Strategy and Resources
21 November 2024

Lead Cllr: Councillor Giles Fry
Lead Councillor for Resources

Strategy and Resources Committee Performance and Budget Summary 2024-25 Quarter 2 (July to September)

Summary: The quarterly performance summary shows performance against key performance indicators on aspects affecting the Committee's various areas of responsibility, provides updates on actions related to the Council's priorities as set out in the Council Plan 2024 – 2029, and includes relevant data including on environmental factors affecting our community.

Report Authors

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Appendix	Title
1	Quarter 2 Performance Reports to other Service & Scrutiny Committees

Council Key Priorities	Wards	Open / Exempt
• Deliver more social housing, • Support our local economy, • Enhance the District's cultural offer, • Promote equality, inclusion and fairness	All	Open

Recommendations

That the Committee notes the content of the Strategy and Resources Performance Summary 2024-25 Quarter 2 (July to September) and its appendices, having scrutinised the performance of services within its remit and the actions being taken to address performance concerns where they arise.

Strategy & Resources Committee Performance Summary
2024-25 Quarter 2 (July to September)

<u>Forecast Outturn for 2024/25 General Fund</u>

The General Fund forecast outturn against the budget is an overspend of £0.6m.

	£m				
General Fund	**Q2 2023-24**	**Q3 2023-24**	**Q4 2023-24**	**Q1 2024-25**	**Q2 2023-24**
Gross Expenditure Budget	40.0	40.0	40.0	41.2	41.2
Less Fees and Charges Budget and Government Grants	(22.9)	(22.9)	(22.9)	(23.4)	(23.4)
Total Net General Fund Budget	**17.1**	**17.1**	**17.1**	**17.8**	**17.8**
Total Net General Fund **Forecast**	18.0	17.8	17.8	18.3	18.5
Forecast budget variance at the Year End (General Fund)	**0.9**	**0.7**	**0.7**	**0.5**	**0.6**

Note
Figures in brackets indicate income / surplus / underspend.
Figures without brackets indicate expenditure / pressure / overspend.
Figures may not add due to roundings.

The overall forecast outturn for the General Fund is a budget variance from a combination of factors relating to expected costs and income over the year, the most significant being set out in the table below.

	Benefit £m	**Pressure £m**
Planning fee income shortfall		0.3
Parking income shortfall		0.2
Lower leisure contract utility costs	(0.3)	
Commercial rent shortfall and utility costs for vacant space		0.6
Salesforce (software) licence cost pressure		0.1
Revenue & Benefits: reduced benefit reclaims and Court Summons income		0.3
Staff Savings from vacant posts	(0.1)	
Increased investment income from cash balances	(0.2)	
Release of contingency budget	(0.3)	
		0.6

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Forecast Outturn for 2024/25 Housing Revenue Account

The forecast outturn for the Housing Revenue Account (HRA) is a net surplus of £1.8m, £0.2m adverse to budget.

	£m				
Housing	**Q2 2023-24**	**Q3 2023-24**	**Q4 2023-24**	**Q1 2024-25**	**Q2 2023-24**
Housing Income (rents and charges)	(42.9)	(42.9)	(42.9)	(47.9)	(47.9)
Housing Expenditure	40.9	40.9	40.9	46.0	46.0
Housing Revenue Account Budget	**(2.1)**	**(2.1)**	**(2.1)**	**(1.9)**	**(1.9)**
Housing Revenue Account **Forecast**	(1.9)	(1.6)	(0.8)	(1.9)	(1.8)
Forecast budget variance at the Year End (HRA)	**0.2**	**0.5**	**1.2**	**0.0**	**0.2**

Note
Figures in brackets indicate income / surplus / underspend.
Figures without brackets indicate expenditure / pressure / overspend.
Figures may not add due to roundings.

The HRA shortfall is due to increased costs relating to works to temporary accommodation properties to make them ready for new tenants, and boiler repair costs; and revised rental income projections for The Hedges, King Offa and HRA commercial income (from retail units under Council-owned blocks of flats). These have been partially offset by vacancy savings, and savings identified in the repairs and maintenance budget.

The Council's Borrowing Requirement (Capital Financing Requirement)

The Capital Financing Requirement is the amount of capital expenditure that has not yet been financed by capital receipts, capital grants or contributions from revenue.

Capital Financing Requirement	2022/23 Actual £m	2023/24 Actual £m	2024/25 Estimate £m	External loans 30.09.2024 £m
General Fund	128.9	128.2	110.9	89.0
HRA	142.2	142.2	137.6	139.0
Total	**271.1**	**270.4**	**248.5**	**228.0**

The General Fund external loans figure as of 30.06.24 was reported incorrectly as £97m in Quarter 1, instead of £94m.

Updated table for Quarter 1:

Capital Financing Requirement	2022/23 Actual £m	2023/24 Actual £m	2024/25 Estimate £m	External Loans 30.06.2024 £m
General Fund	128.9	128.2	110.9	94.0
HRA	142.2	142.2	137.6	139.0
Total	**271.1**	**270.4**	**248.5**	**233.0**

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A Note on the Content in the Tables Below

The information presented in the tables below reflects the Quarter 2 data (for the period July to September 2024) and is a look back at the position at the end of that Quarter.

This report also contains an 'Outlook RAG'. The purpose of this is to provide an indication of expected performance levels over the following quarter. This is based on estimates provided by service managers and helps to flag any risks to performance levels and prompt discussion about how these may be mitigated.

Section A shows performance against key performance indicators.

Section B shows the situation against the Council's priorities set out in the Council Plan 2024 – 2029.

Section C shows informational reporting on aspects affecting the Committee's areas of responsibility, or environmental factors affecting our community.

Performance Information

The performance information colour coding relates to the measure's target or trend. For indicators with a target:

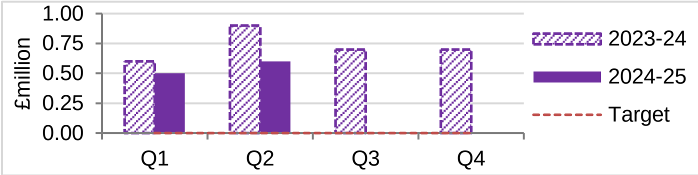
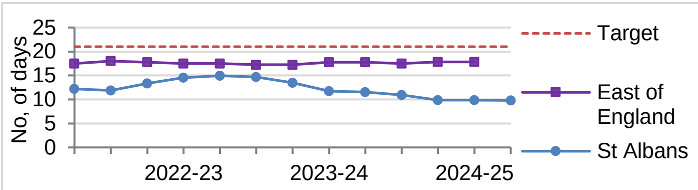
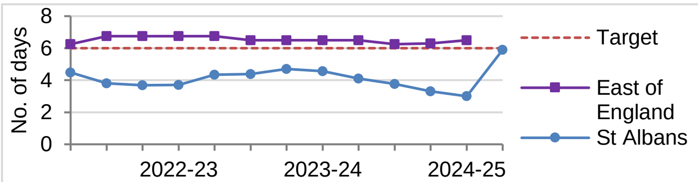
- **Green** is where a target is achieved;
- **Amber** is up to 10% worse than target;
- **Red** is worse than 10% from target.

