

NORTH HERTFORDSHIRE DISTRICT COUNCIL



11 June 2021

Our Ref O&S/22.06.2021
Contact. Committee Services
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To: Members of the Committee: Councillors David Levett (Chair), Daniel Allen (Vice-Chair), Kate Aspinwall, Tony Hunter, Nigel Mason, Jim McNally, Ian Moody, Lisa Nash, Sue Ngwala, Carol Stanier, Claire Strong and Terry Tyler

Substitutes: Councillors Clare Billing, Ruth Brown, Morgan Derbyshire, Terry Hone, Gerald Morris, Sam North and Kay Tart

NOTICE IS HEREBY GIVEN OF A

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

to be held in the

**COUNCIL CHAMBER, COUNCIL OFFICES, GERNON ROAD,
LETCWORTH GARDEN CITY**

On

TUESDAY, 22ND JUNE, 2021 AT 7.30 PM

Yours sincerely,

Jeanette Thompson
Service Director – Legal and Community

****MEMBERS PLEASE ENSURE THAT YOU DOWNLOAD ALL AGENDAS AND REPORTS VIA THE MOD.GOV APPLICATION ON YOUR TABLET BEFORE ATTENDING THE MEETING****

Agenda

Part I

| Item | | Page |
|-------------|--|-------------|
| 1. | WELCOME | |
| 2. | APOLOGIES FOR ABSENCE Members are required to notify any substitutions by midday on the day of the meeting. Late substitutions will not be accepted and Members attending as a substitute without having given the due notice will not be able to take part in the meeting. | |
| 3. | MINUTES - 9 MARCH 2021 To take as read and approve as a true record the minutes of the meeting of the Committee held on the 9 March 2021. | |
| 4. | NOTIFICATION OF OTHER BUSINESS Members should notify the Chair of other business which they wish to be discussed at the end of either Part I or Part II business set out in the agenda. They must state the circumstances which they consider justify the business being considered as a matter of urgency. The Chair will decide whether any item(s) raised will be considered. | |
| 5. | CHAIR'S ANNOUNCEMENTS Members are reminded that any declarations of interest in respect of any business set out in the agenda, should be declared as either a Disclosable Pecuniary Interest or Declarable Interest and are required to notify the Chair of the nature of any interest declared at the commencement of the relevant item on the agenda. Members declaring a Disclosable Pecuniary Interest must withdraw from the meeting for the duration of the item. Members declaring a Declarable Interest, wishing to exercise a 'Councillor Speaking Right', must declare this at the same time as the interest, move to the public area before speaking to the item and then must leave the room before the debate and vote. | |
| 6. | PUBLIC PARTICIPATION To receive petitions, comments and questions from the public. | |
| 7. | URGENT AND GENERAL EXCEPTION ITEMS The Chair to report on any urgent or general exception items which required their agreement. At the time of printing the agenda, the Chair had not agreed any urgent or general exception items. | |

- 8. CALLED-IN ITEMS**
To consider any matters referred to the Committee for a decision in relation to a call-in of decision. At the time of printing the agenda, no items of business had been called-in.
- 9. LEADER OF THE COUNCIL PRESENTATION**
To receive a presentation from Councillor Elizabeth Dennis-Harburg, Leader of the Council.
- 10. RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 5
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER - 10)

To consider the outcome of Overview and Scrutiny Committee resolutions.
- 11. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME** (Pages
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER 11 - 26)

To consider the issues that the Overview and Scrutiny Committee plans to review at future meetings and the activities of its sub-groups.
- 12. PERFORMANCE MONITORING FOR 2020/21 - YEAR END** (Pages
REPORT OF THE SERVICE DIRECTOR – RESOURCES 27 - 36)

The final report to show performance against the Council's Key Performance Indicators for 2020-21.
- 13. KEY PROJECTS FOR THE DISTRICT 2020/21 - YEAR END** (Pages
REPORT OF THE SERVICE DIRECTOR – RESOURCES 37 - 56)

The final report showing progress of projects to support the Council Plan in the 2020-21 year.
- 14. NORTH HERTFORDSHIRE COMMUNITY LOTTERY - NEW POLICIES** (Pages
REPORT OF THE SERVICE DIRECTOR – COMMERCIAL 57 - 62)

To consider the Community Lottery – New Policies report prior to consideration by Cabinet.
- 15. EXCLUSION OF PRESS AND PUBLIC**
To consider passing the following resolution:

That under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting on the grounds that the following report will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the said Act (as amended).
- 16. MEMBERS' QUESTIONS**
To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.

**17. NORTH HERTFORDSHIRE COMMUNITY LOTTERY - NEW POLICIES -
APPENDICES**
REPORT OF THE SERVICE DIRECTOR – COMMERCIAL

63 - 88

To consider the Community Lottery – New Policies Report Appendices prior to consideration by Cabinet.

RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

COMMITTEE RESOLUTIONS

| REF | RESOLUTION | RESPONSE/OUTCOME | STATUS |
|--------------------------|--|--|-------------|
| | Recycling and Waste | | |
| Sept 18 Min 37 (4) | <p>That the following issues be referred to the Task and Finish review mentioned in (1) above:</p> <p>(i) Why a decision was made to mobilise the contract in an unreasonable timescale;</p> <p>(ii) Why, when there was such a short mobilisation period, was a decision made to make major changes to the service in what were already challenging circumstances, rather than delay the implementation of changes to the service for one year;</p> <p>(iii) Why sufficient staff resources were not made available prior to implementation of the contract;</p> <p>(iv) What happened when high volumes of calls were received in terms of systems and staff;</p> <p>(v) Consider the differences between area where the service worked well and those where the service was poor.</p> | To be included within the Task & Finish Scope | In progress |
| Mar 19 Min 11 (2) | That the Scrutiny Officer be requested to ask Group Leaders for nominations to a Task and Finish Group review of the Waste Contract. | <p>The Committee, Member and Scrutiny Officer has contacted Group Leaders asking for Panel Members and Chairs for the 2 proposed T&F Groups.</p> <p>Conservative nominations are awaited.</p> | In progress |
| Mar 19 Min 13 (2) | That the Scrutiny Officer be requested to schedule a review of the Waste Contract Implementation and draw up a draft scope upon completion of the SIAS audit. | <p>The SIAS Report was circulated to Members on 6 September 2019.</p> <p>Drafting of scopes for the Task and Finish Group on the Waste Contract continues to be delayed due to the pressures on both Waste and Committee Officers due to the Covid-19 pandemic. Once Council business is able to</p> | In progress |

| REF | RESOLUTION | RESPONSE/OUTCOME | STATUS |
|--------------------------|--|---|-------------|
| | | return to a more normal structure and pressures are reduced, a draft scope will be prepared | |
| July 19 Min 17 (2) | That the Committee, Member and Scrutiny Manager be asked to liaise with the Chairman to schedule in the Task and Finish Group on Waste to start as soon as the current Task and Finish Group is concluded; | At the meeting held on 16 June 2020 the Committee discussed the difficulties of effective engagement with other organisations and members of the public regarding this task and finish group under the current circumstances. The effects and impacts of Covid-19 on all services of the Council has resulted in a delay in the ability for officers to prepare and organise Task and Finish Groups. Officers will draft a scope as soon as the business of the Council returns to some normality. The commencement of this task and finish group is likely to be delayed some time. | In progress |
| Sept 19 Min 38 (3) | That the Task and Finish Group for the Waste Contract be divided into two separate groups: (i) Tender and Contract; (ii) Community Engagement | At the meeting on 16 June the Committee agreed that the scope of the proposed Task and Finish Group on communication in relation to the Waste Contract be widened to encompass Communication and Engagement generally. | In progress |
| Sept 19 Min 39 (4) | That the Scope for the Task and Finish Group on the Waste Contract be approved by the Chairman of that Task and Finish Group, and the Chairman of the Overview and Scrutiny. | Please see the comments above regarding the preparation of draft scopes. | |
| June 20 Min 9 (1) | That the Task and Finish Group on the Waste Contract continue to be undertaken, but consideration be given to timing in light of Covid 19 and the need to engage with the community. | Please see the notes above | In Progress |
| | Task and Finish Group on Community Engagement | | |
| June 20 Min 9 (3) | That the scope of the proposed Task and Finish Group on communication in relation to the Waste Contract be widened to encompass Communication and Engagement generally. | Please see notes above | In progress |

| REF | RESOLUTION | RESPONSE/OUTCOME | STATUS |
|-------------------------------|---|---|---------------|
| | ANNUAL REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE | | |
| Mar 21 Min 91 (2) | That, subject to the following amendments, the Annual Report of the Overview and Scrutiny Committee 2020/21 be presented to Annual Council: (i) That a section be added to the Annual report regarding attendance and viewing figures | Due to the Annual Council being a quorate plus meeting, it was decided, with permission of the Chair of this Committee, that the Annual Report be presented to the next meeting of the Council at which all Members are able to attend. | In Progress |
| | LOCAL PLAN IMPLEMENTATION | | |
| Mar 21 Min 93 (4) | Recommended to Cabinet: That a Member working group be arranged to discuss the Design and Sustainability SPDs prior to consideration of these by Cabinet | This recommendation was agreed by Cabinet The Strategic Planning Team will organise this when appropriate to do so | In Progress |
| | PERFORMANCE MONITORING | | |
| Sept 19 Min 44 (Page 7) | That whilst it had been reported to the Committee that the Local Plan had been marked as complete, following consideration by the Inspector, there was still further work to be prepared. The Controls, Risk and Performance Manager was requested to continue to report to the Overview and Scrutiny Committee on the Local Plan. | This continues to be reported on by the Controls, Risk and Performance Manager | To be removed |
| | DRAFT DESIGN SPD | | |
| Sep 20 Min 43 | That the Chair of the Overview and Scrutiny Committee and Councillor Sam Collins be requested to consult with the Executive Member for Planning and Transport , the Service Director – Regulatory and the Principal Landscape and Urban Designer to consider strengthening the wording of the document in accordance with the comments made in the body of the Minutes, prior to the Cabinet meeting where the report would be considered. RECOMMENDED TO CABINET: (1) That the Draft Design SPD be amended to take into account the comments made by the Overview and Scrutiny Committee, as detailed in the Minute above; | This was included in the report Entitled Local Plan Implementation, which was considered by O&S on 9 March 2021 | To be removed |

| REF | RESOLUTION | RESPONSE/OUTCOME | STATUS |
|--|--|---|----------------------|
| | <p>(2) That the Draft Design SPD be amended in line with the outcome of the meeting mentioned in the resolution above;</p> <p>(3) That the consultation period on the Draft Design SPD be extended from the standard 6 weeks.</p> | | |
| <p>Jan 21 Min 79 (2)</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 8</p> | <p>That the Leader of the Council be requested to refer the possibility of re-opening the outdoor pools earlier in 2021 to Leisure Services, in order to maximise the potential number of visitors to leisure facilities and provide this service to the community which had been unavailable in 2020.</p> | <p>A report including consideration of outdoor pool opening times is due to be considered by Cabinet on 16 March 2021</p> <p>RESOLVED:</p> <p>(1) That the decision to open both Letchworth and Hitchin outdoor pools this summer season be supported;</p> <p>(2) That, subject to usage, Covid-19 restrictions and affordability. the extension of the opening season and the extension of opening hours by 2 hours on one evening a week for a period of 2 months for each outdoor pool be supported;</p> <p>(3) That Cabinet delegate authority to the Service Director Place to take decisions regarding the extension period of the outdoor pools, which will be dependent upon Covid-19 restrictions and affordability, in consultation with the Executive Member for Environment and Leisure, the Service Director Resources and Executive Member for Finance an IT so that a timely decision can be made.</p> | <p>To be removed</p> |

| REF | RESOLUTION | RESPONSE/OUTCOME | STATUS |
|-------------------------|--|---|---------------|
| | PERFORMANCE INDICATORS | | |
| Jan 21 Min 79 (2) | RECOMMENDED TO CABINET: That Cabinet considers instigating a “reporting only” figure of those viewing Council meetings on YouTube in order to gauge public engagement with virtual meetings. | <p>The figures for attendance in 2019/20 at physical meetings and in 2020/21 at virtual meetings, plus figures of those viewing the recording after the meetings had taken place are included in the Performance Indicator report for information</p> <p>As there are now two complete years of comparative data It is not intended that officers collect further figures unless circumstances change</p> <p>The Government has put out an open call for evidence. They are seeking the views of individual members of the public; prospective and current local authority members/representatives; officers/leaders of local authorities who have been meeting remotely; and those bodies that represent the interests of local members/representatives at all levels.</p> <p>The Committee Team are working on a response to this call for evidence, which will include the comparative data on attendance at meetings.</p> | To be removed |

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**OVERVIEW AND SCRUTINY COMMITTEE
22 JUNE 2021**

***PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT: OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME
FOR 2021/22**

REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

EXECUTIVE MEMBER: NOT APPLICABLE

COUNCIL PRIORITY: BE A MORE WELCOMING AND INCLUSIVE COUNCIL / RESPOND
TO CHALLENGES TO THE ENVIRONMENT / ENABLE AN ENTERPRISING AND CO-
OPERATIVE ECONOMY

1. EXECUTIVE SUMMARY

- 1.1 This report highlights items scheduled in the Overview and Scrutiny Committee's work programme and items that may be considered in 2021/22. It includes details of those items that have yet to be assigned to a specific meeting.
- 1.2 The work programme includes both items previously agreed by the Committee and those that the Committee is required by the Constitution to consider.

