St Albans City & District Council

Strategy and Resources
5 February 2025

Lead Cllr: Councillor Giles Fry
Lead Councillor for Resources

Strategy and Resources Committee Performance and Budget Summary 2024-25 Quarter 3 (October to December)

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 3 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 3 (October to December) 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 3 (October to December)

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

The General Fund forecast outturn against the budget is an overspend of £0.5m.

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

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

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		0.7
Salesforce (software) licence cost pressure		0.1
Revenue & Benefits: reduced benefit reclaims and Court Summons income		0.3
Staff savings from vacant posts and lower than budgeted pay award	(0.2)	
Increased investment income from cash balances	(0.2)	
Release of contingency budget	(0.4)	
		0.5

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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, £0.1m adverse to budget.

	£m				
Housing	**Q3 2023-24**	**Q4 2023-24**	**Q1 2024-25**	**Q2 2024-25**	**Q3 2024-25**
Housing Income (rents and charges)	(42.9)	(42.9)	(47.9)	(47.9)	(47.9)
Housing Expenditure	40.9	40.9	46.0	46.0	46.0
Housing Revenue Account Budget	**(2.1)**	**(2.1)**	**(1.9)**	**(1.9)**	**(1.9)**
Housing Revenue Account **Forecast**	(1.6)	(0.8)	(1.9)	(1.8)	(1.8)
Forecast budget variance at the Year End (HRA)	**0.5**	**1.2**	**0.0**	**0.2**	**0.1**

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

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 31.12.2024 £m
General Fund	126.9	123.4	99.7	84.0
HRA	148.6	152.0	148.5	139.0
Total	**275.5**	**275.4**	**248.2**	**223.0**

Following the approval of the Statement of Accounts for 2022/23, the Capital Financing Requirement for 2022/23 and 2023/24 has been updated in line with the approved accounts.

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A Note on the Content in the Tables Below

The information presented in the tables below reflects the Quarter 3 data (for the period October to December 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
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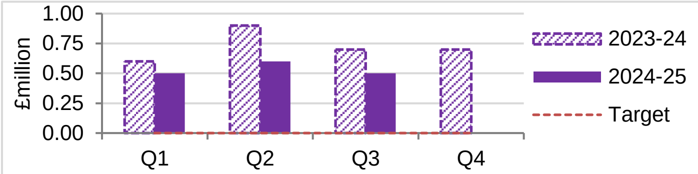
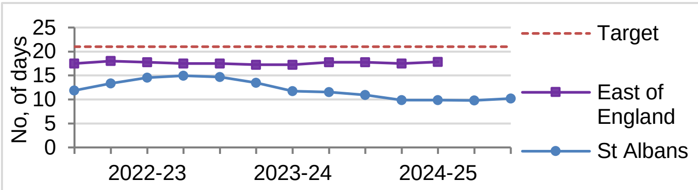
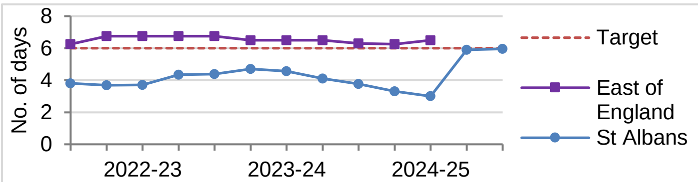
Section A – Key Performance Indicators

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 	Q3 23-24 Q4 23-24 Q1 24-25 Q2 24-25 Q3 24-25	£0.7m £0.7m £0.5m £0.6m £0.5m (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 	Q3 23-24 Q4 23-24 Q1 24-25 Q2 24-25 Q3 24-25	11.0 days 9.9 days 9.9 days 9.8 days 10.2 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. It is reviewed on an annual basis to reflect changes in the national average.
Days to process Housing Benefit change in circumstances (12-month average) Revenues & Benefits Manager 	Q3 23-24 Q4 23-24 Q1 24-25 Q2 24-25 Q3 24-25	3.8 days 3.3 days 3.0 days 5.9 days 6.0 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. Quarterly performance has returned to 3.5 days in Q3, but the 12-month average remains high due to the Q2 figure, which, as reported in the last performance report, included processing some rent increases from April 2024 which had not been actioned when they were originally

