	592	0	0	0
49	C0700	Decent Homes Private Sector GF	15	(3)	(17)	15	0	0	0
50	C0867	Northgate case management system - replace and enhance	52	0	(52)	52	0	0	0
51	C0889	Tewin Road Depot Upgrade	1,174	238	(936)	1,174	0	0	0
52	C0894	Household Waste and Recycling Centre	335	514	178	335	0	0	0
53	C0906	Streetscene Bins, Furniture and Equipment	45	21	(24)	45	0	0	0
Service Director - Resident and Neighbourhood			2,277	771	(1,506)	2,277	0	0	0
TOTAL - General Fund			15,115	2,405	(12,710)	15,983	869	0	869

CAPITAL MONITORING - Housing Revenue Account Period 03 2022/23

Ref.	Capital Project	Current Budget £'000	Amount £'000	Variance to Date £'000	Forecast Outturn £'000	Forecast Variance £'000	Re-phasing £'000	(Under) / Over Spend to Forecast Outturn £'000	Report Ref
54	C0901	Digital Improvements	69	3	(66)	69	0	0	
Executive Director - Finance & Transformation			69	3	(66)	69	0	0	
55	C0921	Disabled Toilet Refurbishment (The Hive)	20	0	(20)	20	0	0	
56	C9001	AHP - General	5,225	47	(5,178)	5,225	0	0	
58	C9006	AHP - Open Market Purchases	0	10	10	0	0	0	
59	C9008	AHP - Howlands House Redevelopment and Additional Units	11,462	0	(11,462)	5,000	(6,462)	6,462	3.4.3
60	C9009	AHP - Minster House Redevelopment and Additional Units	0	963	963	2,800	2,800	0	2,800 3.4.4
61	C9016	AHP - The Commons	0	45	45	60	60	0	60
62	C9017	AHP - Ludwick Way	1,147	108	(1,039)	129	(1,018)	0	(1,018) 3.4.2
63	C9018	AHP - Burfield	5,720	0	(5,720)	0	(5,720)	5,720	0 3.4.5
64	C9025	AHP - Hazel Grove	809	0	(808)	809	0	0	0
65	C9026	AHP - Haseldine Meadows	1,380	0	(1,379)	1,380	0	0	0
66	C9027	AHP - Lockley Crescent	1,767	0	(1,766)	1,767	0	0	0
67	C9028	AHP - Ludwick Green	2,574	24	(2,550)	3,950	1,376	0	1,376 3.4.2
68	C9030	AHP - Queensway House	0	6	6	350	350	0	350 3.4.6
69	C9035	AHP - Swallowfields	3,156	301	(2,855)	3,156	0	0	0 3.5.2
70	C9036	AHP - Birchwood House	255	0	(255)	0	(255)	255	0 3.4.7
71	C9037	AHP 1-9 Town Centre Hatfield	575	587	12	977	402	0	402 3.4.8
72	C9039	AHP - Green Vale	0	9	9	10	10	0	10
73	C9040	AHP - YMCA	0	24	24	55	55	0	55
Executive Director - Place			34,088	2,124	(31,964)	25,686	(8,402)	12,437	4,035
74	C0294	Major Repairs	22,210	(904)	(23,114)	17,500	(4,710)	4,710	0 3.4.9 and 3.4.2
75	C0295	Aids and Adaptations	1,680	350	(1,330)	1,680	0	0	0
76	C0299	Insulation Improvements	360	7	(353)	360	0	0	0
77	C0300	Smoke & Carbon Monoxide Alarms	100	26	(74)	100	0	0	0
78	C0301	Heating Replacement Programme	5,935	315	(5,620)	3,880	(2,055)	0	(2,055) 3.4.10
79	C0408	Major Repairs (other contractors)	1,476	0	(1,476)	1,476	0	0	0
80	C0704	Door entry systems	2,074	163	(1,911)	2,074	0	0	0 3.4.2
81	C0705	Electricity mains	388	8	(380)	388	0	0	0 3.4.2
82	C0707	Lift replacement	544	43	(501)	544	0	0	0
83	C0778	Sheltered Refurbishment	1,504	(148)	(1,652)	1,504	0	0	0 3.4.2
84	C0909	Communal aerals	164	0	(164)	80	(84)	0	(84)
85	C0922	Conversions	337	37	(300)	337	0	0	0
86	C0923	Asbestos	249	0	(249)	249	0	0	0
87	C0924	Fire Doors	4,228	301	(3,927)	4,228	0	0	0 3.5.3
88	C0925	Howard House	4,658	32	(4,626)	2,658	(2,000)	2,000	0 3.4.11
Executive Director - Property Maintenance and Climate Change			45,907	229	(45,678)	37,058	(8,849)	6,710	(2,139)
89	C0899	Emergency Alarms replacement programme	125	86	(39)	125	0	0	0
Service Director - Resident and Neighbourhood			125	86	(39)	125	0	0	0
TOTAL - Housing Revenue Account			80,190	2,442	(77,747)	62,939	(17,251)	19,147	1,896