For indicators with trend analysis: Green highlights an improved performance; Red a worse performance.

Contact: Jenny Swatton, Policy Officer (Economic Development & Projects)

Strategy & Resources Committee Performance Summary
2024-25 Quarter 2 (July to September)

Section A – Key Performance Indicators

Key Performance Indicator and Owner, organised by Service Area	Quarter	Actual	Target	Outlook RAG	Comments
Finance					
Forecast budget variance (overspend/underspend against budget) at the year-end for General Fund Assistant Director – Finance 	Q2 23-24 Q3 23-24 Q4 23-24 Q1 24-25 Q2 24-25	£0.9m £0.7m £0.7m £0.5m £0.6m (lower is better)	£0m £0m £0m £0m £0m	 Amber	See page 2 of this report for analysis of budget variances.
Finance					
Days to process Housing Benefit new claims (12-month average) Revenues & Benefits Manager 	Q2 23-24 Q3 23-24 Q4 23-24 Q1 24-25 Q2 24-25	11.6 days 11.0 days 9.9 days* 9.9 days* 9.8 days (lower is better)	21 days 21 days 21 days 21 days 21 days	 Green	Performance is within target. The target is based on the national average from Department for Work and Pensions data and is reviewed on an annual basis to reflect changes in the national average. *Q4 and Q1 figures corrected – the figures originally reported were for the quarter and not the 12-month average.
Days to process Housing Benefit change in circumstances (12-month average) Revenues & Benefits Manager 	Q2 23-24 Q3 23-24 Q4 23-24 Q1 24-25 Q2 24-25	4.1 days 3.8 days 3.3 days* 3.0 days* 5.9 days (lower is better)	6 days 6 days 6 days 6 days 6 days	 Green	Performance is within target. The target is based on the national average from Department for Work and Pensions data. The increase in Q2 is due to processing some rent increases from April 2024 which had not been actioned when they were originally received via a Housing Association landlord. While claimants have a responsibility to report changes of rent to the Benefits Office

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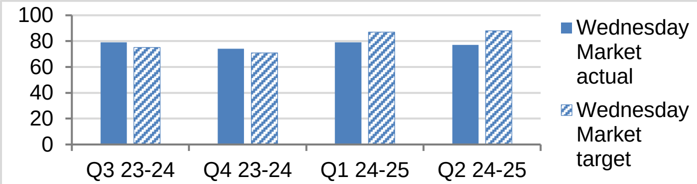
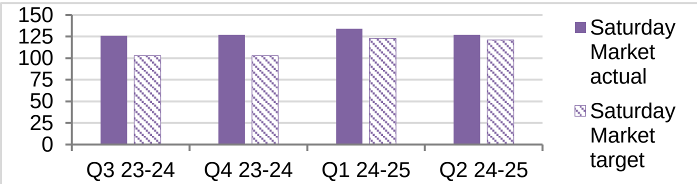
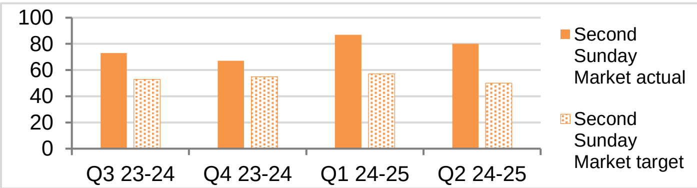
Key Performance Indicator and Owner, organised by Service Area	Quarter	Actual	Target	Outlook RAG	Comments
					themselves, we do also hear about changes through social rent landlords. In this case the affected claimants had been underpaid housing benefit by a relatively small amount, and this has now been corrected and back-dated. Performance is expected to return to between 3 and 4 days in Q3. *Q4 and Q1 figures corrected – the figures originally reported were for the Quarter and not the 12-month average.
Market					
Market Occupancy rates – median number of pitches Assistant Director – Public Realm   	Weds Market Q2 23-24 Q3 23-24 Q4 23-24 Q1 24-25 Q2 24-25 Saturday Market Q2 23-24 Q3 23-24 Q4 23-24 Q1 24-25 Q2 24-25 Second Sunday Market Q2 23-24 Q3 23-24 Q4 23-24 Q1 24-25 Q2 24-25	Maximum 136 pitches 81 pitches 79 pitches 74 pitches 79 pitches 77 pitches Maximum 136 pitches 110 pitches 126 pitches 127 pitches 134 pitches 127 pitches Maximum 121 pitches* 49 pitches 73 pitches 67 pitches 87 pitches 80 pitches (higher is better)	 66 pitches 75 pitches 71 pitches 87 pitches 88 pitches 95 pitches 103 pitches 103 pitches 123 pitches 121 pitches 45 pitches 53 pitches 55 pitches 57 pitches# 50 pitches#		Our key performance indicators are based on the median of the top three Wednesday and Saturday markets from the same quarter of the preceding financial year. This means that we are setting a target for each market based on the median value of the best attended 25% of markets in each financial quarter. Targets are set per financial quarter to account for the fluctuations in attendance caused by season and weather. #We have redefined the target for our Second Sunday markets. The new target is based on the mean number of pitches of the top two performing Second Sunday markets in the same quarter of the previous year. *The maximum occupancy for the Second Sunday Market has been reduced from 136 pitches to 121. Eight of the removed pitches are in Market Place to accommodate the privately operated Art Market, and six are to allow space for tables and chairs licences on St Peter's Street.

Key Performance Indicator and Owner, organised by Service Area	Quarter	Actual	Target	Outlook RAG	Comments
					In Quarter 2, Wednesday market occupancy averaged 64% (60% in Q2 23/24 with the higher maximum number of pitches). Occupancy of the Saturday market averaged 94% (81% in Q2 23/24), and for the Sunday market 59% (36% Q2 23/24). The Saturday and Second Sunday markets are expected to continue to meet, or exceed, their targets. Whilst the Second Sunday Market has higher occupancy than the Wednesday market, there is still sufficient pitch space to allow for robust growth. The Wednesday Market is performing at the same level as the previous financial year and is not expected to achieve the targets set for it this year. This may be because of lower cost mid-week markets elsewhere.

