

Welwyn Hatfield Borough Council

Corporate Business Plan

2023-24

Working better, together



Our key priorities for Welwyn Hatfield are outlined in our Corporate Business Plan for 2021-24, these are:

- Attractive and accessible green spaces
- Evolving, vibrant town centres and a growing economy
- Quality homes through managed growth
- A sense of community where people feel safe
- A well-run Council which puts our customers first

Each year, the Council publish a Corporate Business Plan to support each of these priorities, which includes major projects and Key Performance Indicators (KPIs) that measure the performance of a range of services throughout the year.

Corporate Business Plan 2023-24

ATTRACTIVE AND ACCESSIBLE GREEN SPACES

Project title	Project description	By when	Lead Officer	Lead Member
Biodiversity enhancement	Enhance up to five greenspaces as identified within the Minor Greenspace audit	Mar-24	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Tree and Woodland Strategy	Revise the Council's Tree & Woodland Strategy	Mar-24	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Anglia in Bloom	Enter a minimum of three categories for Anglia in Bloom	Mar-24	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Green Flag open spaces	Identify open and green space sites that may be suitable for Green Flag status and apply.	Mar-24	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Gosling Sports Stadium Redevelopment	To support partners with their work to review and investigate future options for the site	Mar-24	Assistant Director - Regeneration and Economic Development	Leader of the Council

KPI title	KPI description	Target	Lead Officer	Lead Member
Street Cleansing	To restore land to correct cleanliness standards within five working days.	90%	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Street Cleansing	Achieve a pass rate for street cleanliness standards.	95%	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Tree Planting	To plant a minimum of 300 street/urban trees in 23/24	300	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Sustainable Planting/ Wildlife area enhancement	Convert existing or create six sustainable planting/wildlife areas across the borough planting	Six sites	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Allotment Plots	Occupancy rate for allotment plots	97%	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)

EVOLVING, VIBRANT TOWN CENTRES AND A GROWING ECONOMY

Project title	Project description	By when	Lead Officer	Lead Member
HatTech Offices	Deliver additional office space to HatTech for small and start-up businesses	Jun-23	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Campus West Car Park	Complete construction (including off site HCC Highways works) of and open Campus West car park	Aug-23	Assistant Director - Regeneration and Economic Development	Deputy Leader and Executive Member (Planning and Resources)
Economic Development Strategy	Put in place an Economic Development Strategy and commence implementation of recommendations	Mar-24	Assistant Director - Regeneration and Economic Development	Leader of the Council
UK Shared Prosperity Fund	Work with partner organisations to deliver the interventions for Year 2 as set out in the Borough's UKSPF Project Plan	Mar-24	Assistant Director - Regeneration and Economic Development	Leader of the Council
Hunters Bridge Redevelopment	Progress the options and design of the Hunters Bridge Redevelopment	Mar-24	Assistant Director - Regeneration and Economic Development	Leader of the Council
Street Begging	Develop a project to prevent and deter street begging across the Borough, including town centres	Mar-24	Service Director (Resident and Neighbourhood)	Executive Member (Community Safety and Parking)

KPI title	KPI description	Target	Lead Officer	Lead Member
Food premises hygiene compliance	Percentage of food premises that are broadly compliant with food hygiene requirements (Category A-E)	90%	Service Director (Resident and Neighbourhood)	Executive Member (Governance, Public Health and IT)
Food Hygiene renewals inspections completed	Percentage of food hygiene inspections completed within target	95%	Service Director (Resident and Neighbourhood)	Executive Member (Governance, Public Health and IT)
New food premises rated within target	Percentage of new food premises inspected and rated within 30-day target	95%	Service Director (Resident and Neighbourhood)	Executive Member (Governance, Public Health and IT)
Weltech Business Centre Occupancy	Percentage occupancy rate for Weltech Business Centre	90%	Assistant Director - Regeneration and Economic Development	Deputy Leader and Executive Member (Planning and Resources)
HatTech Business Centre Occupancy	Percentage occupancy rate for HatTech Business Centre	90%	Assistant Director - Regeneration and Economic Development	Deputy Leader and Executive Member (Planning and Resources)