Classification: Unrestricted

		GRAND TOTAL	95,304	4,847	(90,457)	78,922	(16,382)	19,147	2,765	
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Part I

Item No: 10

Main author: Kirsten Roberts

Executive Member: Cllr Paul Zukowskyj

All Wards

WELWYN HATFIELD BOROUGH COUNCIL

CABINET 8 AUGUST 2023

REPORT OF THE EXECUTIVE DIRECTOR (FINANCE AND TRANSFORMATION)

PERFORMANCE EXCEPTION REPORT – QUARTER 1 (2023-24)

1 Executive Summary

- 1.1 This report summarises our corporate performance data on an exception basis following the monitoring and review of performance reports by the Chief Executive, Directors, and Assistant Directors. This report covers the period 1 April to 30 June 2023.
- 1.2 Any corporate projects and key performance indicators reported as ‘target not met’ are 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 Directors and Assistant Directors in the production of this 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.

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 corporate projects and key performance indicators may have a financial impact for the council. Where this is the case, it will be referenced in the report and associated appendices.

6. Risk Management Implications

- 6.1 A risk assessment of our performance management framework is 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. Human Resources Implications

12.1 There are no human resources implications directly arising from the contents of this report.

13. Link to Corporate Priorities

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

14. Equality and Diversity

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

Author: Kirsten Roberts - 01707 357177

Title: Assistant Director (Customer Services & Transformation)

Date: July 2023

Appendices:

Appendix 1 - Corporate Plan Projects and Key Performance Indicators

Corporate Plan Projects – Q1 (2023-24)

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

2% of our Corporate Plan projects were completed during Q1 and 90% are on schedule with no risks/risks.

Corporate Priority	Purple (completed)	Green (on schedule with no risks)	Amber (on schedule – with risks)	Red (not on schedule)	Grey (not started)	Totals
1. Attractive and accessible green spaces supporting the borough’s wellbeing	0 (%)	4 (67%)	2 (33%)	0 (%)	0 (%)	6
2. Evolving, vibrant town centres and a growing economy	1 (17%)	2 (33%)	3 (50%)	0 (%)	0 (%)	6
3. Quality homes through managed growth	0 (%)	8 (47%)	6 (35%)	3 (18%)	0 (%)	17
4. A sense of community where people feel safe	0 (%)	5 (83%)	1 (17%)	0 (%)	0 (%)	6
5. A well run council which puts our customers first	0 (%)	14 (54%)	10 (38%)	0 (%)	2 (8%)	26
Totals	1 (2%)	33 (54%)	22 (36%)	3 (5%)	2 (3%)	61

Key Performance Indicators – Q1 (2023-24)

A summary of our Key Performance Indicators (KPIs) collected over Q4 is shown here. 83% of KPIs have been met, exceeded or are within tolerance.

Total Number of Key Performance Indicators	KPI's met / exceeded	KPI's not met	KPI's within tolerance	KPI's with no data reported
63 (100%)	44 (70%)	11 (17%)	8 (13%)	0 (%)

17% of KPIs did not meet their targets in Quarter 1. These exceptions are reported in the table below, along with notes to explain their performance and a comparison to last year.