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Section B – Updates on the Council's priorities set out in the Council Plan 2024 – 2029
(https://www.stalbans.gov.uk/sites/default/files/attachments/Council%20Plan%202024-2029%20agreed%20by%20Council%2028022024%20FINAL%20web.pdf)

Council Priority	Priority Project	Q1 milestones 2024-25 (Apr-Jun)	Q2 milestones 2024-25 (Apr-Jun)	Progress	Q3 Outlook 2024/2025 (Oct- Dec)	Q3 milestones 2024/2025 (Oct- Dec)
Deliver more social housing	Evaluate the benefits of setting up an interdisciplinary Legal Project Team to be better able to support housing development projects to support the delivery of more social housing	G	G	• No further opportunities identified for project teams within the Legal Shared Service to date.	G	• Continuing to look for opportunities to create project teams within the Legal Shared Service, to build resilience, share knowledge and ensure a joined-up approach to bigger projects.
Support Our Local Economy	Establish a baseline for the number of contracts awarded to locally based companies and bring forward options for encouraging local companies to submit tenders once the details of the new Procurement Act are known	G	A	• The Government has put back implementation of the Procurement Act 2023 to February 2025. Advice and guidance is awaited from the Government regarding how the tendering process can be used to encourage local firms to submit tenders.	A	• Briefing session for senior managers on the Procurement Act 2023 to be devised and delivered. • Amber Outlook due to delayed implementation of the Act.
Support Our Local Economy	Evaluate the benefits of bespoke framework agreements and encourage participation in the frameworks by local businesses in providing goods and services to the Council (e.g., legal and consultancy services for housing development projects)	G	G	• The draft framework is paused, as the preliminary evaluation with Watford Borough Council concluded there are sufficient legal framework agreements (e.g., Crown Commercial Service) in existence. Evaluation of different models of engaging with local legal businesses is now being considered.	A	• Work on the bespoke framework agreement for legal services has been paused, pending internal discussions.
Promote equality,	Customer delivery improvements – increasing digital services and improved customer experience	G	G	• Phone line opening hours have been changed on a trial basis for Housing Tenancy Services.	G	• Webchat launched.

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Council Priority	Priority Project	Q1 milestones 2024-25 (Apr-Jun)	Q2 milestones 2024-25 (Apr-Jun)	Progress	Q3 Outlook 2024/2025 (Oct- Dec)	Q3 milestones 2024/2025 (Oct- Dec)
inclusion, and fairness				• A new digital process has been developed for street naming and numbering so that residents can self-serve. • A rolling 12-month review of Council Tax and Business Rates email volumes, and the reasoning for requests, continues. We are supporting residents to use the self-service options. • There is now an iPad in the reception area to promote self-service enquiries and raise awareness of the Healthy Hub		• Phone line redesign for Waste calls and the out-of-hours service launched. • Trial of new AI phone switchboard. • Trial reception service redesign in line with the new opening hours. • Launch the new planning online enquiry form (delayed due to demands on staff during the Local Plan process). • Changes are reviewed in accordance with the Council's EDI strategy to support those who are less confident using digital technology or unable to access digital communications.
All	Explore further shared services with councils in SW Hertfordshire	G	A	• In the last 2 years the following sharing arrangements have been established or entered into: ○ Shared Legal Services (St Albans District Council is the lead authority) - shared with Watford. ○ Shared Internal Audit Service (Broxbourne Borough Council is the lead authority) - shared with multiple councils. ○ Shared Planning Enforcement and Building Control (Watford Borough Council is the Lead Authority).	A	• Discussions have been paused on the Human Resources/ Organisational Development business case while additional data is gathered, and analysis completed for two of the interested councils. We are hoping to resume in late December or early January.

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Council Priority	Priority Project	Q1 milestones 2024-25 (Apr-Jun)	Q2 milestones 2024-25 (Apr-Jun)	Progress	Q3 Outlook 2024/2025 (Oct- Dec)	Q3 milestones 2024/2025 (Oct- Dec)
				○ Hertfordshire Shared Anti-Fraud Service (housing tenancy fraud). ○ Herts Home Improvement Agency - shared service for disabled facilities grants (private residents/housing associations). • We are currently developing the business case for a shared Human Resources/ Organisational Development service working with other local councils that have expressed an interest. Work on this has paused while two of the interested councils do further analysis of their data.		
Promote equality, inclusion, and fairness	Work in partnership with local NHS partners on emerging integrated care system, including prevention, as the role of Districts and associated funding becomes clearer	G	G	• The Locality Forum is streamlining its meeting with GPs and local stakeholders to free up resources and increase engagement. All agree the need to work more collaboratively on changes/transformation of local care provisions. • Health & Care Partnership (HCP) in discussion with Herts Growth Board on planning for large developments and growth in communities; working with the Public Health Team and Growth Board to get more local data.	G	• HCP working out how best to meaningfully involve the local District and Borough councils.

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Council Priority	Priority Project	Q1 milestones 2024-25 (Apr-Jun)	Q2 milestones 2024-25 (Apr-Jun)	Progress	Q3 Outlook 2024/2025 (Oct- Dec)	Q3 milestones 2024/2025 (Oct- Dec)
				• HCP event on 6 November - 'Collaborate to innovate' theme.		

Key

R(ed)	Progress is affected to the extent that the milestone completion date is significantly affected
A(mber)	Progress toward the milestone is slightly off track i.e., a minor hold up with the project
G(reen)	Progress toward the milestone is on track
B(lue)	The project has been completed or ended
P(aused)	The project has been paused