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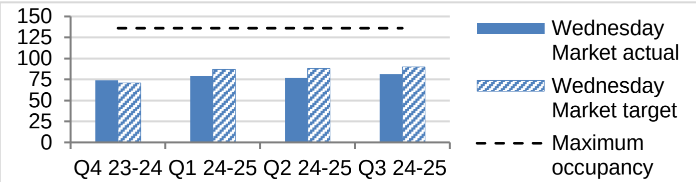
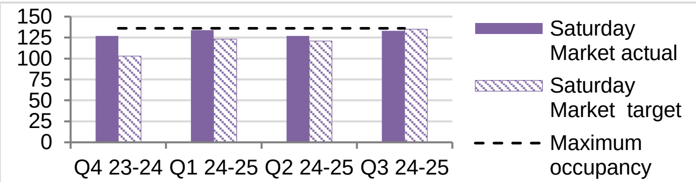
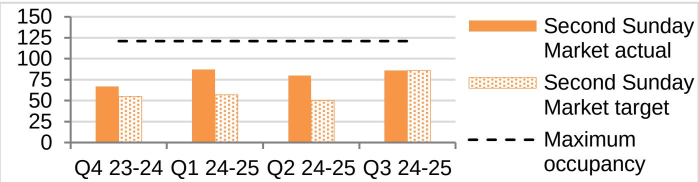
Key Performance Indicator and Owner, organised by Service Area	Quarter	Actual	Target	Outlook RAG	Comments
					received via a Housing Association landlord. While claimants have a responsibility to report changes of rent to the Benefits Office themselves, we do also hear about changes through social rent landlords. In this case the affected claimants had been underpaid housing benefit by a relatively small amount, and this has now been corrected and backdated.
Market					
Market Occupancy rates – median number of pitches Assistant Director – Public Realm	Weds Market	Maximum 136 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. *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. In Quarter 3, Wednesday market occupancy averaged 60% (58% in Q3 23/24). Occupancy of the Saturday market averaged 98% (93% in Q3 23/24), and for the Sunday market 71% (60% Q3 23/24). The Saturday market figure is slightly under target - 133 pitches against a target of 136 pitches reflects 98% occupancy.
	Q3 23-24	79 pitches	75 pitches		
	Q4 23-24	74 pitches	71 pitches		
	Q1 24-25	79 pitches	87 pitches		
	Q2 24-25	77 pitches	88 pitches		
	Q3 24-25	81pitches	90 pitches		
	Saturday Market	Maximum 136 pitches			
	Q3 23-24	126 pitches	103 pitches		
	Q4 23-24	127 pitches	103 pitches		
	Q1 24-25	134 pitches	123 pitches		
	Q2 24-25	127 pitches	121 pitches		
	Q3 24-25	133 pitches	135 pitches		
	Second Sunday Market	Maximum 121 pitches*			
	Q3 23-24	73 pitches	53 pitches		
	Q4 23-24	67 pitches	55 pitches		
	Q1 24-25	87 pitches	57 pitches		
	Q2 24-25	80 pitches	50 pitches		
	Q3 24-25	86 pitches	86 pitches		
		(higher is better)			

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Key Performance Indicator and Owner, organised by Service Area	Quarter	Actual	Target	Outlook RAG	Comments
					The 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 a similar level as the previous financial year and is not expected to achieve the targets set for it this year.

Additional commentary on market performance

The markets have shown continuous improvement since they reopened after the COVID-19 pandemic:

- Income is the highest that it has been since 2017–18
- Surplus of income over expenditure is the highest that it has been since 2012–13
- Our net profit margin is the highest that it has been since 2011–12

The markets team have worked hard to improve the online presence with a combined reach, across all of our online assets, of 82K in December of 2024.

They have pursued publicity through print and broadcast media including:

- December 2022—*BBC Breakfast News* live broadcast from the market
- February 2024—The Sun *TOP BANANA I visited the UK's best outdoor market just 20 minutes from London—and I'll never pay full price for anything again* travel magazine write-up on the market
- September 2024– BBC Three Counties Radio live broadcast from the market

The market officers have brought onboard new traders and promoted other market days to existing traders which has increased occupancy across all market days. Last year's national award also increased interest from prospective traders looking to leave declining markets.