2. RECOMMENDATIONS

- 2.1 That the Committee prioritises proposed topics for inclusion in the work programme attached as Appendix A and, where appropriate, determines the high level form and timing of scrutiny input.
- 2.2 That the Committee, having considered the Forward Plan attached as Appendix B, suggests a list of items to be considered at its meeting on 13 July 2021 and beyond.
- 2.3 That the Corporate Peer Challenge Action Plan Extract as attached as Appendix C be considered.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To allow the Committee to set a work programme which provides focussed Member oversight, encourages open debate and seeks to achieve service improvement through effective policy development and meaningful policy and service change.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1 The Committee has varied its approach to overview and scrutiny activity over recent years. Currently it seeks to enter the process of policy development at an early stage and consequently may consider items associated with service action plans.
- 4.2 The need to observe Constitutional requirements and monitor the Forward Plan for appropriate items to scrutinise remains a key aspect of work programming.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

- 5.1 Each Committee meeting includes the opportunity for Members to comment on and input to the Committee's work programme.

6. FORWARD PLAN

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.
- 6.2 The Committee is asked to review the Forward Plan at each regular meeting to identify potential issues for inclusion in the work programme. Identification of a focus for the Committee's future activity should be identified at this stage wherever possible.

7. BACKGROUND

- 7.1 In line with the recommendation of the Corporate Peer Challenge 2020 Executive Members are invited to present reports that fall under their remit and to make presentations on specific issues that the Committee wish to consider.
- 7.2 The Committee now considers a wide range of issues, where appropriate, commencing its reviews early in the policy development process. By doing this it seeks to ensure assumptions are challenged at an early stage, mistakes are avoided and eventual outcomes provide optimal benefit to the community.
- 7.3 The Committee seeks to ensure that consideration of agenda items minimises additional burdens on staff resources. Wherever possible, requests are made for the presentation of documents already in existence rather than the production of new documents specifically for the Committee.

8. RELEVANT CONSIDERATIONS

Work Programme

- 8.1 The Committee's work programme for the year requires reviewing at each meeting and direction is sought from the Committee on the items they wish adding. Appendix A contains the work programme for 2021/22
- 8.2 When considering additional topics, their risk assessment and prioritisation will ensure that the most appropriate items are taken forward to the work programme.

Forward Plan

- 8.3 The Forward Plan for 24 May 2021 is attached at Appendix B for consideration.

Corporate Peer Challenge

- 8.4 The Committee agreed at the meeting held on 14 July 2020 that the actions regarding the Overview and Scrutiny Committee included in the Corporate Peer Challenge Action Plan be appended to all future reports in order to:

- Act as an aide memoire when considering the work programme;
- Consider any actions that need further work;
- Asses the effectiveness of changes made.

- 8.5 The Committee is asked to consider the Action Plan and any updates provided at Appendix C.

- 8.6 In respect of line 56 regarding formal training for Members of the Overview and Scrutiny Committee training options are being explored for provision in the new Civic Year.

- 8.7 Members are asked to contact the Committee, Member and Scrutiny Manager if they have any particular suggestions regarding this proposed training.

9. LEGAL IMPLICATIONS

- 9.1 Under Section 6.2.5 of the Constitution, the Committee is responsible for setting its own work programme. However, it must ensure it retains sufficient capacity within the programme to meet its statutory obligations.

- 9.2 Section 6.2.7 (u) of the Constitution allows the Committee “to appoint time limited task and finish Topic Groups to undertake detailed scrutiny work and report back to the Overview and Scrutiny Committee to make recommendations to the Cabinet.”

10. FINANCIAL IMPLICATIONS

- 10.1 Dependent on how they are applied in practice, the scope of the options presented in Sections 7 and 8 have the potential to be wide reaching. As detailed Section 14, Human Resource Implications, the wider the reach, the more significant the impact on officer time in terms of report writing, data analysis and committee meeting attendance. Given recent funding pressures and the consequent reduction in officer numbers, significant requests to support scrutiny work will limit officer time available to spend on activities such as identifying and delivering cost reductions, income generation and project management.

- 10.2 Although not significant, a committee attendance allowance of £25.17 per officer per evening meeting is payable to officers in attendance. This is in addition to providing time off in lieu, or overtime as an alternative.

11. RISK IMPLICATIONS

- 11.1 Effective overview and scrutiny of policy, administrative, service delivery and expenditure decisions helps reduce the risk of an inappropriate decision being made. The scope and time frame for scrutiny interventions should be considered in the light of the potential impact of inappropriate scrutiny leading to decisions not being made, inappropriately made or not made at the right time.

12. EQUALITIES IMPLICATIONS

- 12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 There are no direct equality implications arising from the report. Effective scrutiny is an essential part of ensuring that local government remains transparent, accountable and open which ensures that the delivery of public services benefits all aspects of the community, where practical.

13. SOCIAL VALUE IMPLICATIONS

- 13.1. The Social Value Act and “go local” requirements do not apply to this report.

14. HUMAN RESOURCE IMPLICATIONS

- 14.1 The widening of the reach of scrutiny reviews has the potential to significantly impact on officer time in terms of the reprioritisation of already agreed projects, their scope or timetabling and resources. There is also the potential for additional resource requirements in relation to report writing, information collection and analysis and committee attendance. Delivery of service plans to achieve the Council’s agreed Corporate Plan objectives might, therefore, be potentially negatively impacted.

15. APPENDICES

- 15.1 Appendix A – Work Programme for future Committee meetings
- 15.2 Appendix B – Forward Plan for 5 February 2021
- 15.3 Appendix C – Corporate Peer Challenge Action Plan in regard to the Overview and Scrutiny Committee

16. CONTACT OFFICERS

- 16.1 Hilary Dineen
Committee, Member and Scrutiny Manager
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ScrutinyOfficer@north-herts.gov.uk

16.2 Reuben Ayavoo
Policy and Community Engagement Manager
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16.3 Legal Services
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16.4 Human Resources
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16.5 Ian Couper
Service Director- Resources
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16.6 Tim Everitt
Performance Improvement Officer
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17. BACKGROUND PAPERS

17.1. Previous reports to the Overview and Scrutiny Committee and forward plans.

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PROGRAMME FOR FUTURE COMMITTEE MEETINGS 2021-22

| | |
|-------------------|---|
| 13 July 2021 | <p>Presentation by Settle (To be confirmed)</p> <p>Presentation by the Leader of the Council</p> <p>Resolutions Report</p> <p>Work Programme</p> <p>3Cs End of Year report</p> <p>Council Plan and Objectives 2021/23</p> |
| 14 September 2021 | <p>Resolutions Report</p> <p>Work Programme</p> <p>1st Quarter Performance against PIs</p> <p>1st Quarter Key Projects</p> |
| 14 December 2021 | <p>Resolutions Report</p> <p>Work Programme</p> <p>Annual review of Safeguarding</p> <p>Commercial Update</p> <p>3Cs Half Year Report</p> |
| 18 January 2022 | <p>Crime and Disorder Matters</p> <p>Resolutions Report</p> <p>Work Programme</p> <p>Priorities for the District – Key Projects Half Year Monitoring</p> <p>2nd Quarter Performance against PIs</p> |
| 15 March 2022 | <p>Resolutions Report</p> <p>Work Programme</p> <p>Annual Report</p> <p>Commercial Update</p> <p>New PIs for 2021/22</p> <p>Priorities For The District – Key Projects 2021/22</p> <p>3rd Quarter PIs</p> <p>3rd Quarter Key projects</p> |
| | <p>To be Scheduled.</p> <p>Invitation to: LEP</p> <p>Devolution & Recovery White Paper Update (Once White Paper is published)</p> |

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NORTH HERTFORDSHIRE DISTRICT COUNCIL

Forward Plan of Key Decisions - 24 May 2021

The Forward Plan contains brief details of Key Decisions that the Council is likely to take over the next four month period and beyond. You will also find details of contacts who can provide further information and hear your views. **Please note that the dates of some of the decisions may change from month to month, please check with Committee, Member and Scrutiny Services on (01462) 474655 before deciding to attend a meeting.**

| Decision required | Overview and Scrutiny | Decision Maker | Date of Decision | Documents to be submitted to Decision Maker | Contact Officer from whom documents can be requested | Confirmation that other documents may be submitted to the Decision Maker | Procedure for requesting details of other documents |
|--|-----------------------|----------------|------------------|---|---|--|---|
| ANNUAL REPORT ON RISK MANAGEMENT (05.02.21) | | Cabinet | 29 Jun 2021 | | Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| RISK MANAGEMENT UPDATE (05.02.21) | | Cabinet | 29 Jun 2021 | | Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| INVESTMENT STRATEGY (CAPITAL AND TREASURY) END OF YEAR REVIEW 2020/21 (05.02.21) | | Cabinet | 29 Jun 2021 | | Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| REVENUE BUDGET OUTTURN 2020/21 (05.02.21) | | Cabinet | 29 Jun 2021 | | Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |

| Decision required | Overview and Scrutiny | Decision Maker | Date of Decision | Documents to be submitted to Decision Maker | Contact Officer from whom documents can be requested | Confirmation that other documents may be submitted to the Decision Maker | Procedure for requesting details of other documents |
|---|-----------------------|----------------|------------------|---|--|--|---|
| BALDOCK, BYGRAVE AND CLOTHALL NEIGHBOURHOOD PLAN (24.05.21) | | Cabinet | 29 Jun 2021 | | Clare Skeels, Senior Planning Officer clare.skeels@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| COMMUNITY LOTTERY - NEW POLICIES (24.05.21) | | Cabinet | 29 Jun 2021 | | Chloe Gray, Commercial Officer chloe.gray@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| REVIEW OF GROUNDS MAINTENANCE CONTRACT (05.02.21) | | Cabinet | 20 Jul 2021 | | Andrew Mills, Service Manager - Greenspace andrew.mills@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| DE-COMMISSION OF LOCAL STRATEGIC PARTNERSHIP (LSP) (30.04.21) | | Cabinet | 20 Jul 2021 | | Reuben Ayavoo, Policy and Community Engagement Manager reuben.ayavoo@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| HOUSING DELIVERY TEST ACTION PLAN (30.04.21) | | Cabinet | 20 Jul 2021 | | Nigel Smith, Strategic Planning Manager nigel.smith@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| CUSTOMER SERVICE STRATEGY (30.04.21) | | Cabinet | 20 Jul 2021 | | Chris Jeffery, Interim Customer Service Manager chris.jeffery@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |

| Decision required | Overview and Scrutiny | Decision Maker | Date of Decision | Documents to be submitted to Decision Maker | Contact Officer from whom documents can be requested | Confirmation that other documents may be submitted to the Decision Maker | Procedure for requesting details of other documents |
|--|-----------------------|----------------|------------------|---|--|--|---|
| DEVELOPER CONTRIBUTIONS SPD (24.05.21_ | | Cabinet | 20 Jul 2021 | | Nigel Smith, Strategic Planning Manager nigel.smith@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| COMMUNITY FACILITIES CAPITAL GRANTS PROJECTS FUNDS AND REVENUE CRITERIA REVIEW (24.05.21) | | Cabinet | 20 Jul 2021 | | Reuben Ayavoo, Policy and Community Engagement Manager reuben.ayavoo@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |
| QUARTERLY RISK MANAGEMENT UPDATE (30.04.21) | | Cabinet | 21 Sep 2021 | | Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk | Yes | Via the Contact Officer named in Column 6 |