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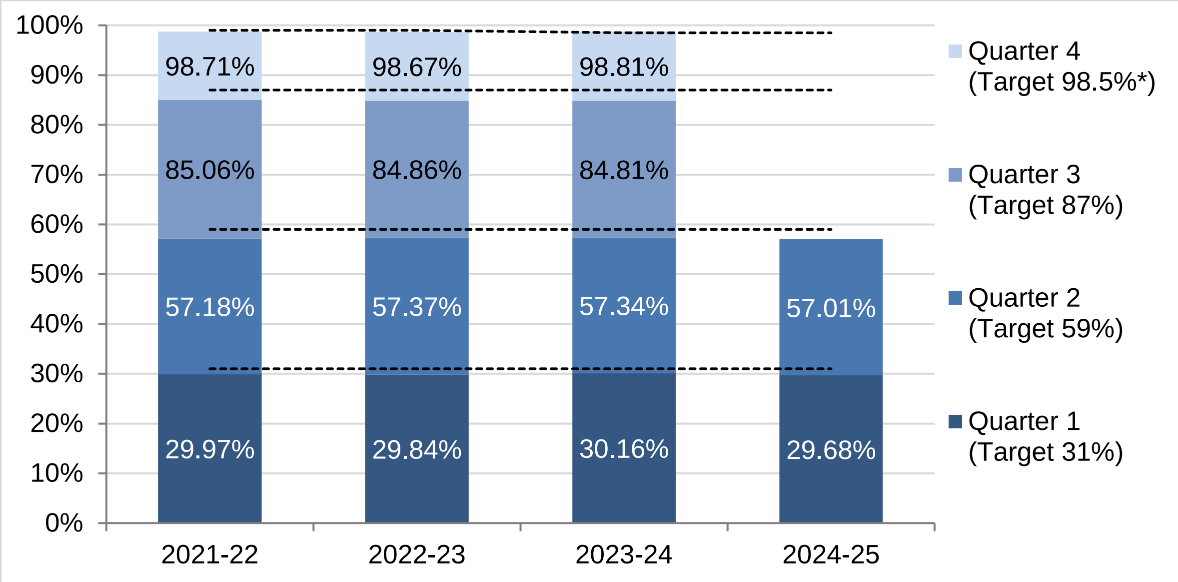
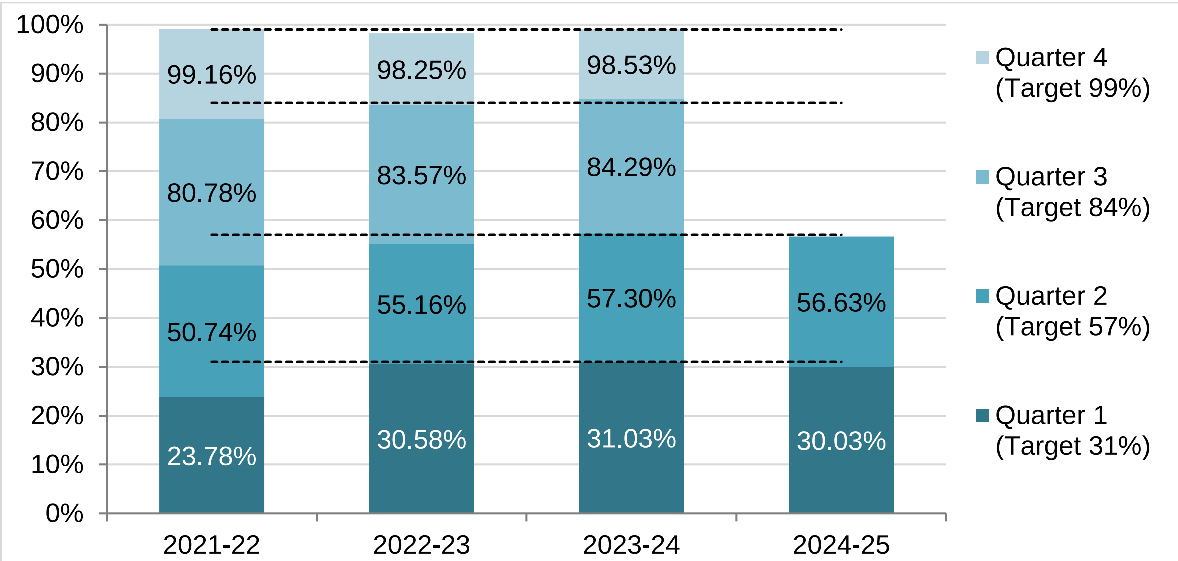
Section C – Informational reporting on aspects affecting the Committee's areas of responsibility, or external factors affecting our community.

Percentage of Council Tax collected of that collectable in the year (cumulative)



*Target amended from 99% to 98.5% for 2023-24 – increases in the costs of living, energy bills, interest rates and mortgage payments are likely to impact some people's ability to pay their Council Tax.

Percentage of Business Rates collected (year to date)



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Complaints and Compliments

This report includes data on complaints, service requests, compliments, and feedback for the quarter 1 July 2024 to 30 September 2024.

Complaints and Service Requests

Definitions

Service Request	A request from a resident requiring action to be taken to put something right
Stage 1 Complaint	An expression of dissatisfaction about the standard of service, actions or lack of action by the Council, staff or those acting on its behalf
Stage 2 Complaint	An escalation of the complaint if the resident remains dis-satisfied with the outcome at Stage 1
Compliments	Positive feedback about Council services, officers or contractors
Feedback	To enable comments made by residents to be shared with the relevant services

Work Area	Stage 1 Complaints	Stage 2 Complaints	Service Requests
Housing	49	14	44
Waste & Recycling	15	0	37
Parking	12	1	11
Public Realm	3	0	9
Planning	10	1	2
Council Tax/Business Rates/Finance	2	1	4
Housing Benefit	3	0	0
Regulatory	4	1	2
Customer Delivery Team	0	1	0
Built Environment	0	0	1
Elections	1	1	0
Total	**99**	**20**	**110**

Other Information

Compliments received (those recorded)	7
Feedback from residents	3
Stage 1 complaints – fault accepted	22
Goodwill gestures following complaints	10
Ombudsman determinations	0

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Housing Ombudsman

There were no cases in this Quarter.

Local Government & Social Care Ombudsman (LGSO)

There were no cases determined by the LGSO in this Quarter.

Weekly reports are provided to senior managers where cases have exceeded response deadlines. This is 10 working days for both Stage 1 complaints and service requests. Stage 2 complaints have a response time of 20 working days.

This enables close monitoring of performance of individual service areas.

We are making improvements to the complaints system and introducing an extra field for learning outcomes which will enable us to report on this aspect in future quarterly reports.