Being an outdoor market, we will always be impacted by weather and Quarter three of 2024–25 saw what should have been our best Sunday Market and one of our best Saturday markets cancelled due to storm Darragh.

Further improvements are anticipated once the implementation of new software to manage the markets and online payments is undertaken. Additional responsibilities to administer the traders at the Council's annual events and the management of the former street traders on Market Place and St Peter's Street have also been undertaken by the team demonstrating added productivity.

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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	Q2 milestones 2024/2025 (Jul-Sep)	Q3 milestones 2024/2025 (Oct-Dec)	Progress	Q4 Outlook 2024/2025 (Jan-Mar)	Q4 milestones 2024/2025 (Jan-Mar)
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	A	A	• Briefing session for senior managers on the Procurement Act 2023 delivered. • 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.	G	• Continue to prepare for the implementation of the Act. • Review contract procedures and update in light of the Procurement Act 2023
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	A	• The draft framework continues to be paused, pending discussions with service teams to determine the appetite for using a different model of engaging with local legal businesses.	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 for Housing Tenancy Services.	G	• AI phone switchboard goes live.

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Council Priority	Priority Project	Q2 milestones 2024/2025 (Jul-Sep)	Q3 milestones 2024/2025 (Oct-Dec)	Progress	Q4 Outlook 2024/2025 (Jan-Mar)	Q4 milestones 2024/2025 (Jan-Mar)
inclusion, and fairness				• Webchat launched on 10 December. • Phone line redesign for the out-of-hours service launched on 16 December. • New AI phone switchboard has been purchased and is due to go live in mid-February. • A rolling 12-month review of Council Tax and Business Rates email volumes, and the reasons for requests, continues. Residents are being supported to use the self-service options. • Reception service redesign in line with the new opening hours started on 4 December.		• 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	A	A	• Discussions on a shared Human Resources/ Organisational Development service paused while additional data and analysis completed on existing shared services arrangements between two of the councils concerned.	A	• Discussions have resumed on the Human Resources/ Organisational Development business case and will take into account the context of the recent English Devolution White Paper. • Amber Outlook as the reconvened discussions are at an early stage and the business case will need to be reworked.
Promote equality, inclusion, and fairness	Work in partnership with local NHS partners on emerging integrated care system, including prevention, as the role of Districts	G	P	• Health & Care Partnership (HCP) working out how best to meaningfully involve the local District and Borough councils.	P	• We await further details from the Health and Care Partnership.

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Council Priority	Priority Project	Q2 milestones 2024/2025 (Jul-Sep)	Q3 milestones 2024/2025 (Oct-Dec)	Progress	Q4 Outlook 2024/2025 (Jan-Mar)	Q4 milestones 2024/2025 (Jan-Mar)
	and associated funding becomes clearer					