Brief description of indicator	Q1 2022-23 Performance		Q1 2023-24 Performance		Service Comments
	Target	Outturn	Target	Outturn	
BPI 59 - The percentage occupancy levels of garage units in the borough	81%	79%	81%	75%	Although there was an increase in terminations following April's rental increase, the team are continuing to receive new garage applications.
BPI 95 - Percentage compliance with electrical H&S requirements (non-housing)	100%	97%	100%	99%	Minor, non H&S works are being carried out following the EICR test. These will be completed over the next 4 weeks.
BPI 99 - Percentage of complaints responded within 10 day SLA	N/A	N/A	95%	81%	81% of Q1 complaints were investigated and responded to within 10 Working Days. Whilst the target has not been met, performance continues to improve in this area and performance has improved by 4.5% since the last quarter. Weekly performance information is circulated to ensure teams are aware of upcoming deadlines, with weekly meetings taking place with some service teams to improve performance.
BPI 126 - Housing options applicants to receive an assessment within 14 days of being assigned to an officer	N/A	N/A	95%	79%	Number of cases that received an assessment within target time is 78.9% (293 of 371 cases). Whilst the target of 95% of cases being assessed within 14 days has not been met, the average time taken to assess cases is 12.4 days

Brief description of indicator	Q1 2022-23 Performance		Q1 2023-24 Performance		Service Comments
BPI 112 - The percentage of domestic properties with a current EICR	100%	99%	100%	99%	Compliance is currently at 99.15%. A number of properties are progressing with Legal to gain access.
BPI 34 - The percentage of council properties with a valid gas safety certificate	100%	100%	100%	99%	Compliance is currently at 99.89%. A number of properties are progressing with Legal to gain access.
BPI 28 - The percentage of all planning enforcement cases where a decision on action has been taken within 28 days	87%	67%	87%	47%	79 planning enforcement cases were received in this period and of those 37 were subject to a decision on next steps within 28 days. This is below the stretching target and includes a period of time when the Principal Officer was absent from work. It is also a reflection of the volume of new cases that come into the small officer team.
BPI 123 - Percentage of new food premises inspected and rated within 30 day target	N/A	N/A	100%	0	The target of new food registrations was not achieved in June and the inspection target for July has been increased to account for this.
BPI 101 - Percentage of complaints to proceed to Stage 2	5%	7%	5%	8%	48 Stage 1 complaints have been escalated to Stage 2 complaints in Q1. Whilst this narrowly misses the target, this has remained relatively consistent between the two corresponding quarters. There has been a slight improvement (by 2.8%) since the last quarter.

Brief description of indicator	Q1 2022-23 Performance		Q1 2023-24 Performance		Service Comments
BPI 37 - The average void property re-let time in days for normal general needs housing (YTD)	18 days	22 days	18 days	41 days	The target has been exceeded due to a combination of factors. This is set out in the report to CHP for 31 July 2023. In summary, the factors were delays in getting the properties back from the contractor within the timescale, a delay in obtaining an asbestos report for one property and for another an administrative error which meant there was a delay in advertising the void. These issues are being addressed as detailed in the CHP report. The voids management process is being reviewed to make the process more efficient and to meet timescales and quality standards.
BPI 88 - Average void relet time (days) for 'Major' voids (SH & GN)	45 days	37 days	45 days	55 days	The target has been exceeded due to a combination of factors. This is set out in the report to CHP for 31 July 2023. In summary, the factors were the condition of the properties when vacated, delays before commencement of works, and unsatisfactory workmanship. These issues are being addressed as detailed in the CHP report. The voids management process is being reviewed to make the process more efficient and to meet timescales and quality standards.

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Part I

Item No: 11

Main author: Kirsten Roberts

Executive Member: Paul Zuckowskyj

All Wards

WELWYN HATFIELD BOROUGH COUNCIL

CABINET – 8 AUGUST 2023

REPORT OF THE EXECUTIVE DIRECTOR (FINANCE AND TRANSFORMATION)

COUNCIL ACHIEVEMENTS LIST (APRIL TO JUNE 2023)

1 Executive Summary

- 1.1 This report collates and summarises the council's key achievements and service improvements during Q1 2023-24.