QUALITY HOMES THROUGH MANAGED GROWTH

Project title	Project description	By when	Lead Officer	Lead Member
Lettings	Successfully let phase 1 of the Shredded Wheat site and Minster House	Sep-23	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Housing)
Homelessness programme	Deliver the pilot project in partnership with Beam to support those with housing needs.	Dec-23	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Housing)
Minster House, Hatfield	Work with RG Carter to ensure the completion of the Minster House redevelopment	Jun-23	Assistant Director - Regeneration and Economic Development	Executive Member (Housing)
Swallowfields, Welwyn Garden City	Work with contractors to complete the redevelopment of Swallowfields into affordable housing	Mar-24	Assistant Director - Regeneration and Economic Development	Executive Member (Housing)
Ludwick Green, Welwyn Garden City	Successfully procure a contractor to develop Ludwick Green and commence works	Sep-23	Assistant Director - Regeneration and Economic Development	Executive Member (Housing)
Howlands House, Welwyn Garden City	Obtain planning consent for redevelopment and successfully procure and appoint a contractor for the redevelopment	Sep-23	Assistant Director - Regeneration and Economic Development	Executive Member (Housing)
Queensway House, Hatfield	Seek to agree the decant of the commercial tenants at Queensway House with a view to relocating into alternative accommodation where possible. Progress the feasibility and design of the replacement scheme.	Mar-24	Assistant Director - Regeneration and Economic Development	Executive Member (Housing)
Stock Condition Survey	Complete the stock condition survey, refine investment planning, and develop a 5-year programme of works	Dec-23	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Investment Programmes	Deliver the year 1, £150m planned works investment programme.	Mar-24	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Building Safety Compliance	Deliver the action plan to ensure compliance with the new fire safety and building safety legislation	Sep-23	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Damp and Mould	Implement the damp and mould action plan through the working group	Sep-23	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Howards House	Agree a plan for Howards House refurbishment and commence works on site	Dec-23	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)

Affordable Housing Strategy	Develop the Council's Affordable Housing Business Plan and include pipeline of sites.	Sep-23	Assistant Director - Regeneration and Economic Development	Executive Member (Housing)
Campus East Redevelopment	Ensure vacant possession is obtained and work with Bellway to progress the sale of the land	Mar-24	Assistant Director - Regeneration and Economic Development	Leader of the Council
Link Drive Redevelopment	Work with Lovells to progress the redevelopment of Link Drive	Mar-24	Assistant Director - Regeneration and Economic Development	Leader of the Council
High View Redevelopment	Work with Lovell to complete regeneration of High View, Hatfield	Mar-24	Assistant Director - Regeneration and Economic Development	Leader of the Council
One Town Centre, Hatfield Redevelopment	Work with Lovell to complete the construction of One Town Centre, Hatfield	Sep-23	Assistant Director - Regeneration and Economic Development	Leader of the Council
Local Plan	Move the emerging Local Plan to adoption in 2023	Sep-23	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)
Adoption of CIL (or CIL replacement)	Progress Community Infrastructure Levy or its replacement scheme	Mar-24	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)
Supplementary Planning Documents and Masterplans	Progress appropriate SPD's (linked to local plan progress) and masterplans for identified sites	Mar-24	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)

KPI title	KPI description	Target	Lead Officer	Lead Member
Housing options personal housing plan performance	Housing options applicants to receive an assessment within 14 days of approach	95%	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Housing)
The number of families living with children in temporary hotel accommodation	The number of families living with children in temporary hotel accommodation for more than 6 weeks.	0%	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Housing)
Number of HMO Licences issued within 8 weeks	Percentage of HMO licenses investigated and licensed issued within the target period of eight weeks	100%	Service Director (Resident and Neighbourhood)	Executive Member (Housing)
Average Void relet time (days) for Normal Voids - GN (YTD)	How long it takes us to re-let short term, general needs voids	18 Days	Service Director (Resident and Neighbourhood)	Executive Member (Housing)

