

## REVENUE BUDGET SAVINGS AND INVESTMENTS

## New Efficiency Proposals

Ref No	Service Directorate	Description of Proposal	Budget Impact	Net Efficiency				
				2022/23 £'000	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000
E1	Commercial	Letting of former Public Convenience at Portmill Lane, Hitchin. Efficiency associated with corresponding capital proposal to renovate the premises. The revenue estimate is currently based on the building being let for basic storage use following the capital works. Estates would aim to secure planning permission and, following the works, a letting as soon as possible for cafe or office use. Either use is expected to generate much higher additional annual income.	Additional Income	-	(5)	(5)	(5)	(5)
E2	Commercial	Letting of land held as investment property at Newark Close, Royston. Achieving a letting will initially require a clean up of the site and dilapidations addressed. Once the site is remedied, it can be remarketed to generate rental income.	Additional Income	6	(4)	(4)	(4)	(4)
E3	Commercial	Letting of Charnwood House in Hitchin. Efficiency associated with corresponding capital proposal for the renovation and modification of the property. Depending on the terms agreed in the lease, achieving a letting of Charnwood House would remove the costs to NHDC of managing the premises, which currently average at circa £30k per annum. A lease is expected to take 2 - 3 years to complete so no savings are anticipated within this period.	Expenditure Reduction	-	-	-	(30)	(30)
E4	Commercial	Income from Hitchin Town Hall Community Facility and North Hertfordshire Museum. To introduce evening events at the Museum that would be ticketed to provide a totally different experience than a normal visit. This could include an evening with a talks based on specific artefacts. The events will also have a licenced bar and catering.	Additional Income	(1)	(1)	(1)	(1)	(1)
E5	Customers	Net cost of Careline. Economies of scale generated from the recent expansion of the Careline service have resulted in an improvement in the forecast net position going forward.	Additional Income	(105)	(105)	(105)	(105)	(105)
E6	Customers	Revenues and Benefits Staff Costs. Reduction in the number of Grade 8 Senior Officer posts in the Benefits team structure from two to one. The gradual migration of working age adult Housing Benefit claimants to Universal Credit has steadily reduced the caseload of the Benefits Team, meaning this change can be made without negatively impacting the service provided.	Expenditure Reduction	(37)	(37)	(37)	(37)	(37)
E7	Customers	Software license costs. The new contract with Microsoft for licenses from April 2022 (see corresponding capital proposal) will mean certain software currently in use will ultimately no longer be required, with the Council therefore saving associated software license costs. This primarily comprises licenses for Citrix, as secure remote connections are built into the Microsoft Azure Cloud, and SOPHOS licenses, which will be replaced by the Microsoft Defender End Point software included with the new Microsoft license. The lower efficiency value in 2022/23 reflects the degree of overlap during the transition.	Expenditure Reduction	(16)	(39)	(39)	(39)	(39)
E8	Customers	Remote Data Communications Links. Reduction in estimated costs follows the outcome of the tender for remote Data Links to Hitchin Town Hall, Buntingford Depot, Burymead and District Council Offices.	Expenditure Reduction	(15)	(15)	(15)	(15)	(15)
E9	Legal & Community	Policy & Community staff costs. Deletion of the vacant part time Grants & Data Systems Officer post following the introduction of a new process for grants administration and data capture, facilitated by the work of the Business Transformation team and IT.	Expenditure Reduction	(10)	(10)	(10)	(10)	(10)
E10	Legal & Community	Community project grants. Removal of discretionary budget provision for community group assistance.	Expenditure Reduction	(5)	(5)	(5)	(5)	(5)
E11	Place	Green Space maintenance contract. The contract review process identified an annual saving which will be implemented from the 1st April 2022 for a period of 10 years, with a mutual break clause after 5 years. The changes also deliver a number of environmental benefits including increased bio-diversity, reduced vehicle travel and lower water consumption.	Expenditure Reduction	(144)	(144)	(144)	(144)	(144)
E12	Place	Charging for the use of Public Conveniences at the three locations maintained by the Council. Efficiency value is based on a charge of 20p, assumes a 25% drop in activity, and is net of anticipated additional costs from introducing a charging system.	Additional Income	(27)	(34)	(34)	(34)	(34)
E13	Place	Introduction of a charge, from the middle of next year, for the delivery of replacement purple residual waste bins [only] at a price of £40 for a new 180L bin and £25 for a refurbished 180L bin (when available). Other bins, principally grey recycling bins, will also be refurbished but not charged to continue to encourage recycling participation. Saving value assumes 40% of all damaged bins requested to be replaced will be able to be refurbished, rather than require the purchase of a new bin, with the charge reducing requests for replacement purple bins by 20%.	Additional Income	(65)	(65)	(65)	(65)	(65)