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EXTRACT OF ITEMS ON THE CORPORATE PEER CHALLENGE ACTION PLAN THAT RELATE TO THE OVERVIEW AND SCRUTINY COMMITTEE

| | | Recommendation | Action | Led by | Timescale | Update |
|------------------------|--|---|--|---|-----------|--|
| ONGOING ACTIONS | | | | | | |
| 28 | Organisational Leadership and Governance | Peers understand that the full performance report is sent to councillors one month before O&S to provide the opportunity for requesting the appropriate lead executive member and officer to attend O&S to be accountable for questioning. This opportunity has never been requested and should be used in order to strengthen the debate and challenge at O&S. | Agreed. Chair of Overview and Scrutiny to remind committee members of this opportunity | Members of Overview and Scrutiny Committee Controls, Risk and Performance Manager | Ongoing | Members receive the Performance Indicator report one month before the meeting. Members are reminded to contact the Controls, Risk and Performance Manager at least 2 weeks prior to the meeting date if they wish a particular indicator to be considered in more detail |
| 54 | Overview and Scrutiny Committee | Future meetings would benefit from taking a longer-term view of the key issues for the district (not just focussing on the next immediate meeting), fewer, more targeted agenda items, and be focused on key areas informed by performance reports and a forward work plan. Fewer agenda items will support more allocated time for meaningful scrutiny and related debate. | Agreed. To be taken forward as part of the training for the committee members | Chair and vice chair of O+S Scrutiny support | Ongoing | The Committee to bear this in mind when considering the work programme |

| | | | | | | |
|----|---------------------------------|--|---|---|---------|---|
| 56 | Overview and Scrutiny Committee | It is recommended that all O&S members undertake formal training to ensure a robust base of skills and expertise can be deployed in the O&S environment. | Formal scrutiny training has previously been provided to the Committee, but given changes to committee membership agree it makes sense to put in place further training and ensure that any new members receive training in the future | Chair and Vice Chair of O+S Scrutiny support Member training champions | Pending | Various training options are being explored for provision in the new Civic Year. |
| 57 | Overview and Scrutiny Committee | Use the task and finish programme to support early engagement and involvement with policy making. | Agreed. To be taken forward by the Leader (on behalf of Cabinet) and Chair and vice chair of Overview and Scrutiny, to discuss work programme | Leader Chair and Vice Chair of O+S Scrutiny support | Ongoing | The Chair and Vice-Chair have met with the Leader. The Chair to provide an update |
| 58 | Overview and Scrutiny Committee | It is recommended that finish times should be agreed in the constitution and meetings end promptly at those times. There was a concern around individual personal effectiveness, accessibility, external public perception and health & safety / personal welfare of both members and officers from such excessively long and late meetings. | Moving meeting times is not supported politically at the current time due to concerns it may dissuade people with caring responsibilities from standing to be Councillors. Alternative of allowing officers to attend meetings virtually from home to be explored A 'guillotine' provision on committee meetings is not supported politically at the current time due to concerns it might stifle debate. It is proposed that this is considered once the other recommendations have been | Service Director Legal and Community Member training champions | Pending | |

| | | | | | | |
|--------------------------|--|--|---|---|-----------------------------------|--|
| | | | <p>implemented regarding work programme, training and chairing of meetings to establish whether it remains an issue or has been resolved by other action.</p> <p>Training is provided to Chairs and Vice Chairs, but this could be reviewed to ensure that Chairs and Vice Chairs are able to confidently manage meetings to ensure they proceed in a timely manner</p> | | | |
| 59 | Overview and Scrutiny Committee | Peers recommend clarification of the governance arrangements between O&S and cabinet panels. | Proposal to Full Council to clarify relationship | Group Leaders Monitoring Officer | Annual Council (May/June 2020) | |
| 60 | Overview and Scrutiny Committee | Ensure the O&S forward work plan includes scrutiny of external partners and contractors as a contribution to the leadership of 'place'. | Agreed as recommendation | Chair and Vice Chair of O+S Scrutiny support | Immediate & Ongoing | The Committee have identified two partner organisations. Further work is needed to consider the format and timing. |
| COMPLETED ACTIONS | | | | | | |
| 27 | Organisational Leadership and Governance | The peer team were surprised that only low / negative PI's were debated at O&S and those reports were shared publicly. Publishing positive performance alongside | Agreed. Reports will reflect this going forwards | Chair and Vice Chair Overview and Scrutiny Committee Controls, Risk and Performance Manager | | The Controls, Risk and Performance Manager is now presenting the complete report to the Committee. |

| | | | | | | |
|----|---------------------------------|--|---|-------------------------------------|--------------------------------|--|
| | | amber and red performance would provide the public with a rounded summary of performance, allowing NHDC to outwardly celebrate what is being delivered to agreed performance levels. | | | | This can now be marked as complete |
| 53 | Overview and Scrutiny Committee | Executive members should lead at O&S and be visibly accountable for decisions and performance. | Agreed as recommendation | Executive Members | Immediate | Executive Members are now presenting reports under their remit This can now be marked as complete |
| 55 | Overview and Scrutiny Committee | The current membership of O&S was considered to be too large and would benefit from reducing from 15 members to 11 or 9. | Proposal to Full Council to reduce Committee size to 12 | Group Leaders Monitoring Officer | Annual Council (May/June 2020) | The Committee membership was reduced from 16 to 12 at Annual Council on 4 June 2020 This can now be marked as complete |



2020/21 Quarter 4 PI Data

For 2020/21, NHDC will report 18 corporate performance indicators. This report presents these indicators and displays data for the latest period that officers have updated and activated on Pentana Risk. A further three management indicators are also presented to provide additional complementary information for Waste.

Performance indicator data is cumulative and represents performance between 1 April 2020 and the latest reporting period. Where available, the commentary for an indicator will include national benchmarking data. When annual targets were set, any relevant national minimum requirements were considered.





Key for the Report




| Status | |
|--------|--|
| | Data value has met or exceeded the target figure |
| | Data value has not achieved the target figure, but it is within the agreed tolerance range |
| | Data value has not achieved the target figure and it is outside the agreed tolerance range |
| | Data value is for information only and a traffic light status is not applicable |







| Direction of Travel | |
|---------------------|---|
| | Data value has improved compared with the same time last year |
| | Data value has deteriorated compared with the same time last year |
| | Data value has not changed compared with the same time last year |
| N/A | A direction of travel is not applicable, as data for the performance indicator commenced in 2020/21 |

Summaries





| Status Summary – Q4 2020/21 | | Direction of Travel Summary – Q4 2020/21 | |
|-----------------------------|------------|--|--------------|
| | 5 (Q3 – 4) | | 4 (Q3 – 4) |
| | 2 (Q3 – 2) | | 11 (Q3 – 11) |
| | 2 (Q3 – 3) | | 3 (Q3 – 3) |
| | 9 (Q3 – 9) | N/A | 0 (Q3 – 0) |




| Row No. | PI Code | Title | Last Update | Data Value | Target | Status | Direction of Travel | Commentary |
|--|------------|---|-------------|------------|-----------|---|--|--|
| Executive Member for Finance and IT | | | | | | | | |
| 1 | RES 1 | Electricity and gas energy consumption (kWh) - 100% of reported energy consumption is from green energy sources | Q4 2020/21 | 2,329,393 | 2,589,000 |  |  Q4 19/20 2,541,435 | Electricity = 1,055,595 Gas = 1,273,798 There are currently 10 outstanding electricity bills for 2020/21 and therefore the reported figure of 2,329,393 will be subject to change once the bills have been processed. Whilst it is positive that the energy consumption figures for the year-to-date is better than the target, it must be noted that this target significantly relates to energy usage in the District Council Offices. The building has only been in partial use over the period due to Covid-19 and the associated increase in the number of staff permanently homeworking. |
| 2 | MI P&R 001 | Percentage of raised sales invoices due for payment that have been paid | March 2021 | 92.50% | 97% |  |  Mar 20 97.33% | As at 31 March 2021: Total value of invoices raised by NHDC - £12,499,244 Total value of invoices raised by NHDC that were not due for payment yet - £965,801 Total value of payments received for invoices raised by NHDC - £10,668,617 Although at the end of 2020/21 the PI had a red traffic light status, it is worth noting that subsequent receipts during April 2021 (as at 15 April 2021) had pushed the collection rate up to over 97%. The debt continues to be monitored and progressed by the Corporate Debt Management Group. |



| Row No. | PI Code | Title | Last Update | Data Value | Target | Status | Direction of Travel | Commentary |
|------------------------------|---------|---|-------------|------------|--------|---|-----------------------|---|
| 3 | BV 9 | Percentage of council tax collected in year | March 2021 | 97.37% | 97% |  | ↓ Mar 20 98.14% | £89,985,118.90 / £92,411,858.02 |
| 4 | BV 10 | Percentage of NNDR collected in year | March 2021 | 94.75% | 97% |  | ↓ Mar 20 97.98% | £19,620,177.00 / £20,706,991.38 The Covid-19 pandemic, as expected, has had a serious effect on Business Rate collection. The suspension of all recovery processes during 2020 coupled with trading uncertainty has kept the collection rate below expected levels. The indications are that some businesses continue to struggle and there is increasing evidence of further business failures, which will have an ongoing negative affect on collection rates in 2021/22. In 2020/21, the Expanded Retail Rate Relief Scheme saw a significant drop in the collectable debit with a predicted £20.668M coming to the Council direct from the Government, in the form of a Section 31 Grant. Ultimately, the Council has only collected 94.75% of the remaining collectable debit of £20.707M (figure as at 31 March 2021). |
| Leader of the Council | | | | | | | | |
| 5 | BV 12a | Working days lost due to short-term sickness absence per FTE employee | March 2021 | 2.13 | 3.50 |  | ↑ Mar 20 3.56 | 641.62 FTE short-term sickness days 301.18 average FTEs The LGA Workforce Survey data that has previously been provided for benchmarking purposes has been suspended. |





| Row No. | PI Code | Title | Last Update | Data Value | Target | Status | Direction of Travel | Commentary | | | | | | |
|--|---------|--|-------------|------------|----------------|---|---|---|--------|------|---------------|------------|-----|-----|
| 6 | BV 12b | Working days lost due to long-term sickness absence per FTE employee | March 2021 | 3.08 | Not Applicable |  |  Mar 20 0.68 | 926.69 FTE long-term sickness days 301.18 average FTEs The LGA Workforce Survey data that has previously been provided for benchmarking purposes has been suspended. | | | | | | |
| Executive Member for Housing and Environmental Health | | | | | | | | | | | | | | |
| 7 | REG 1 | Rate of homelessness prevention | Q4 2020/21 | 70.61% | Not Applicable |  |  Q4 19/20 62.08% | <p>During 2020/21, there were 262 cases where a Prevention Duty ended. Of these, 185 ended with a positive outcome, i.e. where homelessness was prevented. 39 cases went on to be owed a Relief Duty.</p> <p>Hertfordshire Benchmarking Source: HCLIC Percentage of Prevention Duty positive outcomes Rolling average for latest four quarters</p> <table border="1"> <thead> <tr> <th>Period</th> <th>NHDC</th> <th>Hertfordshire</th> </tr> </thead> <tbody> <tr> <td>Q3 2020/21</td> <td>69%</td> <td>44%</td> </tr> </tbody> </table> <p>Note that the above figures are partly pre-Covid-19 and therefore this needs to be considered when assessing Q4 2020/21 performance levels.</p> | Period | NHDC | Hertfordshire | Q3 2020/21 | 69% | 44% |
| Period | NHDC | Hertfordshire | | | | | | | | | | | | |
| Q3 2020/21 | 69% | 44% | | | | | | | | | | | | |
| 8 | REG 2 | Rate of homelessness relief | Q4 2020/21 | 30.59% | Not Applicable |  |  Q4 19/20 24.51% | <p>During 2020/21, there were 425 cases where a Relief Duty ended. Of these, 130 ended with a positive outcome, i.e. where the Relief Duty ended because households were successfully rehoused. A further 89 cases were subsequently owed a main housing duty, under which the Council must provide suitable long-term accommodation. (In the current Covid-19 situation, also many others are currently still in hotels and being</p> | | | | | | |