Average void relet time (days) for 'Major' voids (GN & SH)	How long it takes us to re-let longer term voids, general needs, and sheltered housing stock	35 Days	Service Director (Resident and Neighbourhood)	Executive Member (Housing)
Housing support plan (Housing options)	The % of residents that have a housing support plan agreed	95%	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Housing)
Housing register application processing time	% of housing needs register applications assessed within 35 days	90%	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Housing)
Compliance - Electrical (Housing)	The percentage of council housing properties with a current Electrical Installation Condition Report (EICR)	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Gas Safety (Housing)	The percentage of council housing properties with a valid gas safety certificate	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Lifts (Housing)	The percentage of council housing communal block lifts with a current LOLER (Lifting Operations and Lifting Equipment)	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Asbestos (Housing)	The percentage of council housing communal blocks with an asbestos survey/re-inspection	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Water (Housing)	Percentage of council housing communal blocks with a current Legionella Risk Assessment (LRA)	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Communal Electrical (Housing)	The percentage of communal council housing blocks with a current Electrical Installation Condition Report (EICR)	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Fire Safety (Housing)	The percentage of communal council housing blocks with a current Fire Risk Assessment	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Open damp and mould Cases per 1,000 council housing properties	The number of open damp and mould cases being investigated and works identified for every 1,000 council properties (total as at end of reporting period).	Measure only	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Disrepair Claims per 1,000 council housing properties	The number of disrepair cases open for every 1,000 council properties (total as at the end of the reporting period)	1.1	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)

Repairs Satisfaction	The percentage of tenants satisfied overall with the repairs service	85%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Repairs Right First Time	The percentage of housing repairs where the work is completed right first time (Morgan Sindall)	80%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Emergency repairs on time	The percentage of emergency repairs completed in target	99%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Non-emergency repairs on time	The percentage of non-emergency urgent and routine repairs completed in target.	95%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Repairs Appointments	The percentage of repair appointments kept	95%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Major planning appeal performance	The percentage of major planning appeals allowed against the Council's decision	10%	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)
Minor planning appeal performance	The percentage of minor planning appeals allowed against the Council's decision	10%	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)

A SENSE OF COMMUNITY WHERE PEOPLE FEEL SAFE

Project title	Project description	By when	Lead Officer	Lead Member
Events	Work with the Community & Stakeholder Engagement Group to promote a programme of events and activities throughout the year	Mar-24	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
Sports strategy	Work with National Governing Bodies to deliver the 23/24 action plan in line with the sports facility strategy	Mar-24	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
Campus West 50th Birthday	Deliver a programme of events to mark 50th Anniversary of Campus West	Dec-23	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
Leisure facilities	Deliver planned programme of works for the improvement of leisure facilities	Mar-24	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
CSP Action Plan	Develop and implement a new Community Safety Action Plan that is led by high-risk high harm priorities	Mar-24	Service Director (Resident and Neighbourhood)	Executive Member (Community Safety and Parking)
Youth ASB Pathway	Develop and deliver a local plan to prevent Youth ASB	Mar-24	Service Director (Resident and Neighbourhood)	Executive Member (Community Safety and Parking)

KPI title	KPI description	Target	Lead Officer	Lead Member
Percentage of ASB cases closed as resolved	Cases where the victim of ASB feels that their case has been resolved.	80%	Service Director (Resident and Neighbourhood)	Executive Member (Community Safety and Parking)

A WELL-RUN COUNCIL WHICH PUTS OUR CUSTOMERS FIRST

Project title	Project description	By when	Lead Officer	Lead Member
Transition to new supplier for the Revenues and Benefits service	Mobilisation of the new Revenues and Benefits service during April 2023 and transition to new systems and processes over the course of the first year of the contract to increase self-service and reduce processing times.	Mar-24	Assistant Director - Finance	Deputy Leader and Executive Member (Planning and Resources)
Electric Charging	Increase the number of Electric Charging Points across the Borough	Mar-24	Assistant Director - Regeneration and Economic Development	Executive Member (Community Safety & Parking)
Parking Works Programme	Deliver the Parking Works Programme for 2023/24	Mar-24	Assistant Director - Regeneration and Economic Development	Executive Member (Community Safety & Parking)
Tewin Road Streetscene Depot redevelopment	Complete the redevelopment of Tewin Road Depot and Recycling Centre in partnership with HCC	Sep-23	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Pilot Flats Recycling Scheme	Trial enhanced recycling provision in blocks of flat communal areas across the borough.	Dec-23	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Recycling Banks	To review the recycling bank service to ensure that future service offer aligns with strategic goals of reduction of waste	Dec-23	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Climate Change	Deliver the climate change action plan to reduce council and borough-wide carbon emissions	Mar-24	Service Director (Property Maintenance and Climate Change)	Executive Member (Environment and Climate Change)
Tenancy Audits	Develop and implement Tenancy Audit framework	Mar-24	Service Director (Resident and Neighbourhood)	Executive Member (Housing)
Garages Review	Review the investment and improvement plan for garage services	Mar-24	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Housing Allocations Policy	Review and agree the new allocations policy	Aug-23	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Housing)
Review of Customer Services	Review of customer services, focussing on improving customer experience and promoting channel shift in line with the Council's Transformation Strategy and associated action plans	Mar-24	Assistant Director - Customer Service and transformation	Executive Member (Leisure and Community)