E14	Place	Garden Waste Service subscription income. The contractual cost of delivering the garden waste service has increased since the paid service was introduced in 2018, while the administrative burden has increased with the introduction of additional communications and administration processes, such as around the provision of permits and management of concessions. This proposal suggests a price of £49, which aligns with the charging for garden waste collection in East Herts. The estimate takes account of a potential 5% drop in subscriptions. The value for 2022/23 reflects both the part year impact on income as well as additional associated expenses, which includes the changes required to direct debit notifications and additional advertising.	Additional Income	(55)	(171)	(171)	(171)	(171)
E15	Place	Garden Waste Service income from the provision of bins to new customers. The cost of bins has increased, due to polymer shortage and supply chain issues. New garden waste customers are charged for the delivery of their new bins. This charge is currently £35 and it is proposed, from the start of the next subscription period, to increase this to £40 to ensure cost recovery.	Additional Income	(1)	(2)	(2)	(2)	(2)
E16	Place	Garden Waste Service income from the provision of replacement bins. It is proposed to charge residents for the replacement of damaged bins to reduce the number of bin replacements for minor defects. It is proposed to charge £40 for a new bin and £25 for a refurbished bin. Additional income value assumes a 20% drop in the number of requests received for replacement bins.	Additional Income	(10)	(25)	(25)	(25)	(25)
E17	Regulatory	Planning Income. Increase in planning income as a result of the adoption and implementation of the Local Plan. Whilst there will be one-off applications of greater value, the growth figure is considered the average going forward. In February 2017 an expectation of 100k additional income was included within the budget estimates from 2018/19 on the same basis and this value is in addition to that.	Additional Income	(50)	(50)	(50)	(50)	(50)
Total Net Budget Reduction from new efficiency proposals			Total Expenditure Reduction	(227)	(250)	(250)	(280)	(280)
			Total Additional Income	(308)	(462)	(462)	(462)	(462)
			Total Expenditure Reduction	(535)	(712)	(712)	(742)	(742)

**New Revenue Pressures and Investment Proposals**

Ref No	Service Directorate	Description of Proposal	Budget Impact	Investment				
				2022/23	2023/24	2024/25	2025/26	2026/27
				£'000	£'000	£'000	£'000	£'000
R1	Commercial	Consultants advice to Commercial projects. In order to support and appraise any external large commercial projects, relevant consultants are appointed to advise whether or not an opportunity is viable to pursue. Some external projects can be appraised in house, while others also require the expertise and knowledge of specialist consultants. The consultants budget requested will allow the Council to progress work on opportunities that have been identified and meet the commercial criteria to proceed to explore further as soon as possible, without first having to seek approval for additional expenditure involved in investment appraisal. Any money that is not spent will be requested to be carried forward.	Additional Expenditure	30	-	-	-	-
R2	Commercial	Creation of Trainee Estates Surveyor post within Estates & Asset Management. Anticipated that this role will be aimed at candidates holding an undergraduate Degree in an estates management or property-related subject. The role will offer training via the Assessment of Professional Competence (APC) towards achieving Associate or Full Membership of the Royal Institution of Chartered Surveyors, starting at Grade 6 and moving to Grade 10 upon attaining Membership.	Additional Expenditure	30	30	40	40	40
R3	Commercial	Erection of gate and fencing to reduce risk of acquisition of prescriptive rights over NHDC's land off Lower Gower Road, Royston. This measure will also reduce risk of anti-social behaviour, such as fly-tipping on NHDC's land.	Additional Expenditure	8	-	-	-	-
R4	Commercial	Clearance of site vegetation on NHDC land off Meadow Way, Therfield. Clearance of site will facilitate appraisal of the site for redevelopment to in turn provide either a capital receipt to NHDC or, if the land is retained, potential future rental income to NHDC.	Additional Expenditure	6	-	-	-	-
R5	Commercial	Replacement of kitchen and workshop equipment at Hitchin Town Hall. Both the kitchen and workshop were fitted approximately 5 years ago and some of the equipment will begin reaching the end of their useful life. Investment proposal is to recognise in the budget the cost of gradually replacing or repairing this equipment in the coming years.	Additional Expenditure	5	5	5	5	5
R6	Commercial	Replacement of chairs, tables and café seating (indoor and outdoors) at Hitchin Town Hall. These are reaching the end of their life and require replacement. Requested budget also includes provision for the purchase of large umbrellas for the outdoor area, which will help attract attention to the facility while also providing improved year round use for the outdoor area at the front of the museum.	Additional Expenditure	15	-	-	-	-