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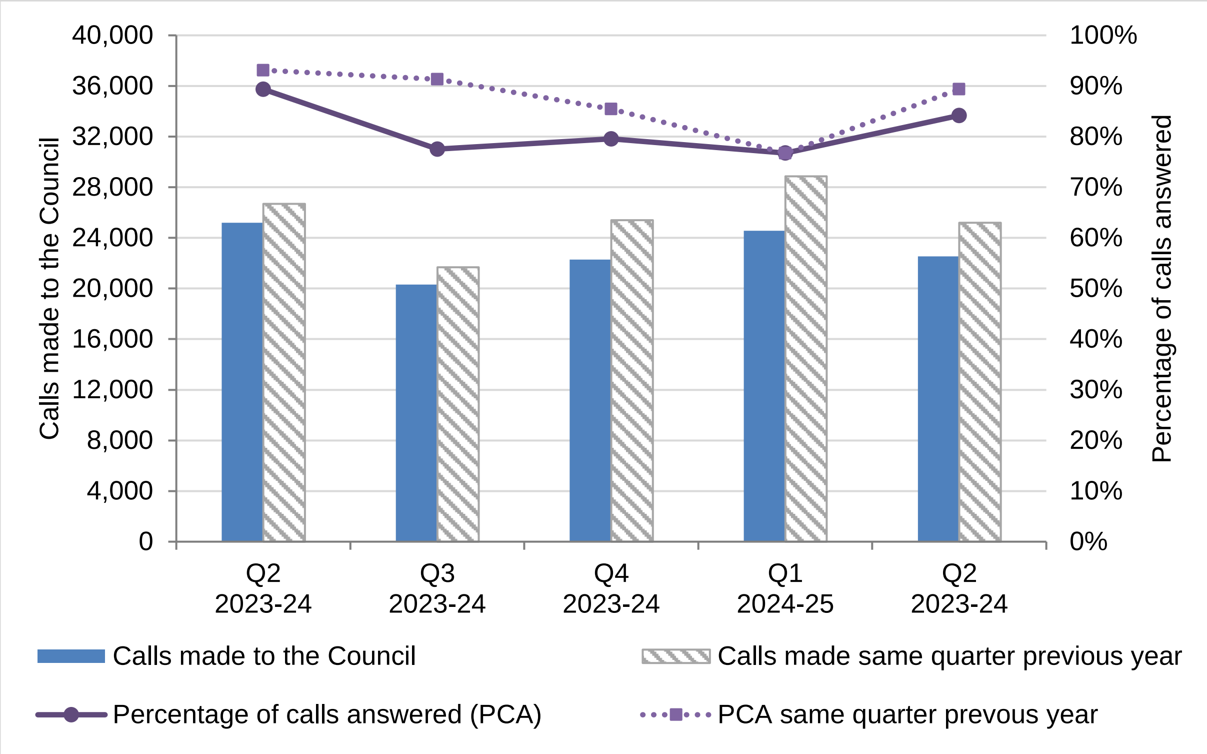
Contact Centre calls



Although the Percentage of Calls Answered (PCA) in Q2 (84.18%) is lower than the Q2 2023-24 figure (89.36%), we have maintained good performance with fewer staff (for example, 4 temporary members of staff recruited in previous years to assist with the Garden Waste calls throughout June-August were not employed this year). By doing this, we have made a significant financial saving.

The team has changed the way it operates, working to resolve more queries at the first point of call without the need to transfer residents' calls elsewhere. This is helpful to callers.

Call volumes have reduced compared to Quarter 2 2023-24, impacted by the adjusted opening hours and the improved online options for residents. We continue to develop and improve our website and digital forms to help residents to self-serve.

One of our key targets is to reduce call volumes year on year, which we have continued to do successfully. When compared with the same quarter in the previous year, call volumes have reduced by 12%, while additional services/call queues are now being handled by the Contact Centre, e.g., calls related to housing tenancies, housing surveyors, housing garages, the housing register, and green spaces.

Following the team's new ways of working, and further additional services coming into the Contact Centre, there is likely to be a decrease in the percentage of calls answered when compared with the previous year, and inconsistent (i.e., not like for like) data, while the team works to improve its practices and online services, encouraging customers to self-serve and reduce call volumes further.

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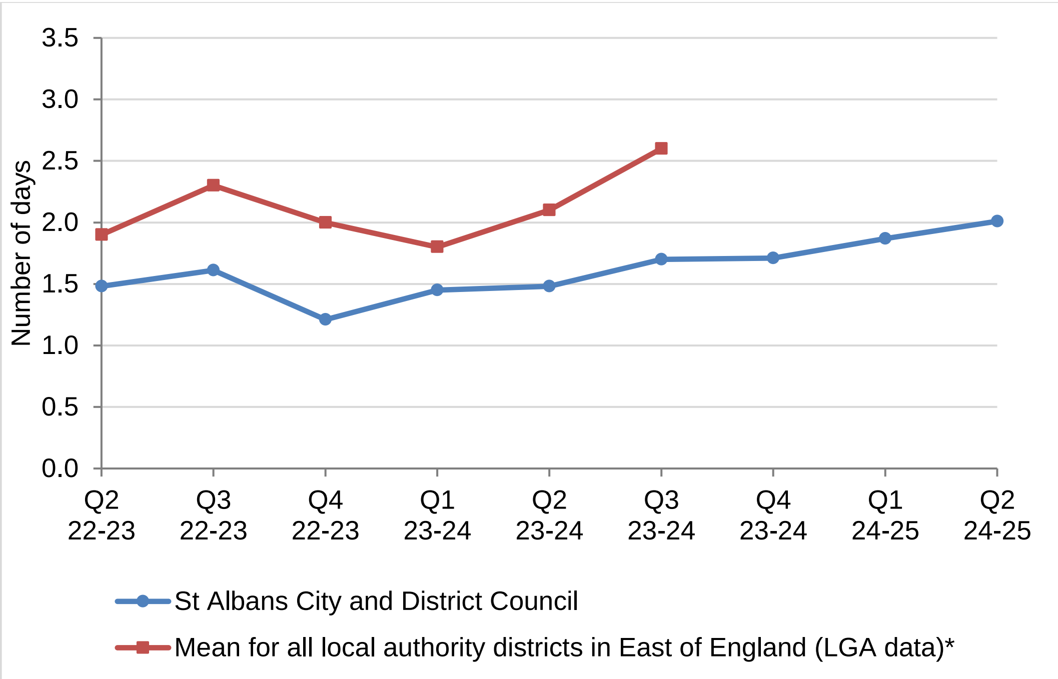
Detailed Contact Centre Data

Month	Calls made to the Contact Centre	Calls answered	Percentage of calls answered	Average processing time	Average wait time
Jul-24	8,442	6,911	81.86%	00:03:41	00:02:59
Aug-24	7,053	6,021	85.37%	00:03:25	00:02:34
Sep-24	7,033	6,032	85.77%	00:03:15	00:02:34
Q2 2024-25	**22,528**	**18,964**	**84.18%**	**00:03:27**	**00:02:43**

Month	Calls made to the Contact Centre	Calls answered	Percentage of calls answered	Average processing time	Average wait time
Jul-23	8,579	7,837	91.35%	00:03:46	00:01:50
Aug-23	8,072	7,442	92.20%	00:03:45	00:01:12
Sep-23	8,546	7,238	84.69%	00:03:51	00:02:24
Q2 2023-24	**25,197**	**22,517**	**89.36%**	**00:03:47**	**00:01:49**

Number of working days/shifts lost due to sickness absence per full time equivalent employee (days)



*Latest available LGA data is for Q3 2023/24.