| Row No. | PI Code | Title | Last Update | Data Value | Target | Status | Direction of Travel | Commentary | | | | | | |
|---------------|-------------|----------------------|-------------|------------|--------|--------|---------------------|---|---------------|-------------|----------------------|------------|-----|-----|
| | | | | | | | | <p>supported by the Council in line with the 'Everyone In' instruction.)</p> <p>Breakdown of the 295 relief cases that ended in a non-accommodation outcome by reason:</p> <p>56 days elapsed – 210 households Contact lost – 37 Application withdrawn – 41 Intentionally homeless from accommodation provided - 3 No longer eligible – 2 Local connection referral accepted by other authority - 2</p> <p>Final outcomes for the 210 cases where the Relief Duty ended because 56 days elapsed:</p> <p>Main housing duty owed – 89 households Found to be not in priority need – 103 Found to be intentionally homeless – 11 Not homeless – 1 Duty owed but referred to another LA - 1 Refused to cooperate (s193c(4) duty owed) - 1 Lost contact prior to assessment - 2 Application withdrawn – 1 Awaiting decision - 1</p> <p>Hertfordshire Benchmarking</p> <p>Source: HCLIC</p> <p>Percentage of Relief Duty positive outcomes Rolling average for latest four quarters</p> <table border="1"> <thead> <tr> <th><u>Period</u></th> <th><u>NHDC</u></th> <th><u>Hertfordshire</u></th> </tr> </thead> <tbody> <tr> <td>Q3 2020/21</td> <td>33%</td> <td>31%</td> </tr> </tbody> </table> <p>Note that the above figures are partly pre-Covid-19 and therefore this needs to be considered when assessing Q4 2020/21 performance levels.</p> | <u>Period</u> | <u>NHDC</u> | <u>Hertfordshire</u> | Q3 2020/21 | 33% | 31% |
| <u>Period</u> | <u>NHDC</u> | <u>Hertfordshire</u> | | | | | | | | | | | | |
| Q3 2020/21 | 33% | 31% | | | | | | | | | | | | |

| Row No. | PI Code | Title | Last Update | Data Value | Target | Status | Direction of Travel | Commentary | | | | | | |
|------------|---------|---|-------------|------------------------------|----------------|---|--|--|--------|------|-----------------------|------------|-----|------|
| 9 | LI 035a | Number of households living in temporary accommodation | Q4 2020/21 | 136 | Not Applicable |  |  Q4 19/20 93 | <p>136 households were in temporary accommodation as at 31 March 2021, of which, 58 were in hotel accommodation.</p> <p>Hertfordshire Benchmarking Source: HCLIC</p> <p>Number of households in temporary accommodation at the end of the period</p> <table border="1"> <thead> <tr> <th>Period</th> <th>NHDC</th> <th>Hertfordshire Average</th> </tr> </thead> <tbody> <tr> <td>Q3 2020/21</td> <td>115</td> <td>105*</td> </tr> </tbody> </table> <p>*Excludes Broxbourne as figures unavailable.</p> | Period | NHDC | Hertfordshire Average | Q3 2020/21 | 115 | 105* |
| Period | NHDC | Hertfordshire Average | | | | | | | | | | | | |
| Q3 2020/21 | 115 | 105* | | | | | | | | | | | | |
| 10 | REG 3 | Percentage of Environmental Health programmed inspections completed | Q4 2020/21 | 13.6% (Q3 2020/21 figure) | Not Applicable |  |  Q4 19/20 100% | <p>Given the current resource commitment to the Covid-19 pandemic and future commitments to the EU transition, on 26 January 2021, Cabinet agreed that performance should be reported as information only for the remainder of 2020/21.</p> <p>Due to the ongoing extremely high demand to address the workload generated in delivering NHDC's Covid response, full programmed inspections were not carried out. Under the second half of the year guidance and advice issued by the Food Standards Agency (FSA), such inspections were not to be carried out, but Local Food Authorities (including NHDC) should aim to develop and introduce a programme to recommence programmed food inspections once the FSA has given the appropriate guidance as to how to achieve this. To date, the FSA has still to provide this guidance.</p> | | | | | | |

| Row No. | PI Code | Title | Last Update | Data Value | Target | Status | Direction of Travel | Commentary |
|--|---------|---|-------------|------------|----------------|---|---------------------|---|
| | | | | | | | | All complaints have continued to be responded to and investigated during this period. (Q3 2020/21 - 61 inspections completed out of 450 inspections due in 2020/21.) |
| Executive Member for Planning and Transport | | | | | | | | |
| 11 | DC 001a | Number of planning applications taken to appeal due to 'non-determination' within the statutory time period, which were allowed | Q4 2020/21 | 0 | Not Applicable |  | Q4 19/20 0 | No applications were taken to appeal due to 'non-determination'. |
| 12 | DC 002 | Number of planning applications where the fee has been refunded due to the application not being determined within 26 weeks | Q4 2020/21 | 0 | 0 |  | Q4 19/20 0 | No fees have been refunded. |
| 13 | LI 032a | Number of allowed planning appeal decisions | Q4 2020/21 | 3 | Not Applicable |  | Q4 19/20 3 | Out of 18 appeal decisions made, three were allowed. All the other appeals were dismissed. |

| Row No. | PI Code | Title | Last Update | Data Value | Target | Status | Direction of Travel | Commentary | | | | | | | | | | | | | | | | | | | | | | | | |
|---|----------------|--|-------------|------------|---------|---|--|--|-----------------|----------------|----------------|----------------|--------|---------|-----------|-----|--------|---------------|---|--------|------------|--------|---------|---------|--------|---------|------------|--------|---------|--|----------------|------------------|
| Executive Member for Environment and Leisure | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14 | MI LI 015 | Number of visits to leisure facilities | March 2021 | 181,270 | 162,950 |  |  Mar 20 1,447,868 | <table border="0"> <tr> <td><u>Facility</u></td> <td><u>2020/21</u></td> <td><u>2019/20</u></td> </tr> <tr> <td>North Herts LC</td> <td>76,001</td> <td>562,790</td> </tr> <tr> <td>Fearnhill</td> <td>845</td> <td>14,011</td> </tr> <tr> <td>Letchworth OP</td> <td>0</td> <td>33,263</td> </tr> <tr> <td>Hitchin SC</td> <td>28,830</td> <td>305,621</td> </tr> <tr> <td>Archers</td> <td>24,143</td> <td>139,777</td> </tr> <tr> <td>Royston LC</td> <td>51,451</td> <td>392,406</td> </tr> <tr> <td></td> <td>181,270</td> <td>1,447,868</td> </tr> </table> <p>On 26 January 2021, Cabinet agreed to reduce the original 2020/21 target of 1,530,000. In line with this decision and in view of the fact that the facilities were not open in January to March 2021, the target has been revised to 162,950. This revision reflects the usage figures specified in the agreed recovery plan.</p> | <u>Facility</u> | <u>2020/21</u> | <u>2019/20</u> | North Herts LC | 76,001 | 562,790 | Fearnhill | 845 | 14,011 | Letchworth OP | 0 | 33,263 | Hitchin SC | 28,830 | 305,621 | Archers | 24,143 | 139,777 | Royston LC | 51,451 | 392,406 | | 181,270 | 1,447,868 |
| <u>Facility</u> | <u>2020/21</u> | <u>2019/20</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| North Herts LC | 76,001 | 562,790 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fearnhill | 845 | 14,011 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Letchworth OP | 0 | 33,263 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hitchin SC | 28,830 | 305,621 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Archers | 24,143 | 139,777 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Royston LC | 51,451 | 392,406 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 181,270 | 1,447,868 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Row No. | PI Code | Title | Last Update | Data Value | Target | Status | Direction of Travel | Commentary |
|--|---------|--|-------------|------------|----------------|---|-------------------------|--|
| Executive Member for Recycling and Waste Management | | | | | | | | |
| 15 | NI 191 | Kg residual waste per household | Q4 2020/21 | 387kg | 335kg |  | ↓ Q4 19/20 342kg | Reported figure includes some estimated tonnages and therefore may be subject to change. The overall impact of elevated tonnages during lockdown, both residual and recycling (with more residents at home and an increase in online purchasing and associated packaging), has led to a drop in the NI192 recycling rate. We are likely to see ongoing impacts into the next reporting year. A recent waste compositional analysis indicated that food waste still makes up 23% of the weight of our purple bins despite separate weekly collections. Our primary communication focus is therefore reducing food waste and increasing food waste capture for recycling. National benchmarking data is currently suspended due to Covid-19. |
| 16 | NI 192 | Percentage of household waste sent for reuse, recycling and composting | Q4 2020/21 | 55.62% | 57.5% |  | ↓ Q4 19/20 57.63% | See commentary for NI191. National benchmarking data is currently suspended due to Covid-19. |
| 17 | FW 1 | Overall tonnage of food waste collected | Q4 2020/21 | 4,254 | Not Applicable |  | ↓ Q4 19/20 4,866 | The 6-week service suspensions due to Covid-19 earlier in the year will have affected the food waste and garden waste tonnages. |
| 18 | GW 1 | Overall tonnage of garden waste collected | Q4 2020/21 | 9,095 | Not Applicable |  | ↓ Q4 19/20 9,240 | |

| Row No. | PI Code | Title | Last Update | Data Value | Target | Status | Direction of Travel | Commentary | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----------------------|---|-------------|------------|----------------|---|---|---|------------|-----------------------|----------|-----------------------|-----------|---------|-----------|---------|-------------|---------|----------------|---------|--------------|---------|---------------|---------|---------------|---------|--------------|---------|---------------|---------|------------|---------|---|--|
| Additional Complementary Management Information for Waste | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19 | PLA 01 | Number of collections missed per 100,000 collections of domestic household waste | March 2021 | 81 | Not Applicable |  | N/A Pentana data collection commenced April 2020 | Still awaiting confirmation of final figure, as awaiting final PLA03 figures. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 20 | PLA 02 | Number of missed domestic waste collections (valid complaints) | March 2021 | 5,697 | Not Applicable |  | N/A Pentana data collection commenced April 2020 | <table border="0"> <tr><td>April 2020</td><td>304</td></tr> <tr><td>May 2020</td><td>428</td></tr> <tr><td>June 2020</td><td>488</td></tr> <tr><td>July 2020</td><td>647</td></tr> <tr><td>August 2020</td><td>400</td></tr> <tr><td>September 2020</td><td>505</td></tr> <tr><td>October 2020</td><td>509</td></tr> <tr><td>November 2020</td><td>454</td></tr> <tr><td>December 2020</td><td>333</td></tr> <tr><td>January 2021</td><td>508</td></tr> <tr><td>February 2021</td><td>467</td></tr> <tr><td>March 2021</td><td>654</td></tr> </table> | April 2020 | 304 | May 2020 | 428 | June 2020 | 488 | July 2020 | 647 | August 2020 | 400 | September 2020 | 505 | October 2020 | 509 | November 2020 | 454 | December 2020 | 333 | January 2021 | 508 | February 2021 | 467 | March 2021 | 654 | | |
| April 2020 | 304 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2020 | 428 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June 2020 | 488 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July 2020 | 647 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August 2020 | 400 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| September 2020 | 505 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| October 2020 | 509 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November 2020 | 454 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December 2020 | 333 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January 2021 | 508 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February 2021 | 467 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March 2021 | 654 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 21 | PLA 03 | Total number of domestic waste collections (figures vary according to the number of collection days in the month) | March 2021 | 7,052,965 | Not Applicable |  | N/A Pentana data collection commenced April 2020 | <table border="0"> <tr><td>April 2020</td><td>352,833 (suspensions)</td></tr> <tr><td>May 2020</td><td>464,258 (suspensions)</td></tr> <tr><td>June 2020</td><td>647,552</td></tr> <tr><td>July 2020</td><td>668,396</td></tr> <tr><td>August 2020</td><td>421,546</td></tr> <tr><td>September 2020</td><td>691,508</td></tr> <tr><td>October 2020</td><td>623,028</td></tr> <tr><td>November 2020</td><td>614,038</td></tr> <tr><td>December 2020</td><td>667,950</td></tr> <tr><td>January 2021</td><td>650,188</td></tr> <tr><td>February 2021</td><td>581,303</td></tr> <tr><td>March 2021</td><td>670,365</td></tr> <tr><td colspan="2">Still awaiting confirmation of final figures.</td></tr> </table> | April 2020 | 352,833 (suspensions) | May 2020 | 464,258 (suspensions) | June 2020 | 647,552 | July 2020 | 668,396 | August 2020 | 421,546 | September 2020 | 691,508 | October 2020 | 623,028 | November 2020 | 614,038 | December 2020 | 667,950 | January 2021 | 650,188 | February 2021 | 581,303 | March 2021 | 670,365 | Still awaiting confirmation of final figures. | |
| April 2020 | 352,833 (suspensions) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2020 | 464,258 (suspensions) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June 2020 | 647,552 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July 2020 | 668,396 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August 2020 | 421,546 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| September 2020 | 691,508 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| October 2020 | 623,028 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November 2020 | 614,038 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December 2020 | 667,950 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January 2021 | 650,188 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February 2021 | 581,303 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March 2021 | 670,365 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Still awaiting confirmation of final figures. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