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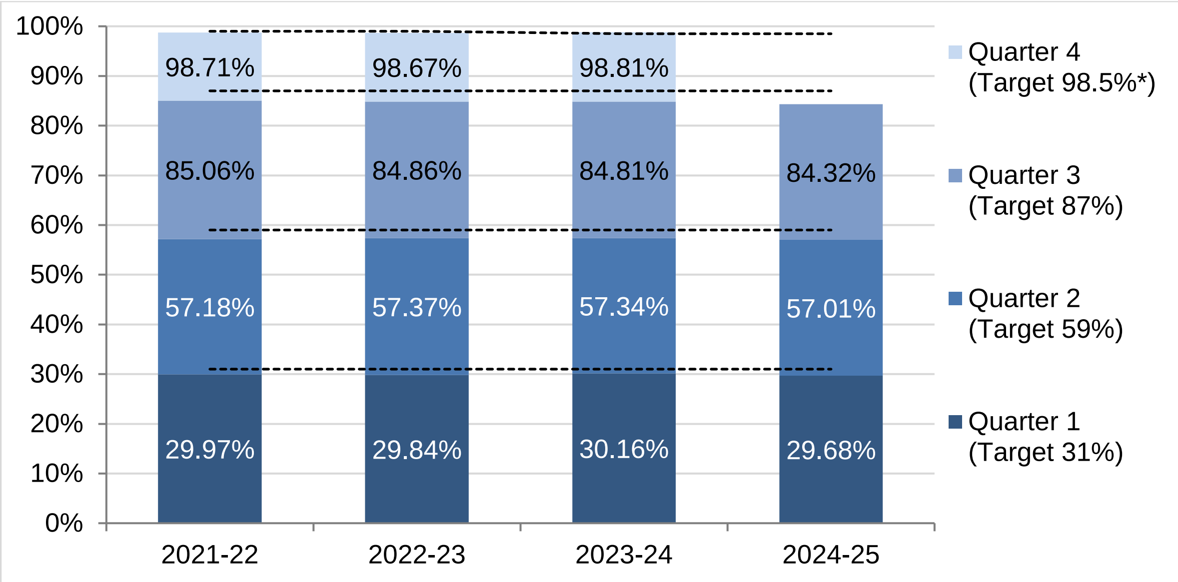
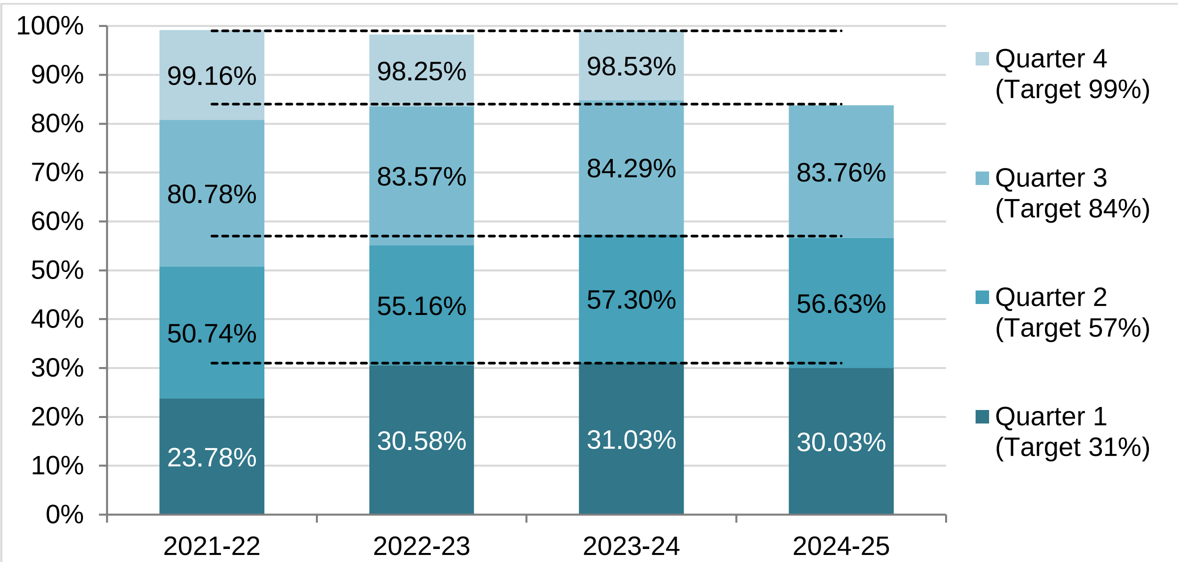
Section C – Informational reporting on aspects affecting the Committee's areas of responsibility, or external factors affecting our community.

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 Quarter 3, October to December 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** (Q2 figure in brackets)	**Stage 2 Complaints** (Q2 figure in brackets)	**Service Requests** (Q2 figure in brackets)
Housing	59 (49)	13 (14)	28 (44)
Waste & Recycling	21 (15)	0 (0)	33 (27)
Parking	14 (12)	4 (1)	7 (11)
Public Realm	2 (3)	0 (0)	2 (9)
Planning	7 (10)	4 (1)	0 (2)
Council Tax/Business Rates/Finance	9 (2)	1 (1)	2 (4)
Housing Benefit	2 (3)	0 (0)	0 (0)
Regulatory	4 (4)	1 (1)	1 (2)
Customer Delivery Team	0 (0)	0 (1)	0 (0)
Built Environment	1 (0)	0 (0)	0 (1)
Elections	0 (1)	0 (1)	0 (0)
Total	**119 (99)**	**23 (20)**	**73 (110)**

*Of the 119 Stage 1 complaints, 46 (38.6%) were resolved informally.