Average days lost per FTE is up on the last quarter (up 0.14).

0.70 days (down on 0.71 last quarter) attributed to short term absence including seasonal viruses such as cough, cold, flu symptoms and coronavirus.

1.31 days attributed to long term absence (up on 1.16 last quarter) includes a variety of long-term conditions including several cases linked to mental health with significant lengths of absence.

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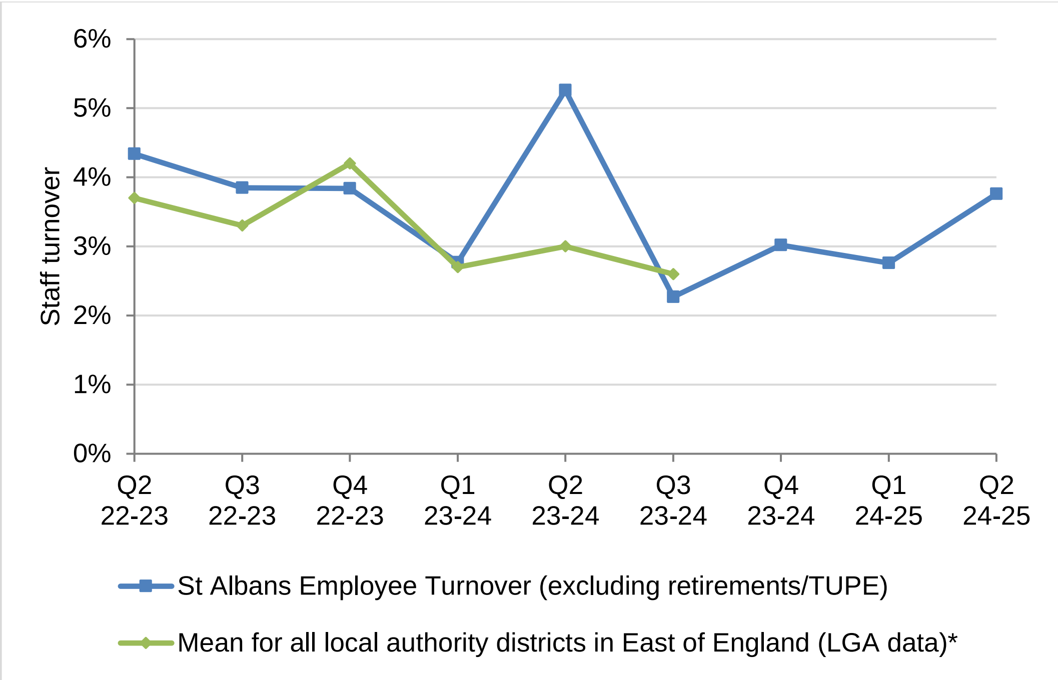
Of the 16 long term absences in Q2, 8 were still open at the end of the quarter and are being actively managed and supported.

Employee turnover



*Labour turnover rate: calculated including employees who left the authority either voluntarily or involuntarily (including retirements, resignations, dismissals, or redundancies) per employee. Excludes casual/seasonal employees (except summer interns) and employees who have been transferred in or out of employment under the Transfer of Undertaking (Protection of Employment) Regulations. Latest published data is for Q3 2023-24.

Employee turnover is at 3.76%, up from 2.76% last quarter. This quarter includes end of fixed term contracts for summer interns who left the Council early in September.

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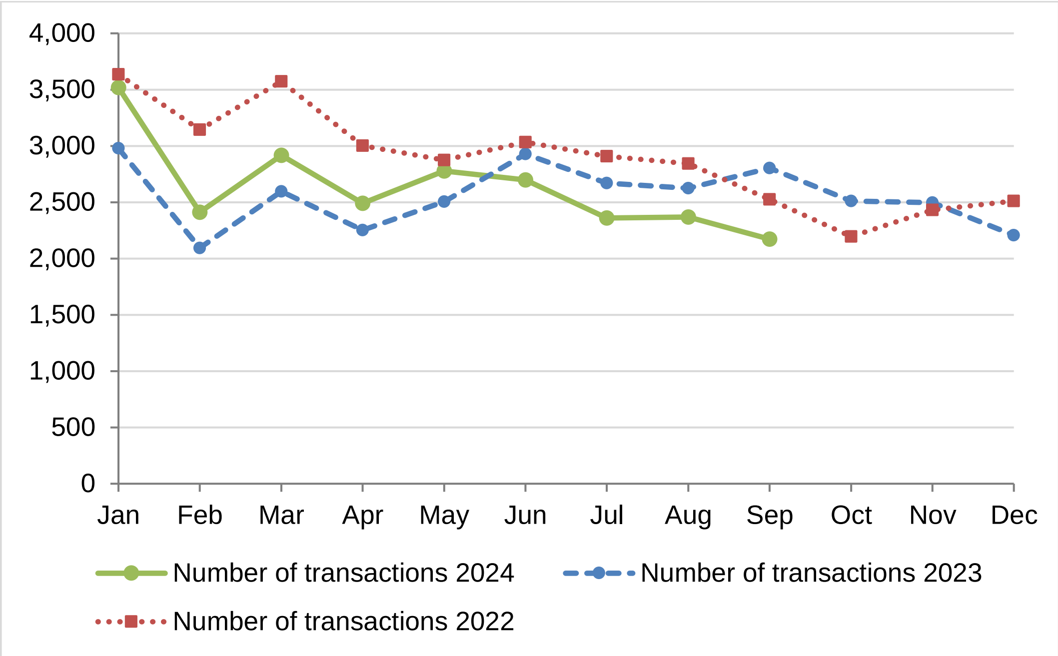
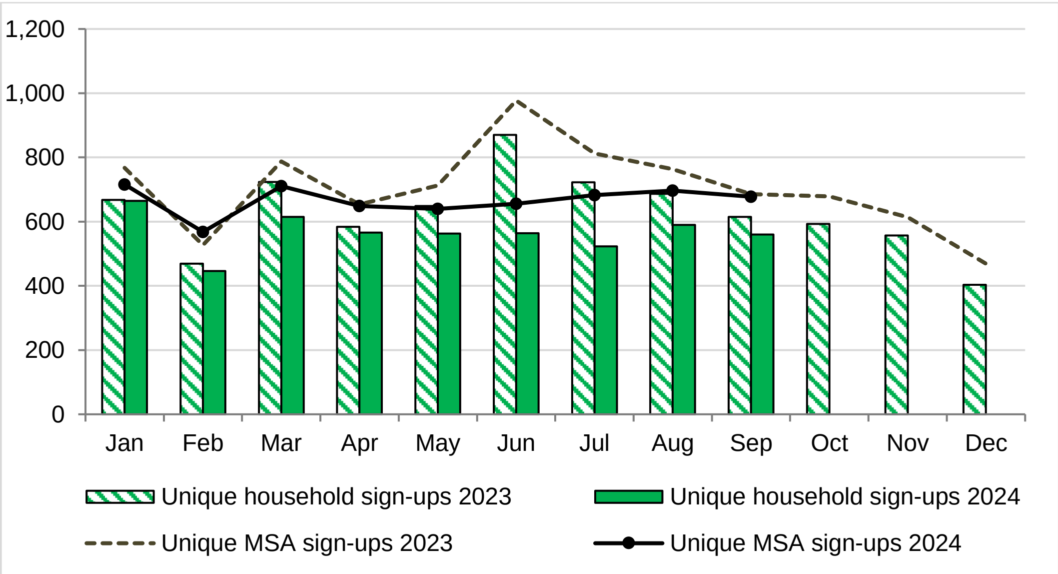
Number of transactions going through the online MyStAlbans District Account system