R7	Customers	IT Helpdesk Cloud Solution. The current solution used by IT (Spiceworks) is an open source software solution and the providers have given notice that they will no longer be developing or supporting this free software solution during 2022. IT have been looking at solutions that can also potentially benefit HR and Property Services. This new software is purely a revenue costs and based on 30 agents.	Additional Expenditure	22	22	22	22	22
R8	Customers	Ongoing software license and data storage costs associated with the continued use of artificial intelligence and robotics in service provision. The use of this software will be deployed to generate efficiencies through increased automation of processes, as was the case with the grants process (see efficiency E9). Investment value comprises the cost of the ongoing use of Microsoft Azure and the renewal of the UiPath AI software from 1st April 2023.	Additional Expenditure	5	40	40	40	40
R9	Customers	Appointment of Electronic Watch (Public Procurement). NHDC agreed a 1 year contract with this company, who monitor IT suppliers used by the Council to ensure the protection and rights of workers in the electronic supply chain.	Additional Expenditure	4	-	-	-	-
R10	Legal & Community	Incorporation of the Healthy Hub Service into the Council's permanent budget based on receipt of funding from Hertfordshire County Council. I.e. confirmation that the existing arrangement will continue on an ongoing basis.	Additional Expenditure	-	-	-	-	-
R11	Legal & Community	Legal Services staffing costs. Increase in budgeted weekly hours for the Procurement Officer post from the existing 18.5 hour part-time role to a 37 hour full time post. Several unsuccessful recruitment attempts and feedback from interim appointments have indicated that the demands of the role are not commensurate with a part time position. The additional expenditure in 2022/23 would be funded from Brexit Grant as the post involves working with local businesses and other Local Authorities on post brexit procurement matters.	Additional Expenditure	-	25	25	25	25
R12	Legal & Community	Recruitment of additional Licensing Officer (career graded 5 - 8) on a permanent contract. New post would increase service resilience and the capacity for the Licensing Team to take on some of the licensing functions currently delivered by the Environmental Health Team. The additional cost beyond 2023/24 would be re-couped through the recalculation of license fees based on the augmented staffing structure.	Additional Expenditure	25	25	-	-	-
R13	Legal & Community	Subscription to Hertfordshire Climate Change and Sustainability Partnership (HCCSP). HCCSP has an overarching mission to be the lead partnership organisation through which Hertfordshire's local authorities and the Hertfordshire Local Enterprise Partnership (LEP) can work collaboratively on environmental, climate change and wider sustainability issues. HCCSP works to support outcomes identified by the Hertfordshire Leaders Group through sharing information, coordinating and influencing solutions, and bringing forward proposals for key interventions around climate change and sustainability across Hertfordshire.	Additional Expenditure	7	7	7	7	7
R14	Place	Removal of the planned efficiency associated with the provision of a Crematorium. In September 2021 Cabinet approved the recommendation to cease the Crematorium project at Wilbury Hills Cemetery and allow officers (Commercial and Greenspace teams) to investigate alternative, commercial opportunities for this site, whilst continuing the current letting arrangement with the tenant. Commercial options will be presented to Cabinet by March 2022.	Income Reduction	50	100	100	100	100
R15	Place	Additional waste, recycling and street cleansing expenditure following the Jubilee Bank Holiday. Cost includes provision for 'catch up' working for all services and a small sum for additional communication with residents.	Additional Expenditure	30	-	-	-	-
R16	Place	Creation of a permanent full time Garden Waste Service administrator post. In 2020/21, 36% of the garden waste sign ups were outside of the 2 month sign-up window. East Herts Council (EHC) and North Herts Council (NHC) currently fund 2 x 3 month temporary posts to administer the garden waste service (equivalent to 0.5WTE) however a significant additional administrative burden is absorbed by the client team to the detriment of other services. Investment value represents the additional NHC resource required to replace the two temporary posts with the proposed permanent post (1WTE) and assumes that a proportion of the cost (50%) will be funded by EHC. Increase of 0.5WTE, so NHC funding is for 0.25WTE.	Additional Expenditure	8	8	8	8	8

R17	Place	Project management resource to support the extension or retender of the waste, recycling and street cleansing contract. This may be in the form of consultants, a dedicated project manager or additional financial support. Additional expenditure value is based on the assumption that the shared service will continue and procurement costs will be shared with East Herts Council. Total estimated North Herts share around £100k - across 2022/23, 23/24 and 24/25. To be funded from Waste Reserve so zero General Fund impact.	Additional Expenditure	-	-	-	-	-