**OVERVIEW AND SCRUTINY COMMITTEE
22 JUNE 2021**

***PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT – 4TH QUARTER MONITORING REPORT ON KEY PROJECTS FOR
2020 - 21**

REPORT OF: THE CONTROLS, RISK AND PERFORMANCE MANAGER

EXECUTIVE MEMBER: LEADER OF THE COUNCIL

COUNCIL PRIORITY: BE A MORE WELCOMING INCLUSIVE AND EFFICIENT COUNCIL /
BUILD THRIVING AND RESILIENT COMMUNITIES / RESPOND TO CHALLENGES TO THE
ENVIRONMENT / ENABLE AN ENTERPRISING AND CO-OPERATIVE ECONOMY /
SUPPORT THE DELIVERY OF GOOD QUALITY AND AFFORDABLE HOMES

1. EXECUTIVE SUMMARY

This monitoring report provides a 4th quarter update on the delivery of the key projects for 20/21, first identified to the Committee in March 2020.

2. RECOMMENDATIONS

- 2.1. That delivery against the key projects for 20/21 be noted and commented on by the Overview & Scrutiny Committee.

3. REASONS FOR RECOMMENDATIONS

- 3.1. To enable achievements against the key projects for 2020/21 to be considered

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1. There are no alternative options as this is a monitoring report.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

- 5.1. No external consultation has been undertaken in the preparation of this report as it is a monitoring report. Members will, however, be aware that a report setting out the key projects was brought to this Committee on 17 March 2020.





6. FORWARD PLAN

6.1 This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.

7. BACKGROUND

7.1. This report provides details on the status of the key projects for 20/21. It does not include any projects initiated after the document was agreed and is not a full report on all the projects that the Council is undertaking

7.2. This report summarises the status of each of the key projects. The following symbols have been used to summarise progress.

| Status key | |
|---|---|
|  | Project Halted / funding not available/ Extremely Late |
|  | Project behind original due date/ unlikely to hit original due date. |
|  | Project not due for completion in this year or has not reached due date |
| - | Project Pending |
|  | Project Completed. |

8. RELEVANT CONSIDERATIONS

8.1. The 4th Quarter monitoring report against key projects for 2020/21 is included in Appendix A.

8.2. Appendix A includes the original milestones which were reported to this Committee in March 2020 and progress made against those actions. In addition, updates may have been provided to Executive Members and where relevant through the Members Information Service. Progress against some, will also have been monitored through the Capital monitoring reports to the Finance Audit and Risk Committee and to Cabinet.

8.3. For Q4, 12 projects are being reported, 4 with Green Status, 7 Amber, and 1 project currently showing as pending.

8.4. **Implementation of Customer and Member Portals – Moved from Green to Amber –**
The Customer Portal is now live. We have gone with a soft launch, targeting e – billing customers and callers to the CSC to sign up initially and will then follow up with a bigger launch, so this milestone is complete. Pilot testing is still ongoing for the Councillor Portal - the pilot group was set up week commencing 12 April 2021. The technical issues have now been resolved. Although there is no specific timeframe for going live to all councillors, the wider roll out is expected to be completed shortly after the elections and Annual Council Meeting, unless there is any adverse feedback from the pilot group

- 8.5 **Renovate Play area, Howard Park, Letchworth - Amber** – Delivery of the project at Howard Park has been delayed due to supply issues brought about as a consequence of Brexit. Delivery of the planned items of play equipment is estimated for the middle of May 2021 when we expect use of the existing play area to increase. We do not want to close the play area at the busiest time of year, so the works have been delayed to September 2021 when the schools will have returned after the summer holidays. This is the same situation for similar projects at the Holroyd Crescent and Wilbury play areas. The project is now expected to be completed by the end of October 2021
- 8.6 **Development of a Crematorium in North Hertfordshire – Amber** - The new Inquiry took place on 22/02/2021. A decision was received week commencing 19 April 2021 and our appeal against refusal of outline planning permission has been dismissed. Officers are now considering the Inspectors reasons for the dismissal and assessing options available for next steps.
- 8.7 **Develop Long Term Museum Storage Solution – Moved from Green to Amber** - The indicative cost plan obtained, contrasts with earlier feasibility studies for the development of additional facilities in this location and suggests an overall cost of the development in excess of the identified budget. Officers are currently investigating whether this can be offset through commercial use of the rest of the plot or through the sourcing of grant funding. Once commercial investigations are completed, officers will undertake a procurement to source alternative quotes for the overall scheme and gain a clear picture of the costs involved
- 8.7 At the Overview and Scrutiny meeting in March, the Brexit actions relating to preparation for the UK's exit from the EU was reported as complete, and the project has now been removed from future monitoring reports.

9. LEGAL IMPLICATIONS

- 9.1. No direct legal implications arise from this report. Legal implications for the projects listed in Appendix A are considered as part of those projects and will include (but are not limited to) governance, property, planning and contractual issues. Under the Local Government Act 2000 there is a legal requirement for Councils operating Executive arrangements to appoint an overview and scrutiny committee with remit to review decisions and other actions.
- 9.2. Overview and Scrutiny's terms of reference include at paragraph 6.2.7(s) of the Constitution "to review performance against the Council's agreed priorities and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or service areas". This report gives the Committee an opportunity to comment on progress made against the projects that have been identified for delivery against the Council's objectives.

10. FINANCIAL IMPLICATIONS

- 10.1. There are no specific revenue implications.

- 10.2. The actions identified were resourced through the corporate business planning process cycle for 2020/21 that was undertaken in 2019/20. A number of these projects formed part of the Council's capital programme for 2020/21.
- 10.3 The Council continues to face difficult spending decisions in view of the expected reduction in government support in future years and the availability of funding continues to impact on the projects that can be undertaken.

11. RISK IMPLICATIONS

- 11.1. The Lead Officer for each project is responsible for identifying any risks to the successful delivery of the Project
- 11.2. Any major projects are identified as Corporate Risks for the Council and these are monitored by Risk Management Group and the Finance Audit and Risk Committee. These include the Local Plan.

12. EQUALITIES IMPLICATIONS

- 12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2. By reporting delivery against the key projects for 2020/21 this provides a means to monitor whether the council are meeting the stated outcomes of the district priorities, its targets or delivering accessible and appropriate services to the community to meet different people's needs. This enables the Council to fulfil a number of obligations arising from the Public Sector Equality Duty.

13. SOCIAL VALUE IMPLICATIONS

- 13.1. The Social Value Act and "go local" requirements do not apply to this report.

14. ENVIRONMENTAL IMPLICATIONS

- 14.1. There are no known Environmental impacts or requirements that apply to this report. Environmental Impact Assessments will be undertaken where required for individual projects.

15. HUMAN RESOURCE IMPLICATIONS

- 15.1 There are no additional human resource implications arising from this monitoring report. The resources needed to deliver projects should be considered through the Corporate Business Planning process.

16.APPENDICES

16.1 Appendix A – 4th Quarter Monitoring against Key Projects for 2020/2021

17. CONTACT OFFICERS

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18. BACKGROUND PAPERS





18.1 None.





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Appendix A – 2020/2021 reporting against Projects identified in the Council Plan – as at 27/05/2021

For **Q4 2020/2021** North Hertfordshire District Council is reporting against 12 ongoing Projects to support the Council Plan 2020 - 25





Key for the Report

| Status key | |
|---|--|
|  | Project Halted / Funding not available / Extremely Late |
|  | Project behind original due date/ unlikely to hit original due date. |
|  | Project not due for completion in year / has not reached due date |
| -- | Project Pending |
|  | Project Completed. |

| Status | Q4 | Q3 | Q2 | Q1 | Summary of Movement this Qtr. |
|---|----|----|----|----|--|
|  | 0 | 0 | 0 | 0 | |
|  | 7 | 5 | 3 | 3 | |
|  | 4 | 6 | 9 | 10 | Customer Portal / Museum storage moved from Green to Amber |
| -- | 1 | 1 | 1 | 2 | |
|  | 0 | 1 | 1 | 0 | |
| Total | 12 | 13 | 14 | 15 | Brexit reported as complete in March 2021 |



- Where projects are b/f from previous years, their status is retained until they are complete – to ensure transparency




Projects supporting the Council Plan 2020/2025




| | Portfolio | Corporate Objective | Milestones for Completion in 2021 Year | Due Date Where available | Status | Comments |
|--|----------------------|--|---|---|---|--|
| Status – COMPLETE - 0 | | | | | | |
| | | | | | | |
| Status – GREEN - 4 | | | | | | |
| Refurbishment of lifts at Lairage Car Park – Project will span more than 1 year (capital programme) | Finance and IT | A More Welcoming and Inclusive Council | Determine requirements  Procurement of Contractor  Practical completion | Summer 2020 Dec 2020 Oct 2021 |  | Milestone complete Contract signed 11/12/2020 |
| Delivery of the Climate Change Strategy (council plan) Installing additional electric vehicle charging | Housing & Env Health | Respond to Challenges to the Environment | Electric Vehicle Charging Strategy Scoping Document supported by the Executive Members and their deputies. Other milestones to follow once strategy adopted. | |  | The EV strategy is now embedded with the Council’s Climate Change Strategy. Officers are working towards an approach to install electric vehicle charges within the Council’s car parks. |