2 Recommendation(s)

- 2.1 That Cabinet notes the report and contents of this Achievements List.

3 Explanation

- 3.1 Appendix 1 highlights the council's achievements from business plan projects, committee decisions, community-based activities, events and campaigns achieved in the quarter.

Implications

4 Legal Implication(s)

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

5 Financial Implication(s)

- 5.1 There are no direct financial implications arising from the contents of this report.

6 Risk Management Implications

- 6.1 There are no direct risk implications arising from the contents of this report as it collates and reports on actions already completed and/or information already in the public domain.

7 Security & Terrorism Implication(s)

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

8 Procurement Implication(s)

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

9 Climate Change Implication(s)

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

10 Health and Wellbeing Implications

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

11 Communication and Engagement Implication(s)

11.1 Further details of achievements over the relevant period can be found online at [One WH Homepage – One Welwyn Hatfield \(welhat.gov.uk\)](http://welhat.gov.uk)

12 Link to Corporate Priorities

12.1 This report is linked to the all of the council’s corporate priorities.

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 **Kirsten Roberts**
Title **Assistant Director (Customer Service & Transformation)**

Date **July 2023**

Appendix 1 Council Achievements List (April-June 2023)

APPENDIX 1

Achievements List 2022-23 (Quarter 1, April – June 2023)

Achievement

Service Improvements/Projects

1. Council website came in the top three out of nearly 400 local authority websites that were tested for accessibility.
2. 2023 Elections were run smoothly and in line with the new voter ID requirements.
3. The upper desk of Campus West opened, with all off-site works completed.
4. The recycling centre at Tewin Road opened.
5. Tesco Express and other businesses have opened in High View, Hatfield.
6. Commissioning of the new Oak Hill Crematorium begun.

Achievement

Campaigns and Engagement

1. Supported and promoted Anti-social Behaviour Week.
2. Celebrated Pride month and raised the council's LGBTQ+ flag outside council offices.
3. Celebrated Armed Forces Day.
4. Raised awareness of Drowning Prevention Week and shared safety messages about Stanborough Lakes.
5. Raised awareness of how to best to support rough sleepers and beggars.
6. Supported HCC's Foster carers campaign #KeepUsTogether which was about keeping siblings in care together.
7. Supported Your Tree Our Future – over 10,000 trees have been claimed which is the highest in the county.
8. Raised awareness of Clean Air Day sharing HCC's resources.
9. Launched a social media summer litter campaign.
10. Support Volunteers Week raising awareness of volunteering opportunities and thanking volunteers in the borough (tree wardens, Youth Council etc).
11. Launched our This Girl Can campaign encouraging women and girls in the borough to take part in the free activities.
12. Raised awareness of HAPpy Camps in the borough supporting HCC county-wide campaign.
13. Promoted the BID's World Food Festival including our WGC treasure map trail.
14. Launched our elections campaign which include raising awareness of the new voter ID requirement.
15. Celebrated the Coronation weekend and promoted our toolkit.
16. Raised awareness of the Peartree and Hollybush parking consultation.
17. Celebrated #SpringInYourStep which encouraged residents to walk more outdoors in the nature.

Achievement

Events

1. Celebrated volunteers at the Appreciation Garden Party at Mill Green Museum.
2. Organised Family Games Day and a Family Fun Day over Easter Weekend in Hatfield town centre.
3. Mill Green Museum hosted a summer 'whodunnit' escape room.
4. Delivered This Girl Can events, with other 100 activities for women and girls to take part in.
5. Community Safety Partnership team organised three successful Community Information Days.
6. Tenant Panel event at Hatfield Community Hub.
7. In partnership with Hertsmere Borough Council, organised event for local businesses to promote the benefits of becoming a Disability Confident Employer.
8. Hosted a visit from Chinese delegation from BinJiang city.
9. Hosted the Civic Awards.

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