R18	Regulatory	Recruitment of Economic Development Officer (£30k per year) to continue the current shared service arrangement with East Herts District Council to enable the development of an Economic Development Strategy in 2022 reflecting the post pandemic environment. Work is already on-going with regard a District wide business survey, footfall counts within the 4 towns and recovery plans for the three BID areas. Extending the current arrangement for a further year to move this work on to a strategy will also allow alternative funding streams to be considered and, post the adoption of the strategy, allow the future resources requirements to be clearly identified for future years. The funding for 22/23 will be through an existing economic development reserve.	Additional Expenditure	-	TBC	TBC	TBC	TBC
R19	Regulatory	Recruitment of Conservation and Listed Buildings Officer (career graded 7 - 10). This would provide an additional officer to support the Council's only specialist officer for in excess of 2000 listed properties and a number of conservation areas. The applications attract no fee to offset the cost of the additional officer, with minimal take up of the charged pre-application process given the zero application cost. The additional officer will provide support for the increased workload following an adoption of the Local Plan, cover for the leave or absence of the existing officer, and seek to speed up the application process, which is a cause of concern for applicants. The Council has in the past had two officers. Investment value based on recruitment at top of grade 10 and represents the maximum cost.	Additional Expenditure	56	56	56	56	56
R20	Regulatory	5 year Principal Strategic Planning Officer post at grade 11. An additional Principal Strategic Planning Officer Post was approved as a growth bid in the 2020/21 budget. Following progression of the Local Plan and the Council's emphasis on place leadership, good design and addressing the climate change emergency, this post has subsequently been refocussed to ensure successful implementation of the Council's SP9 design and masterplanning approach and delivery of the supporting documents (SPDs, town centre strategies) to the Local Plan. This leaves a requirement for an experienced senior professional to focus upon (but not necessarily limited to): Programming of the work associated with the early review of the new Local Plan, contribution to emerging sub-regional joint planning arrangements for north, east and central Hertfordshire ('NEC Herts'), liaison with surrounding authorities under the Duty to Co-operate or any successor arrangements and oversight of other planning responsibilities e.g. neighbourhood planning and monitoring. This is to also include line management of career grade (8-10) posts. Five-year cost (£337k) to be funded from existing planning income reserve (balance at 1/4/21 of £469k). However, this reserve was intended to fund a wide range of matters across the planning services that require additional resource and the use of the reserve to fund this post is made with the request that in the future (e.g.) excess planning fee income, PPA income etc. will be used to replenish the reserve. See separate narrative on reserves.	Additional Expenditure	-	-	-	-	-
R21	Regulatory	5 year career-grade Planning Officer / Senior Planning Officer post (grade 10) - linked to the above, to provide an additional career-grade post for five years enabling the establishment of two mini teams working under the line management of the proposed two principal planning officer posts (There are presently three occupied career-grade posts within the team which would need to be allocated under this arrangement). This post would provide necessary additional capacity in either the 'implementation' or 'strategic planning' team to ensure successful delivery of the team's work programme. Assumes recruitment at top of grade 10 for worst case, however could be recruited for example at a grade 8 £36,600. Total salary cost of £55,600 per annum to be met from (i) permanent reduction in hours of an existing planning policy career grade post and development management posts under agreed flexible working arrangements and (ii) use of existing neighbourhood planning reserve to part-fund existing career-grade post with lead responsibility over a period of five years	Additional Expenditure	-	-	-	-	-