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| points in council car parks to ensure that every car park has charging points in at least 5% of spaces, with a minimum of two spaces per car park. | | | | | | It should be noted that officer time is currently focused on responding to and recovering from the pandemic. |
| Disposal of surplus assets (Remove maintenance obligation and generate capital receipts) Will span more than one Financial year. (capital programme) | Enterprise and Co-operative | Enable an Enterprising & Co-operative Economy | Land adjacent to Hill View, Rushden ✓ 29 Gernon Road, Secondary Centre & Document Centre, and surrender of Town Lodge lease ✓ Land at Clare Crescent, Baldock Land adjacent 1 North End, Kelshall; ✓ | 30/04/20 31/03/2021 (was 31/08/20) 31/03/2022 31/03/2021 | ▶ | Sold April 2020. The surrender of the lease and disposal of the relevant properties were completed on 13 January 2021. NHDC sold its freehold interest on 22 nd February 2021 achieving above market value. Sale subject to a restrictive covenant to restrict use to garden land and help NHDC secure a proportion of value uplift should the land be sold or |


| | | | | | |
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| | | | | | used/developed for a higher value use by the new owner in the future |
| | | | Land adjacent 9 North End, Kelshall; | 31/03/2022 | Application for outline Planning permission submitted. Awaiting feedback from Planning department and Highways Authority. If Planning permission and Highways consent are granted, NHDC will aim to sell its freehold interest in this site following an open marketing exercise. Difficult to be precise on expected disposal date but estimate Quarter 4 of Financial Year 2021-22. |
| | | | Land at The Green, Ashwell Road, Newnham; | 31/08/2021 | <p>Full Planning permission granted. Marketing complete. NHDC accepted offer. Awaiting confirmation from solicitors that the contract to sell has been agreed.</p> <p>Land at Hawthorn Close, Hitchin: On hold; NHDC not looking to dispose for the foreseeable future.</p> <p>Land at Passingham Avenue, Hitchin: On hold; NHDC not looking to dispose for the foreseeable future</p> |

| | | | | | | |
|--|------------------------------------|--|--|-----------------------------------|---|--|
| <p>Acquisition of Property investments (capital programme)</p> | <p>Enterprise and Co-operative</p> | <p>Enable an Enterprising & Co-operative Economy</p> | <p>Continue to explore opportunities to improve the financial viability of property letting company and seek to explore other opportunities for trading companies.</p> <p>Explore the Council options for letting or selling Harkness Court.</p> <p>The commercial team will explore acquisition opportunities, if they meet the acquisition criteria each one will require a business case to seek approval for the Council to proceed.</p> | <p>31/03/21</p> <p>31/05/2021</p> |  | <p>Work on the financial options appraisal for Harkness Court continues. The aim is to complete this, with a clear way forward approved, by the time the property conversion is completed. The estimated completion date for the property conversion is now May2021. The financial options work will help to inform the financial viability of the Property Letting Company.</p> |
| <p>Status – AMBER - 7</p> | | | | | | |
| <p>Examination and Adoption of the Local Plan 2011 - 2031 (b/f form previous year)</p> | <p>Planning and Transport</p> | <p>Build Thriving & Resilient Communities</p> | <p>Milestones and dates will depend on the Planning Inspectorate</p> | |  | <p>Following the closure of the Hearing sessions in February 2021 and receipt of a schedule of modifications from the Inspector, a 6-week consultation on the proposed further modifications commenced on the 12 May 2021 It is anticipated the Inspector will issue a report following consideration of the responses to the consultation.</p> |

| | | | | | | |
|--|-----------------------------|---|---|----------------------|---|--|
| | | | | | | All information has been added to the Councils website at the link below. www.north-herts.gov.uk/localplan |
| Implement a “customer account” for customers to access specific information relating to them and to enable them to transact with the Council from a single log-on. (council plan) | Leader | A More Welcoming and Inclusive Council | Implement Customer and Member Portals | Dec 2020 |  | The Customer MyAccount portal is now live. We have gone with a soft launch, targeting e-billing customers and callers to the CSC to sign up initially and will then follow up with a bigger launch, so this milestone is complete. Pilot testing is still ongoing for the Councillor Portal - the pilot group was set up week commencing 12 April 2021. The technical issues have now been resolved. Although there is no specific timeframe at the moment for going live to all councillors, the wider roll out is expected to be completed shortly after the elections and Annual Council Meeting, unless there is any adverse feedback from the pilot group. |
| Property conversion at Harkness Court, Hitchin to provide Housing at market rents (service delivery plan) | Enterprise and Co-operative | Enable an Enterprising & Co-operative Economy | Commence works  Completion of works | Aug 20 Feb 21 |  | Property Services have indicated that the project should be completed by the end of May 2021 now that issues with the statutory undertakers are being resolved. The Senior Estates Surveyor is in regular dialogue with Property Services to discuss issues and try to maintain control of the timescales. Statutory undertakers generally work to their own deadlines and dictate the pace, so it is not always easy to get alignment on deadlines. Although no final decision has been made by NHDC as to whether the flats will be sold or rented |

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| | | | | | | out following completion, it is currently more likely they will be rented out given the greater desire for income over capital receipt at present. However, that strategy is not yet fully established. |
| <p>Develop long term museum storage solution</p> <p>To equip the museum service with a sustainable storage solution suitable for the effective management of the collection for the foreseeable future.</p> <p>(capital programme)</p> <p>Project will span more than 1 year</p> | Enterprise and Co-operative | Build Thriving & Resilient Communities | <p>Develop Fully Costed Proposal</p> <p>Further Milestones to follow</p> | Nov 2020 |  | Having fully established the needs and potential layout for the museum storage facility, NHDC has engaged with a developer via a framework to gain a more accurate idea of costs. The indicative cost plan sent back contrasted with earlier feasibility studies for the development of additional facilities in this location and suggested an overall cost of the development in excess of the identified budget. Officers are currently investigating whether this can be offset through commercial use of the rest of the plot or through the sourcing of grant funding. Once commercial investigations are completed, officers will undertake a procurement to source alternative quotes for the overall scheme and gain a clear picture of the costs involved. |
| <p>Renovate play area Howard Park, Letchworth</p> <p>(capital programme)</p> | Environment & Leisure | Build Thriving & Resilient Communities | <p>Consultation on Design</p> <p></p> <p>Complete renovation</p> | <p>10/08/2020</p> <p>31/10/2021</p> |  | 2021 Delivery of the project at Howard Park has been delayed due to supply issues brought about as a consequence of Brexit. Delivery of the planned items of play equipment is estimated for the middle of May 2021 when we expect use of the existing play area to increase. We do not want to close the play area at the busiest |

| | | | | | | |
|---|-----------------------|--|--|----------|---|---|
| | | | | | | time of year, so the works have been delayed to September 2021 when the schools will have returned after the summer holidays. This is the same situation for similar projects at the Holroyd Crescent and Wilbury play areas. |
| Development of a Crematorium in North Hertfordshire (b/f from previous year) | Environment & Leisure | | Appeal Hearing Obtain outline planning permission from Central Beds Review Options for obtaining detailed planning permission. | 13/05/20 |  | Central Bedfordshire refused the outline planning application in March 2019. Cabinet approved funding for an appeal on 26 March 2019 The appeal was submitted in September 2019. The Hearing date was originally set for 13/05/2020, however this was postponed due to Covid19. A further hearing planned for the 18 th November 2020 was also cancelled by the planning Inspector. The new Inquiry took place on 22/02/2021. A decision was received week commencing 19 April 2021, with the appeal against refusal of outline planning permission being dismissed. Officers are now considering the Inspector's reasons for this decision and are assessing the options regarding the next steps |

| | | | | | | |
|---|---------------------------------|---|---|-------------------|---|--|
| <p>Designating air quality management areas in Hitchin to address the improvement of the air quality – Stevenage Road and Paynes Park. (5 Year Plan commenced 2018)</p> | <p>Housing & Env Health</p> | <p>Respond to Challenges to the Environment</p> | <p>Work with businesses to reduce emissions from freight deliveries and buses/coaches" Negotiate with developers through the planning process to implement charging points in new homes.</p> <p>Anti-idling campaign to encourage drivers to switch off when stationary, including investigation of enforcement options</p> <p>Review of on-street parking in air quality management areas</p> <p>Participate in National Clean Air Day</p> | <p>08/10/2020</p> |  | <p>Due to the current Pandemic officer time has been focused on the response to and recovery from this situation.</p> <p>However, the following work is still on-going:</p> <ul style="list-style-type: none"> • DEFRA grant bid submitted to undertake a feasibility study for the District with regard EV charging was unsuccessful. • The ECO Stars scheme to work with business fleets to reduce emissions is anticipated to commence in April; • Work still on-going with regard a Hitchin pilot for EV charging although it has been confirmed that no Central Government funding is available for the project currently; • Annual return to DEFRA has been approved with regard the two AQMA within Hitchin; • Charging points for new homes embedded within the planning process. |
|---|---------------------------------|---|---|-------------------|---|--|

| Status – RED - 0 | | | | | | |
|----------------------|--------|--|-----------------|--|----|--|
| Status – PENDING - 1 | | | | | | |
| Churchgate | Leader | Build Thriving & Resilient Communities | Explore Options | | -- | <p>Full Council on 7 February 2019 approved the principle of purchasing the Churchgate Shopping Centre, subject to the economic case. It also confirmed that any regeneration must be a viable investment that maintains a return to the Council.</p> <p>Full Council on 20 March 2019 voted to put Hitchin forward for a “Future High Streets Fund” bid. Unfortunately, the bid was not successful.</p> <p>Officers continue to explore the options around Churchgate with a report back to Full Council in due course.</p> |

Comparison of Physical Committee Meetings (April 2019- April 2020) And Virtual Committee

| Meeting Date | Committee | Start Time | End Time | Public Attendance | Duration of Physical Meeting |
|--------------|---|------------|----------|-------------------|------------------------------|
| 16/04/19 | Licensing and Appeals Sub-Committee | 10:00 | 13:33 | 3 | 3hr 33 mins |
| 18/04/19 | Licensing and Appeals Sub-Committee | 10:00 | 12:46 | 17 | 2hr 46 mins |
| 09/05/19 | Licensing and Appeals Sub-Committee | 14:00 | 15:25 | 2 | 1hr 25 mins |
| 21/05/19 | Annual Council | 19:30 | 21:40 | 30 | 2hr 10 mins |
| 21/05/19 | Baldock and District Committee | 21:04 | 21:06 | 0 | 2 mins |
| 21/05/19 | Hitchin Committee | 21:06 | 21:07 | 0 | 1 mins |
| 21/05/19 | Letchworth Committee | 21:07 | 21:08 | 0 | 1 mins |
| 21/05/19 | Royston and District Committee | 21:08 | 21:09 | 0 | 1 mins |
| 21/05/19 | Southern Rural | 21:09 | 21:10 | 0 | 1 mins |
| 30/05/19 | Planning Control Committee | 19:30 | 22:48 | 40 | 3 hr 18 mins |
| 03/06/19 | Finance, Audit and Risk Committee | 19:30 | 21:06 | 0 | 1hr 36 mins |
| 04/06/19 | Overview and Scrutiny | 19:30 | 20:46 | 4 | 1hr 16 mins |
| 11/06/19 | Cabinet | 19:30 | 19:58 | 1 | 28 mins |
| 18/06/19 | Hitchin Committee | 19:30 | 21:40 | 14 | 2hr 10 mins |
| 19/06/19 | Licensing and Appeals Sub-Committee | 13:00 | 15:40 | 8 | 2hr 40 mins |
| 19/06/19 | Joint Staff Consultative Committee | 15:00 | 16:26 | 0 | 1hr 26 mins |
| 19/06/19 | Letchworth Committee | 19:30 | 21:07 | 8 | 1hr 37 mins |
| 24/06/19 | Baldock and District Committee | 19:30 | 20:12 | 6 | 42 mins |
| 27/06/19 | Cabinet | 19:30 | 20:29 | 5 | 59 mins |
| 03/07/19 | Royston and District Committee | 19:30 | 21:16 | 5 | 1hr 47 mins |
| 11/07/19 | Council | 19:30 | 20:47 | 10 | 1hr 17 mins |
| 16/07/19 | Overview and Scrutiny | 19:30 | 21:42 | 0 | 2hr 12 mins |
| 17/07/19 | Overview and Scrutiny Review of Hitchin Town Hall and District Museum | 14:00 | 17:31 | 16 | 3hr 31 mins |
| 18/07/19 | Overview and Scrutiny Review of Hitchin Town Hall and District Museum | 10:00 | 15:17 | 20 | 5hr 17 mins |
| 18/07/19 | Planning Control Committee | 19:30 | 22:20 | 47 | 2hr 50 mins |
| 29/07/19 | Finance, Audit and Risk Committee | 19:30 | 21:19 | 2 | 1hr 49 mins |
| 30/07/19 | Cabinet | 19:30 | 20:44 | 0 | 1hr 14 mins |
| 02/08/19 | Overview and Scrutiny Review of Hitchin Town Hall and District Museum | 10:00 | 12:29 | 19 | 2hr 29 mins |
| 22/08/19 | Planning Control Committee | 19:30 | 23:40 | 16 | 4hr 10 mins |
| 11/09/19 | Cabinet Sub- Committee (Local Authority Trading Companies' Shareholder) | 11:00 | 11:55 | 0 | 55 mins |
| 11/09/19 | Cabinet Panel on the Environment | 19:30 | 21:32 | 30 | 2hr 02 mins |
| 12/09/19 | Council | 19:30 | 21:20 | 10 | 1hr 50 mins |
| 16/09/19 | Finance, Audit and Risk Committee | 19:30 | 20:10 | 0 | 40 mins |
| 17/09/19 | Overview and Scrutiny Committee | 19:30 | 22:30 | 0 | 3hr 0 mins |
| 19/09/19 | Planning Control Committee | 19:30 | 22:24 | 25 | 2hr 54 mins |
| 20/09/19 | Cabinet Sub- Committee (Local Authority Trading Companies' Shareholder) | 15:00 | 15:12 | 0 | 12 mins |
| 24/09/19 | Cabinet | 19:30 | 20:21 | 3 | 51 mins |
| 01/10/19 | Hitchin Committee | 19:30 | 21:55 | 25 | 2hr 25 mins |
| 03/10/19 | Joint Staff Consultative Committee | 10:00 | | 0 | |
| 07/10/19 | Baldock and District Committee | 19:30 | 21:02 | 0 | 1hr 32 mins |
| 09/10/19 | Royston and District Committee | 19:30 | 20:36 | 0 | 1hr 06 mins |