Alliance Partnership	Create and deliver an action plan for the year for the Welhat Alliance to develop partnership working	Mar-24	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
Leisure-card expansion feasibility	Explore the feasibility (and establish business case if appropriate) for the expansion of the district's leisure card	23-Dec	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
Main Website Rebuild	Rebuild the website 'OneWelHat' in the new Jadu content management system, combining sub sites where appropriate. Develop the new website for the Crematorium.	Dec-23	Assistant Director - Customer Service and transformation	Executive Member (Leisure and Community)
Grants Programme	Design and implement a community lottery scheme aimed at raising funds for local good causes and reducing reliance on the council for direct funding.	Sep-23	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
Museum management	Create and deliver a three-year business plan and operating structure for Mill Green Museum and Roman Baths	Dec-23	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
Campus West Management	Create and deliver a three-year business plan and operating structure for Campus West	Dec-23	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
The Hive Ofsted Accreditation	Obtain Ofsted accreditation at The Hive to broaden the range of young people projects that can be delivered.	Jul-23	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
Join the Shared Anti-Fraud Service partnership	The council will join the Shared Anti-Fraud Service (SFAS) from 1 April 2023. A new action plan and training plan are to be agreed. Strategies, policies, and processes will have a comprehensive review in the first year to ensure a proactive approach to fraud is embedded at the council.	Mar-24	Assistant Director - Finance	Executive Member (Governance, Public Health and IT)
ICT Operations Transition	Mobilisation of the new ICT services from April. Develop new ICT policies and strategies, including an applications roadmap.	Sep-23	Assistant Director - ICT and Digital services	Executive Member (Governance, Public Health and IT)
Elections	Ensuring that the 2023 elections are run in accordance with the new voter ID requirements	May-23	Assistant Director - Legal and Governance	Executive Member (Governance, Public Health and IT)
Project Management	Develop a new project management framework	Mar-24	Assistant Director - Customer Service and transformation	Leader of the Council

Equality and Diversity	Review and refresh the Council's Equalities and Diversity Strategy and develop and commence delivery of new action plan for 2023/24	Mar-24	Assistant Director - Legal and Governance	Leader of the Council
Oak Hill Crematorium	Work with RG Carter to ensure the completion of the crematorium and mobilisation of the new service	Aug-23	Assistant Director - Regeneration and Economic Development	Leader of the Council

KPI title	KPI description	Target	Lead Officer	Lead Member
Compliance - Asbestos (Non-Housing)	The percentage of non-housing premises with an asbestos survey/re-inspection	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Fire Safety (Non -Housing)	Percentage of non-housing premises with a current Fire Risk Assessment	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Gas Safety (Non-Housing)	The percentage of non-housing premises with a valid gas safety certificate	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Electrical (Non-Housing)	The percentage of non-housing premises with a current Electrical Installation Condition Report (EICR)	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Lifts (Non-Housing)	The percentage of non-housing premises with a lift with a current LOLER (Lifting Operations and Lifting Equipment)	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Compliance - Water Safety (Non-Housing)	Percentage of non-housing premises with a current Legionella Risk Assessment (LRA)	100%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Garages Occupancy	The percentage of council garage units occupied in the Borough	81%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Planned Maintenance Satisfaction	The percentage of tenants satisfied overall with the planned maintenance service	85%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)
Planned Maintenance on time	The percentage of all planned repairs completed in target	90%	Service Director (Property Maintenance and Climate Change)	Executive Member (Housing)