This chart shows the number of cases logged on the MyStAlbans system. Officers believe the number of cases has decreased because new online forms launched since September 2023 are signposting more residents to helpful information which means they end their transactions without having to log a case. We will continue to monitor this to understand the effect the forms are having on case logging.

MyStAlbans (MSA) District Account sign-ups



Total figures: as of 5 November 2024 at 20:54:

- Active MyStAlbans resident users: 90,839

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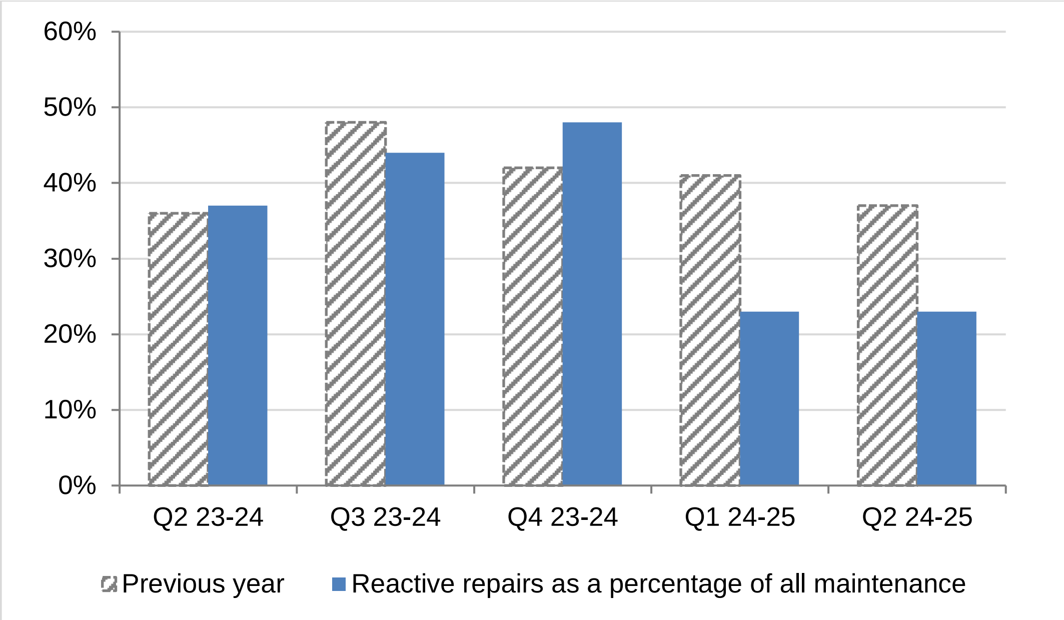
- Unique household signups: 53,022 (84.4% of 62,790 households in the District – based on Council Tax figures)

As the number of people signing up to use the MyStAlbans district system grows, the rate is expected to slow as there will be a diminishing number of people who have yet to sign up.

<u>Reactive repairs as a percentage of all maintenance (non-housing property)</u>



Reactive repairs can be more expensive than planned maintenance. While faults and repairs are not unavoidable, the lower the proportion of reactive repairs, the better.

The reactive repairs percentage has remained consistent because of more effective processes developed within the Building & Facilities team which are both more time efficient and cost effective.

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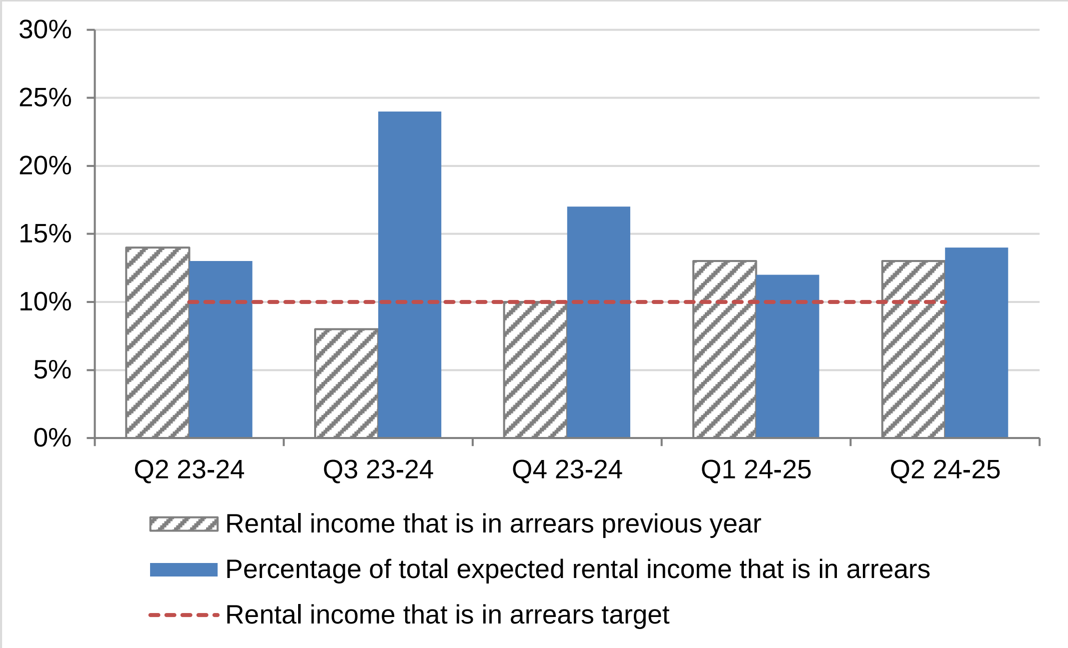
2024-25 Quarter 2 (July to September)