| Meeting Date | Committee | Time | Total Youtube Views | Live Views | Duration of Virtual Meeting |
|--------------|---|-------|---------------------|------------|-----------------------------|
| 16/04/20 | Extraordinary Council | 16:00 | 440 | 22 | |
| 07/05/20 | Licensing and Appeals Sub-Committee | 14:00 | 155 | 20 | |
| 28/05/20 | Planning Control Committee | 19:30 | 344 | 35 | |
| 04/06/20 | Annual Council | 19:30 | 211 | 34 | 1hr 50mins |
| 15/06/20 | Finance, Audit and Risk Committee | 19:30 | 83 | 9 | 1hr 19mins |
| 16/06/20 | Overview and Scrutiny Committee | 19:30 | 87 | 10 | 3hr 14mins |
| 17/06/20 | Letchworth Committee | 19:30 | 76 | 9 | 1hr 30mins |
| 18/06/20 | Employment Committee | 11:00 | 43 | 4 | 22mins |
| 18/06/20 | Planning Control Committee | 19:30 | 70 | 9 | 1hr 26 mins |
| 22/06/20 | Baldock and District Committee | 19:30 | 28 | 4 | 51mins |
| 23/06/20 | Cabinet | 19:30 | 78 | 7 | 2hr 06 mins |
| 25/06/20 | Southern Rural Committee | 19:30 | 18 | 4 | 45mins |
| 30/06/20 | Hitchin Committee | 19:30 | 84 | 10 | 2hr 43mins |
| 01/07/20 | Royston and District Committee | 19:30 | 54 | 5 | 1hr 09mins |
| 07/07/20 | Cabinet Panel on the Environment | 19:30 | 107 | 6 | 1hr 38mins |
| 09/07/20 | Council | 19:30 | 107 | 9 | 2hr 23mins |
| 14/07/20 | Overview and Scrutiny Committee | 19:30 | 61 | 6 | 2hr 23mins |
| 16/07/20 | Planning Control Committee | 19:30 | 152 | 11 | 2hr 04mins |
| 20/07/20 | Finance, Audit and Risk Committee | 19:30 | 51 | 6 | 1hr 44mins |
| 21/07/20 | Cabinet | 19:30 | 56 | 7 | 1hr 34mins |
| 10/08/20 | Licensing and Appeals Sub-Committee | 10:00 | 62 | 7 | 3hr 44mins |
| 20/08/20 | Planning Control Committee | 19:30 | 90 | 17 | 1hr 27mins |
| 25/08/20 | Employment Committee | 10:00 | 29 | 4 | 2hr 22mins |
| 27/08/20 | Extraordinary Council | 19:30 | 258 | 27 | 2hr 20mins |
| 07/09/20 | Finance, Audit and Risk Committee | 19:30 | 75 | 4 | 2hr 21mins |
| 08/09/20 | Overview and Scrutiny Committee | 19:30 | 48 | 7 | 2hr 09mins |
| 09/09/20 | Cabinet Panel on the Environment | 19:30 | 57 | 9 | 1hr 35mins |
| 15/09/20 | Cabinet | 19:30 | 50 | 5 | 1hr 27mins |
| 17/09/20 | Planning Control Committee | 19:30 | 89 | 15 | 51mins |
| 23/09/20 | Joint Staff Consultative Committee | 10:00 | 54 | 5 | 1hr 14mins |
| 24/09/20 | Council | 19:30 | 183 | 12 | 3hr 36mins |
| 29/09/20 | Hitchin Committee | 19:30 | 81 | 21 | 1hr 43mins |
| 05/10/20 | Baldock and District Committee | 19:30 | 67 | 5 | 2hr 19mins |
| 07/10/20 | Royston and District Committee | 19:30 | 50 | 4 | 1hr 05mins |
| 08/10/20 | Extraordinary Council | 19:30 | 881 | 110 | 3hr 10mins |
| 14/10/20 | Letchworth Committee | 19:30 | 150 | 10 | 2hr 24mins |
| 15/10/20 | Planning Control Committee | 19:30 | 159 | 24 | 2hr 35mins |
| 20/10/20 | Standards Committee | 19:30 | 53 | 7 | 42mins |
| 21/10/20 | Cabinet panel on Community Engagement and Cooperative Development | 19:30 | 66 | 5 | 1hr 25mins |
| 22/10/20 | Licensing and Appeals Sub-Committee | 10:00 | 50 | 3 | 2hr 34mins |
| 22/10/20 | Extraordinary Cabinet | 19:30 | 43 | 4 | 35mins |

| | | | | | |
|----------|--|-------|-------|----|-------------|
| 10/10/19 | Southern Rural Committee | 19:30 | 20:32 | 8 | 1hr 02 mins |
| 15/10/19 | Cabinet Panel on the Environment | 19:30 | 21:50 | 25 | 2hr 20 mins |
| 16/10/19 | Letchworth Committee | 19:30 | 21:30 | 12 | 2hr 0 mins |
| 17/10/19 | Planning Control Committee | 19:30 | 21:05 | 10 | 1hr 35 mins |
| 21/10/19 | Licensing and Appeals Sub-Committee | 10:30 | 15:20 | 21 | 4hr 40 mins |
| 21/10/19 | Licensing and Appeals Committee | 19:30 | 20:52 | 0 | 1hr 22mins |
| 22/10/19 | Standards Committee | 19:30 | 20:30 | 0 | 1hr 0 mins |
| 23/10/19 | Special, Overview and Scrutiny Committee | 19:30 | 21:40 | 17 | 2hr 10 mins |
| 31/10/19 | Cabinet | 19:30 | 20:05 | 0 | 35 mins |
| 14/11/19 | Planning Control Committee | 19:30 | 21:26 | 25 | 1hr 56 mins |
| 21/11/19 | Council | 19:30 | 21:10 | 8 | 1hr 40 mins |
| 28/11/19 | Licensing and Appeals Sub-Committee | 10:00 | 16:08 | 9 | 6hr 10 mins |
| 28/11/19 | Cabinet Panel on the Environment | 19:45 | 21:24 | 22 | 1hr 39 mins |
| 05/12/19 | Finance, Audit and Risk Committee | 19:30 | 20:45 | 0 | 1hr 15 mins |
| 06/12/19 | Licensing and Appeals Sub-Committee | 10:30 | 13:17 | 4 | 2hr 47 mins |
| 16/12/19 | Cabinet- Sub Committee (Council Charities) | 10:00 | 10:15 | 0 | 15 mins |
| 17/12/19 | Cabinet | 19:30 | 21:00 | 3 | 1hr 30 mins |
| 18/12/19 | Joint Staff Consultative Committee | 10:00 | 11:57 | 0 | 1hr 57 mins |
| 19/12/19 | Planning Control Committee | 19:30 | 20:38 | 6 | 1hr 8 mins |
| 07/01/20 | Letchworth Committee | 19:30 | 20:55 | 0 | 1hr 25 mins |
| 08/01/20 | Southern Rural | 19:30 | 20:40 | 3 | 1hr 10 mins |
| 09/01/20 | Cabinet Panel on the Environment | 19:30 | 21:56 | 19 | 2hr 26 mins |
| 14/01/20 | Council Tax Setting Committee | 17:00 | 17:15 | 0 | 15 mins |
| 14/01/20 | Hitchin Committee | 19:30 | 21:31 | 12 | 2hr 01 mins |
| 15/01/20 | Royston and District Committee | 19:30 | 20:50 | 6 | 1hr 20 mins |
| 16/01/20 | Council | 19:30 | 22:24 | 5 | 2hr 54 mins |
| 20/01/20 | Finance, Audit and Risk Committee | 19:30 | 20:40 | 0 | 1hr 10 mins |
| 21/01/20 | Overview and Scrutiny Committee | 19:30 | 23:00 | 7 | 3hr 30 mins |
| 23/01/20 | Planning Control Committee | 19:30 | 21:29 | 6 | 1hr 59 mins |
| 27/01/20 | Baldock and District Committee | 19:30 | 21:24 | 10 | 1hr 54 mins |
| 28/01/20 | Cabinet | 19:30 | 21:30 | 4 | 2hr 0 mins |
| 06/02/20 | Council | 19:30 | 21:05 | 2 | 1hr 35 mins |
| 13/02/20 | Planning Control Committee | 19:30 | 20:58 | 7 | 1hr 28 mins |
| 27/02/20 | Employment Committee | 12:00 | 12:57 | 0 | 57 mins |
| 27/02/20 | Council Tax Setting Committee | 19:00 | 19:10 | 0 | 10 mins |
| 27/02/20 | Extraordinary, Council | 19:30 | 20:30 | 0 | 1hr 0 mins |
| 05/03/20 | Cabinet Panel on the Environment | 19:30 | 21:17 | 14 | 1hr 47 mins |
| 10/03/20 | Hitchin Committee | 19:30 | 21:23 | 10 | 1hr 53 mins |
| 11/03/20 | Joint Staff Consultative Committee | 10:00 | 11:18 | 0 | 1hr 18 mins |
| 11/03/20 | Letchworth Committee | 19:30 | 21:17 | 37 | 1hr 47 mins |
| 16/03/20 | Finance, Audit and Risk Committee | 19:30 | 20:31 | 0 | 1hr 01 mins |
| 17/03/20 | Employment Committee | 14:30 | 16:24 | 0 | 1hr 54 mins |