Complaints escalated to stage 2	Percentage of Complaints Escalated to Stage 2	10%	Assistant Director - Customer Service and transformation	Executive Member (Leisure and Community)
Ombudsman	Percentage of Complaints Escalated to the Ombudsman	5%	Assistant Director - Customer Service and transformation	Executive Member (Leisure and Community)
Complaints stage 1 response	Stage 1 Complaints Responded to within 10 Working Days	95%	Assistant Director - Customer Service and transformation	Executive Member (Leisure and Community)
Complaints stage 2 response	Stage 2 Complaints Responded to within 10 Working Days	95%	Assistant Director - Customer Service and transformation	Executive Member (Leisure and Community)
Council website	Unique visits to the council's One Welwyn Hatfield website	30,000	Assistant Director - Customer Service and transformation	Executive Member (Leisure and Community)
Visits to leisure facilities	The total number of visitors/footfalls to council owned leisure facilities per a reporting period.	290k	Assistant Director - Leisure, Community and Cultural Services	Executive Member (Leisure and Community)
Debtor days	The level of sundry debt as an average number of days to collect (Debtor days)	40 days	Assistant Director - Finance	Deputy Leader and Executive Member (Planning and Resources)
Council tenant rent arrears	Council tenant arrears as a percentage of rent debit	2.00%	Assistant Director - Finance	Deputy Leader and Executive Member (Planning and Resources)
Percentage of housing rent collected	Percentage of housing rent collected in year against debt for the year	98%	Assistant Director - Finance	Deputy Leader and Executive Member (Planning and Resources)
Benefit claim processing	The time taken to process new benefit claims (working days)	15 Days	Assistant Director - Finance	Deputy Leader and Executive Member (Planning and Resources)
Percentage of council tax collected	The percentage of council tax collected in year	97.7%	Assistant Director - Finance	Deputy Leader and Executive Member (Planning and Resources)
Percentage of NNDR collected	The percentage of NNDR collected in year	99.1%	Assistant Director - Finance	Deputy Leader and Executive Member (Planning and Resources)
Percentage of sundry debt collected	The percentage of Sundry Debts collected in year	84%	Assistant Director - Finance	Deputy Leader and Executive Member (Planning and Resources)
Major planning application performance	The percentage of major planning applications processed in 13 weeks or with agreed extension of time.	70%	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)
Minor and other planning application performance	The percentage of minor and other planning applications processed in 8 weeks.	70%	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)
Planning enforcement assessment	The percentage of all planning enforcement cases where a decision on action has been taken within 28 days	85%	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)

Planning enforcement response time performance - priority cases	The percentage of new planning enforcement cases within the priority breach codes investigated within two working days	80%	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)
Planning enforcement response time performance - all cases	The percentage of all new planning enforcement cases where an initial site visit has been made within 10 days	80%	Assistant Director -Planning	Deputy Leader and Executive Member (Planning and Resources)
Recycling Rate	Achieve of Recycling Rate of 53% in 2023/24.	53%	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Waste Collection	Number of reported missed bins for every 100,000 bins collected.	180	Service Director (Resident and Neighbourhood)	Executive Member (Environment and Climate Change)
Availability of critical ICT system during core operating hours	The percentage level of critical ICT system availability during core operating hours	99.50%	Assistant Director - ICT and Digital services	Executive Member (Governance, Public Health and IT)
Service Desk Responses within SLA	Percentage of responses to users delivered within target times by Priority Level	90%	Assistant Director - ICT and Digital services	Executive Member (Governance, Public Health and IT)
Service Desk Resolution vs SLAs	Percentage of call resolutions delivered within target times by Priority Level	90%	Assistant Director - ICT and Digital services	Executive Member (Governance, Public Health and IT)
Licenses within target	Percentage of Licenses issued within target	100%	Service Director (Resident and Neighbourhood)	Executive Member (Governance, Public Health and IT)
Hackney Carriage Licences within target	Percentage of Hackney Carriage licensed issues within target	100%	Service Director (Resident and Neighbourhood)	Executive Member (Governance, Public Health and IT)
Customer online accounts	The percentage of resident households with an online MyAccount	35%	Assistant Director - Customer Service and transformation	Leader of the Council
Customer journeys created online	Number of customer journeys created or improved online using Jadu digital platform	40 (annual)	Assistant Director - Customer Service and transformation	Leader of the Council

Further information about our Corporate Plan for 2021-24 is published on our website at www.welhat.gov.uk/plans/corporate-plan

If you have any comments about this Action Plan, or you would like a hard copy of it, please contact:

Welwyn Hatfield Borough Council
Council Offices

The Campus
Welwyn Garden City
Herts AL8 6AE
Tel: 01707 357000
Email: contact-whc@welhat.gov.uk