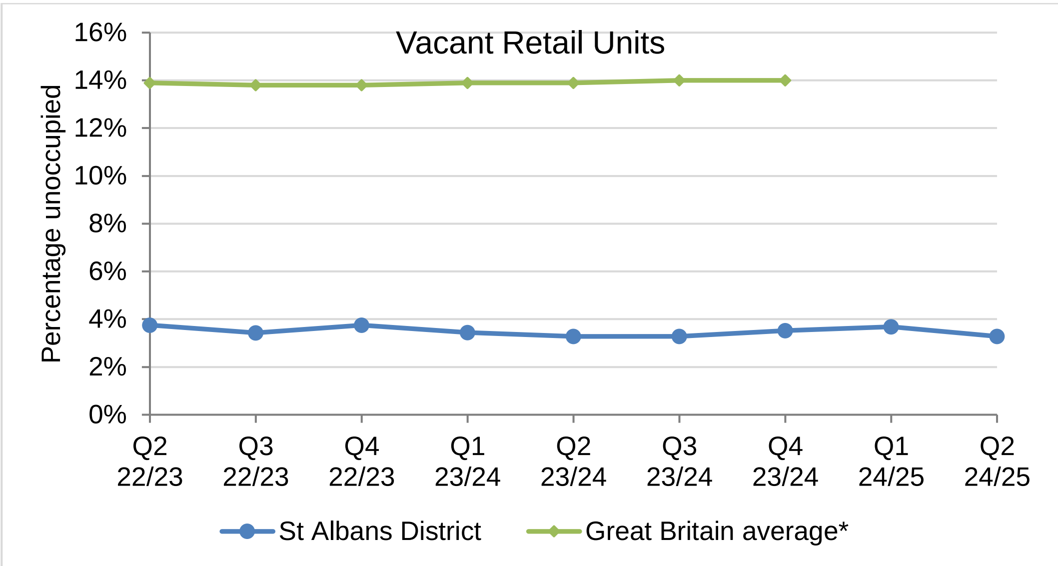
Percentage of total expected commercial rental income in arrears



The data reflects the outstanding rent value rather than the number of tenants with outstanding invoices. Officers have been proactively engaging with tenants to resolve arrears and it is anticipated that the outstanding amounts will be received shortly.

Vacant Retail Units (City and District)

There has been a slight decrease from 47 to 42 vacant retail units locally in Quarter 2.



***Source:** Data from the Local Data Company. Last available data Q4 2023-24.

The table below shows the proportion of vacant retail properties as of 30 September 2024 by parish and the non-parished area (City). The properties are retail only. The information is extracted from the Council's business rates database and includes both Council-owned and privately-owned units.

Parish	Total no. of retail units	No. of unoccupied units	% Unoccupied				
			Q2 23/24	Q3 23/24	Q4 23/24	Q1 24/25	Q2 24/25
Unparished City	760 (down 1)	27 (down 1)	3.54%	3.15%	3.94%	3.68%	3.55%
Colney Heath	15 (up 1)	0	0.00%	0.00%	0.00%	0.00%	0.00%
Harpenden Rural*	6 (up 1)	0	0.00%	0.00%	0.00%	0.00%	0.00%
London Colney	53 (up 2)	4 (down 1)	5.77%	9.62%	9.62%	9.80%	7.55%
Redbourn	34	0	0.00%	0.00%	0.00%	0.00%	0.00%
St Michael	3	0	0.00%	0.00%	0.00%	0.00%	0.00%
St Stephen	58 (up 1)	1	1.75%	1.75%	1.75%	1.75%	1.72%
Sandridge	59	1 (down 2)	0.00%	1.69%	1.69%	5.08%	1.69%
Wheathampstead	41	1	2.44%	2.44%	2.44%	2.44%	2.44%
Harpenden	249 (down 3)	8 (down 1)	3.94%	3.97%	2.78%	3.57%	3.21%
Overall percentage	**1,278 (up 1)**	**42 (down 5)**	**3.28%**	**3.28%**	**3.52%**	**3.68%**	**3.29%**

Strategy & Resources Committee Performance Summary
2024-25 Quarter 2 (July to September)

Appendix 1: Performance Reports to the other Service & Scrutiny Committees

Housing and Inclusion Committee Performance Summary 2024-25 Quarter 2

This report was considered by the Housing and Inclusion Committee at its meeting on 6 November 2024.

Performance Report: https://stalbans.moderngov.co.uk/documents/s50070452/Housing%20and%20Inclusion%20Q2%202024-25%20Performance%20Report%20PDF%20for%20Agenda.pdf

Appendix 1 – Additional Data Plan:
https://stalbans.moderngov.co.uk/documents/s50070453/Appendix%201%20Additional%20Data%20Plan%20Q2%202024-25.pdf

Appendix 2 – Morgan Sindall Property Services 2024/25 Performance Summary (Q2):
https://stalbans.moderngov.co.uk/documents/s50070454/Appendix%202%20MSPS%20Operation%20report%20Q2%202024-2025.pdf

Appendix 3 – Property Safety Update Q2:
https://stalbans.moderngov.co.uk/documents/s50070455/Appendix%203%20Property%20Safety%20Update%20Q2%202024-25.pdf

Appendix 4 – Tenants' Voice update
https://stalbans.moderngov.co.uk/documents/s50070456/Appendix%204%20Tenant%20Voice%20Performance%20Q2%2024-25.pdf

Public Realm Committee Performance Summary 2024-25 Quarter 2

This report was considered by the Public Realm Committee at its meeting on 12 November:
https://stalbans.moderngov.co.uk/documents/s50070511/Public%20Realm%20Q2%202024-25%20Performance%20Report.pdf

Planning Policy & Climate Committee Performance Summary 2024-25 Quarter 2

The Q2 Performance Report to the Planning Policy & Climate Committee will be considered at its meeting on 28 November. The Performance Report and Section 106 update will be published here:
https://stalbans.moderngov.co.uk/ieListDocuments.aspx?CId=615&MId=10960&Ver=4