R22	Regulatory	Adopted Local Plan early review. The examination of the Local Plan has cost approximately £1m and, although it is presently anticipated that the cost of the early review will not be as high (due to, inter alia, having a relatively recent plan to build upon, potential for some costs to be shared / mitigated / absorbed through joint planning arrangements etc.) there will still be a significant cost. There is no ongoing base budget or income source for strategic planning work. There will be a requirement for early stage evidence studies to inform the review scheduled for late 2023 and / or 'pace' the development of the evidence base whilst any year-on-year underspend will help mitigate / reduce further growth bids as the Plan reaches key points (e.g. pre-submission and examination stages which require full, up-to-date evidence bases, legal support etc.) Total bid of £60k per year, it is proposed that 50% of this to be met from existing reserve for "Local Plan post-2031" work for 3 years. The remaining amount within the reserve (£60k (£150k - £90k)) will be used for Herts Growth Board work (to date £40k has been committed to a growth study, leaving a small amount (£20k) for future work, over and above this there is no funding) and for initial work following adoption of the Local Plan.	Additional Expenditure	30	30	30	60	60
R23	Regulatory	Introduction of career grading for Environmental Health Technical Officer posts (career grade from current grade 6 up to an 8). Environmental Health is nationally recognised as a hard to recruit and retain regulatory service. The service workload has increased following the European Transition, particularly around food safety, and in addition the number of complaints has increased (e.g. noise by 20%). As such, to free up capacity within the qualified staff and to develop our own qualified staff, it is proposed to move the four current technical officers from a grade 6 to a career graded 6 - 8 post. This will allow qualified officers to focus on more complex case work and create additional competency within the technical officers. In addition, it should allow future vacancies of senior officers to be filled internally in future years. Additional cost represents the maximum additional resource required (costed at top of grade 8 compared to current staff at a grade 6).	Additional Expenditure	30	30	30	30	30
R24	Regulatory	Additional Career Graded Environmental Health Officer (up to a grade 10) focused on food safety. The additional officer will help the service to fully deliver all interventions required by the Food Law Code of Practice, eliminate the current backlog of food hygiene interventions, maintain the required frequency of future interventions and comply with the Food Standard Agency's Covid-19 recovery plan. In addition there is additional workload around Brexit and the need to issue export licenses for food products. Investment value represents maximum resource required.	Additional Expenditure	56	56	56	56	56
R25	Regulatory	Environmental Health Inequalities Officer (estimated to be grade 8 but subject to job evaluation- £43k per year). This new role would work with our residents to identify and address local health inequalities associated with their housing e.g. fuel poverty and / or housing disrepair adversely affecting residents' health, and also promote other health campaigns and grant applications linked to Environmental Health, including residential security and the myriad of green home grants currently available. The role could also deliver the forthcoming Empty Homes Policy. It is proposed to initially be a fixed term two year post to assess its effectiveness. This role would be subject to funding from Hertfordshire County Council, so assumed at zero net cost to the Council.	Additional Expenditure	-	-	-	-	-
R26	Regulatory	Scanning of micro-fiche records. The Council currently holds approximately 125,000 micro-fiche records. Predominantly these are planning records required to be kept as part of the statutory public register. Not only is there a degradation in the quality of the records on the micro-fiche, the micro-fiche reader/printer machine is in disrepair and spare parts are becoming more difficult to source. IT has sought to source a new reader and there are none on the market. As such it is proposed to scan the records, which can then be accessed electronically.	Additional Expenditure	53	-	-	-	-

R27	Resources	Property Services team restructure. The restructure increases the capacity of the team to meet both ongoing demands on the function and undertake the exercise to retender the compliance contract. The intention is that the new staffing arrangements will be reviewed at the start of 2024/25.	<b>Additional Expenditure</b>	7	7	-	-	-
R28	Resources	Repairs and maintenance works outside of routine / annual compliance requirements. Provision is requested for the external decoration of Ransoms Pavilion, Wilbury Hills Cemetery and Brotherhood Hall, the replacement of water pumps at Hitchin Town Hall and replacement lighting to ramps at Hitchin Multistorey car park.	<b>Additional Expenditure</b>	20	-	-	-	-
R29	Commercial	Temporary storage costs associated with the building of a new museum storage facility. Initial estimate based on using existing property (e.g. old Letchworth museum) and shipping containers	<b>Additional Expenditure</b>	30	40	-	-	-
R30	Resources	Revenue cost of borrowing required to finance proposed capital programme. Estimate based on 3%.	<b>Additional Expenditure</b>	-	-	-	28	71
<b>Total Net Budget Increase from new pressures and investment proposals</b>			<b>Total Additional Expenditure</b>	<b>477</b>	<b>381</b>	<b>319</b>	<b>377</b>	<b>420</b>
			<b>Total Income Reduction</b>	<b>50</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
			<b>Total Investments</b>	<b>527</b>	<b>481</b>	<b>419</b>	<b>477</b>	<b>520</b>