| | | | | | |
|----------|---|-------|-----|----|--------------|
| 26/10/20 | Licensing and Appeals Committee | 19:30 | 32 | 5 | 1hr 16mins |
| 29/10/20 | Southern Rural Committee | 19:30 | 37 | 6 | 58mins |
| 09/11/20 | Cabinet panel on Community Engagement and Cooperative Development | 19:30 | 87 | 10 | 1hr 29mins |
| 12/11/20 | Council | 19:30 | 74 | 9 | 44mins |
| 17/11/20 | Cabinet Panel on the Environment | 19:30 | 81 | 9 | 1hr 30mins |
| 19/11/20 | Planning Control Committee | 19:30 | 121 | 16 | 1hr 02mins |
| 24/11/20 | Planning Control Committee | 19:30 | 295 | 43 | 4hrs 02mins |
| 01/12/20 | Hitchin Committee | 19:30 | 39 | 7 | 1hr 32mins |
| 02/12/20 | Royston and District Committee | 19:30 | 37 | 3 | 1hr |
| 03/12/20 | Finance, Audit and Risk Committee | 19:30 | 40 | 6 | 1hr 23mins |
| 07/12/20 | Baldock and District Committee | 19:30 | 23 | 2 | 35mins |
| 08/12/20 | Overview and Scrutiny Committee | 19:30 | 50 | 5 | 2hrs 09mins |
| 09/12/20 | Letchworth Committee | 19:30 | 43 | 5 | 1hr 16mins |
| 10/12/20 | Southern Rural Committee | 19:30 | 43 | 6 | 55mins |
| 14/12/20 | Cabinet Sub-Committee (Council Charities) | 15:00 | 18 | 3 | 6mins |
| 15/12/20 | Cabinet | 19:30 | 81 | 10 | 2hr 41mins |
| 16/12/20 | Joint Staff Consultative Committee | 10:00 | 24 | 4 | 57mins |
| 17/12/20 | Planning Control Committee | 19:30 | 74 | 10 | 2hr 16mins |
| 06/01/21 | Licensing and Appeal Sub-Committee | 10:00 | 100 | 7 | 4hrs 21mins |
| 11/01/21 | Licensing and Appeal Sub-Committee | 10:00 | 95 | 6 | 3hrs 04mins |
| 14/01/21 | Council Tax Setting Committee | 17:00 | 31 | 2 | 16mins |
| 18/01/21 | Finance, Audit and Risk Committee | 19:30 | 26 | 5 | 36mins |
| 19/01/21 | Licensing and Appeal Sub-Committee | 10:00 | 25 | 4 | 2hrs 20mins |
| 19/01/21 | Overview and Scrutiny Committee | 19:30 | 51 | 5 | 1hr 24mins |
| 20/01/21 | Planning Control Committee | 19:30 | 70 | 14 | 1hr 40mins |
| 21/01/21 | Council | 19:30 | 156 | 15 | 3hrs 24mins |
| 26/01/21 | Cabinet | 19:30 | 55 | 8 | 57mins |
| 09/02/21 | Extraordinary Cabinet | 19:30 | | | Cancelled |
| 10/02/21 | Planning Control Committee | 19:30 | 100 | 25 | 3hr 22mins |
| 11/02/21 | Council | 19:30 | 142 | 13 | 3hr 08mins |
| 23/02/21 | Cabinet Panel on the Environment | 19:30 | 68 | 8 | 2hr 41mins |
| 24/02/21 | Planning Control Committee | 19:30 | 140 | 20 | 2hrs 24mins |
| 25/02/21 | Council Tax Setting Committee | 19:30 | 26 | 1 | 7mins |
| 02/03/21 | Hitchin Committee | 19:30 | 29 | 7 | 2hr 53 mins |
| 03/03/21 | Standards Committee | 19:30 | 31 | | 58 mins |
| 04/03/21 | Southern Rural Committee | 19:30 | 21 | 7 | 1hr 36 mins |
| 08/03/21 | Finance, Audit and Risk Committee | 19:30 | 21 | 5 | 2hr 18mins |
| 09/03/21 | Overview and Scrutiny Committee | 19:30 | 48 | 4 | 1hr 41 mins |
| 10/03/21 | Joint Staff Consultative Committee | 19:30 | 29 | 2 | 1hr 13mins |
| 10/03/21 | Letchworth Committee | 19:30 | 56 | | 1hr 26 mins |
| 15/03/21 | Baldock and District Committee | 19:30 | | 5 | 1hr 4 mins |
| 16/03/21 | Cabinet | 19:30 | 133 | | 3hrs 11mins |
| 17/03/21 | Royston and District Committee | 19:30 | 58 | | 1hr 36 mins |
| 18/03/21 | Planning Control Committee | 19:30 | 239 | 22 | 2hr 38mins |
| 24/03/21 | Planning Control Committee | 19:30 | 89 | | 2hr 1 min |
| 14/04/21 | Planning Control Committee | 19:30 | 192 | 17 | 4hrs 10 mins |
| 15/04/21 | Council | 19:30 | 248 | | 4hrs 33 mins |

Total public attendance 19/20

678

Total number of views 20/21

8378

893

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**DRAFT CABINET REPORT
29 June 2021**

***PART 1 – PUBLIC DOCUMENT**

TITLE OF REPORT: NORTH HERTFORDSHIRE COMMUNITY LOTTERY – NEW POLICIES

REPORT OF THE SERVICE DIRECTOR - COMMERCIAL

EXECUTIVE MEMBERS: ENTERPRISE AND CO-OPERATIVE DEVELOPMENT; AND COMMUNITY ENGAGEMENT

COUNCIL PRIORITY: BUILD THRIVING AND RESILIENT COMMUNITIES / ENABLE AN ENTERPRISING AND CO-OPERATIVE ECONOMY

1. EXECUTIVE SUMMARY

- 1.1. The purpose of this report is to seek approval for the Council to introduce and adhere to new policies associated with the delivery of the North Hertfordshire Community Lottery and Gambling Licence application.
- 1.2. As a reminder, the concept of the Community Lottery was approved on 15 December 2020 via Cabinet. Voluntary and Community Sector (VCS) groups such as local charities, community groups, sports clubs and schools will have the opportunity to financially benefit from this project, via funds raised through online lottery ticket sales.

2. RECOMMENDATION

- 2.1. That Cabinet approves the implementation of the new policies associated with launching and delivering the North Hertfordshire Community Lottery.

3. REASONS FOR RECOMMENDATIONS

- 3.1. In order to gain a lottery licence from the Gambling Commission, NHDC need to provide and adhere the following policies (as seen in Appendix 1):

- Social Responsibility in Gambling Policy
- Implementation Procedures Policy
- Protection from Source of Crime and Disorder Policy
- Fair and Open Gambling Policy
- Children and Vulnerable Person Protection policy
- Remote Technical Standards Policy
- Terms – Complaint Procedure
- Terms – Site (including self-exclusion)
- Terms – Games Rules

Gatherwell (External Lottery Manager) have provided draft copies of these policies for NHDC to adopt.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1. None, as the Gambling Licence cannot be completed unless the above policies are agreed and approved for use by Cabinet members.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

- 5.1 The Executive Member and Deputy Executive Member for Enterprise and Co-operative Development have been kept updated regarding this project. The Commercial Team Leader has been in regular communication with the nominated External Lottery Manager (ELM), Gatherwell, who has experience delivering and managing other local authority lotteries. Gatherwell have also advised that in order to be successful, these policies must be adopted in order to proceed with the Gambling Licence required to launch the Lottery itself.

6. FORWARD PLAN

- 6.1 This report contains a recommendation on a Key Executive Decision and has been added to the Forward Plan (May 2021).

7. BACKGROUND

- 7.1 The aim of the Community Lottery is to generate additional revenue in support of good causes such as local charities, community groups, sports clubs and schools within the District.
- 7.2 The Community Lottery will support local groups and organisations to create and promote an additional funding stream. Members of the public/ community can purchase tickets from the North Hertfordshire Community Lottery website and choose which VCS group or organisation/s they wish to financially support via a lottery ticket sale. By doing this, it allows a large proportion of the monetary donation to go directly to the good cause.
- 7.3 The Council will also benefit financially from each ticket sale, however at a lower monetary proportion than the VCS groups.
- 7.4 The concept of the Lottery was approved by Cabinet on 15 December 2020.
- 7.5 Since being appointed in January 2021, Gatherwell (External Lottery Managers) have assisted with the completion of the lottery licence application with the Gambling Commission. Whilst completing the application it has come to light that a number of policies (as listed above) need to be included in the application in order to be successful with the licence.

7.6 Gatherwell have draft policies written for this purpose, that have previously been adopted by other Local Authorities when completing their application before launching a Community Lottery. In order to move forward with the application, the policies need to be reviewed and approved by relevant officers and Cabinet members. Once submitted, it is approximately 16 weeks to approval of the licence, this could mean a good causes launch in early November, mid-December for ticket sales to start and the first draw towards the end of January 2022.

8. RELEVANT CONSIDERATIONS

8.1 This report is seeking the approval of the policies outlined above. Since learning that the policies need to be in place prior to the application, the Commercial team have been working closely with relevant service areas to ensure each officer/ manager is content with the policy outlines and are happy to approve it on their service behalf.

8.2 It is important to note that the policies are only relevant to the Community Lottery and have no impact on other policies already in place at the Council.

8.3 In order to gain more context around the policies, the team have also communicated with other Local Authorities whom already have the policies in place. The findings were as follows:

- They are not 'council' policies they are policies solely for the lottery operation. The council will have policies as a regulating body but this activity is regulated by the Gambling Commission not the council.

8.4 If approved, the following process will be followed and led by the Commercial team with the assistance of Gatherwell:

Approval at Cabinet to proceed with the application and adoption of policies - 29 June 2021

Notify Gatherwell of decision and proceed with Gambling Licence application

Submit application – 30 June 2021

Await application results – Approximately 20 October 2021

North Hertfordshire Community Lottery launch event – November 2021

North Hertfordshire Community Lottery first draw - January 2022

8.5 Copies of the policies outlined have been provided to the relevant Executive Members.

9. LEGAL IMPLICATIONS

9.1. Following Cabinet approval on the 15 December 2020 to approve the concept in principle of the establishment of a Community Lottery, a Single Tender was conducted to directly appoint Gatherwell as the external lottery manager.

9.2. The entering into such contracts must comply with the Council's Contract Procurement Rules (CPRs) and Rule 14 of the CPRs sets out the circumstances in which a Single Tender can be considered.

- 9.3. Single tenders fall under Rule 14 of the Contract Procurement Rules, and it is rule 14.1 c) (i)(ii) that was relied upon by the Commercial team when seeking the Single Tender: “c) Specialist consultants, suppliers, agents or professional advisors are required and: (i) Evidence that there is no satisfactory alternative; or (ii) evidence indicates that there is likely to be no genuine competition.” Consequently, a direct award was made to Gatherwell to operate the Community Lottery on behalf of North Hertfordshire District Council.
- 9.4. The term of the contract would be three years and a forecast total contract value for this term is £19.4k. This includes the initial fee of £5k and Gatherwell’s fee from each *anticipated* ticket sold (based on 2000 tickets a month).
- 9.5. Local Authority Lotteries are regulated by the Gambling Act 2005 and licenced by the Gambling Commission. Consideration will need to be given to all licencing requirements and policies/guidance necessary in the delivery of a community lottery.
- 9.6. Section 257 of the Gambling Act 2005 defines an ELM as a person that makes arrangements for a lottery on behalf of a society or authority of which he is not—
(a) a member,
(b) an officer, or
(c) an employee under a contract of employment.
- 9.7. The Licence Conditions and Codes of Practice of the Gambling Commission sets out the requirements that must be met in order to hold an operating and personal licence and all such requirements must be met.

10. FINANCIAL IMPLICATIONS

- 10.1 The projected net expenditure/income to the Council will not be realised and would be deferred. The launch which was originally planned towards the end of the 2020/21 financial year and was expecting to see net expenditure in 2021/22 of £3.2k. However the initial fee of £5k to Gatherwell has been paid so the projected net income for 2021/22 would be £1.8k. Followed by net income of £4.5k, £7.3k, £10k, £12.9k from 2022/23 up to 2026/27 and beyond.
- 10.2 The projections highlighted above will be pushed back to 2022/23.

11. RISK IMPLICATIONS

- 11.1 There are no direct risk implications relating to the recommendation in Paragraph 2.1, as approval of the new policies enables the previously approved concept of a North Hertfordshire Community Lottery to progress. However, if implementation of the new policies is not approved, this will lead to a failure to gain a lottery licence from the Gambling Commission and subsequently, a failure to deliver a North Hertfordshire Community Lottery. As a result, the identified benefits to the Council and Voluntary and Community Sector groups associated with the project will not be realised.

12. EQUALITIES IMPLICATIONS

- 12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2. There are no direct equality implications arising from this report. One of the three objectives of the Gambling Act 2005 is to protect children and other vulnerable people from being harmed or exploited by gambling'. The promotion of the Gamble Aware via any External Lottery Manager and the Licence Holder will seek to mitigate any adverse and disproportionate impacts on vulnerable groups.

13. SOCIAL VALUE IMPLICATIONS

- 13.1. As the recommendations in the report relate to a contract below £50,000 the "go local" policy has not been applied for the following reason: There is no local provider able to deliver a suitable alternative.

14. ENVIRONMENTAL IMPLICATIONS

- 14.1. There are no known Environmental impacts or requirements that apply to this report.

15. HUMAN RESOURCE IMPLICATIONS

- 15.1 None identified other than staffing requirements detailed in the body of the report.

16. APPENDICES

- 16.1 Appendix 1 - Gatherwell Policies (see Part 2 Report)

17. CONTACT OFFICERS

- 17.1 Jess Wallis, Commercial Team Leader, (jess.wallis@north-herts.gov.uk)
- 17.2 Chloe Gray, Commercial Manager, (chloe.gray@north-herts.gov.uk / ext 4223)
- 17.3 Steve Crowley, Service Director – Commercial, (steve.crowley@north-herts.gov.uk / ext 4211)
- 17.4 Reuben Ayavoo
- 17.5 Helen Rae
- 17.6 Isabelle Alajooz, Legal Commercial Manager, (Isabelle.Alajooz@north-herts.gov.uk)
- 17.7 Jeanette Thompson
- 17.8 Shah Mohammed, Group Accountant (shah.mohammed@north-herts.gov.uk)
- 17.9 Tim Everitt, Performance and Risk Officer (tim.everitt@north-herts.gov.uk)

18. BACKGROUND PAPERS

Copies of the relevant policies can be made available upon request.

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

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