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Other Information

	Q3 2024-25	Q2 2024-25
Compliments received (those recorded)	10	7
Feedback from residents	9	3
Stage 1 or 2 complaints – fault accepted	34 (23.9% of all complaints)	22 (18.5% of all complaints)
Goodwill gestures following complaints	9	10
Ombudsman determinations	3	0

Ombudsman determinations:

Housing Ombudsman

There were 3 cases in this quarter which were considered by the Housing and Inclusion Committee at its meeting on 20 January 2025.

Local Government & Social Care Ombudsman (LGSO)

There were 3 cases in this quarter investigated and no evidence of fault was found by the Council on any of these.

Generally this quarter we have had a rise in Stage 1 complaints and fewer service requests. This reflects customers feeling that complaints (Stage 1) are gauged as ‘more important’ than service requests, though this is not the case.

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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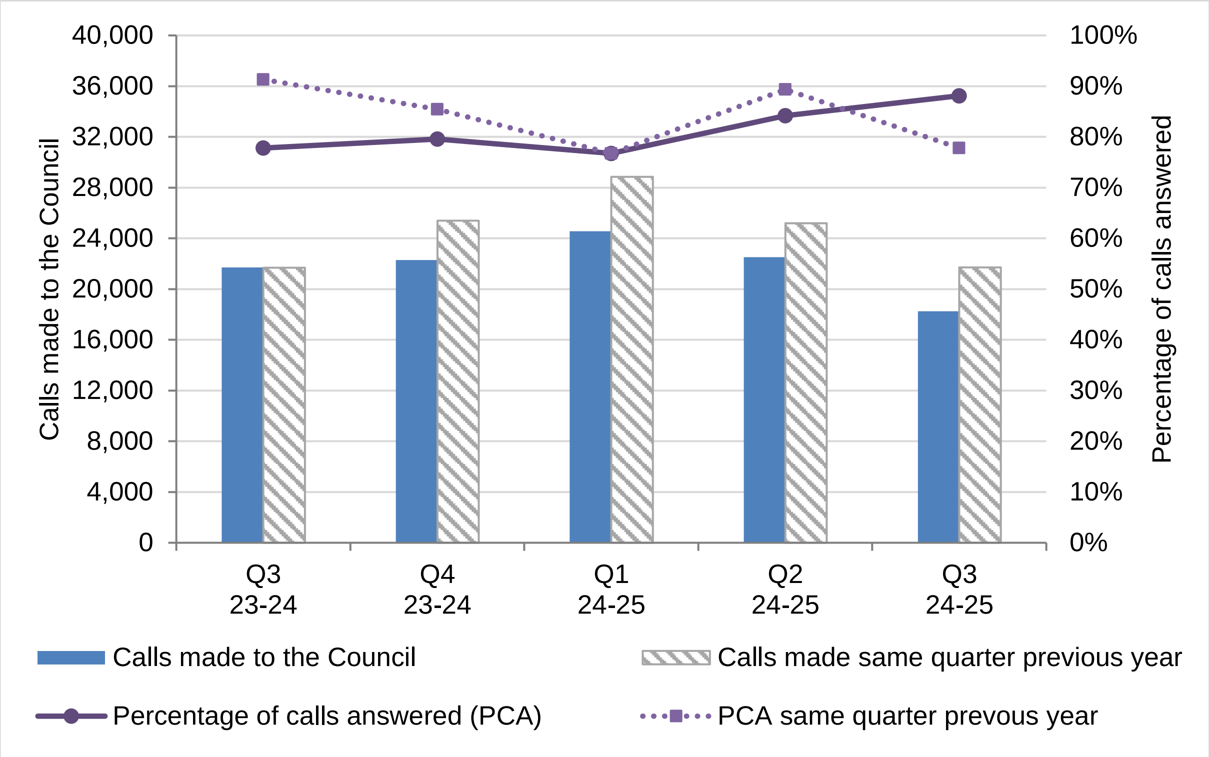
Contact Centre calls



Percentage of Calls Answered (PCA) has increased by 10% year on year, from 77.82% in Quarter 3 2023-24 to 88.11% in Quarter 3 2024-25.

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 3 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, we have reduced call volumes by 15%, while additional services/call queues are now being handled by the Contact Centre, e.g., Housing Tenancy, Housing Surveyor, Housing Garages, Housing Register and Green Spaces calls.

Note: Following the team's new ways of working, and further additional services coming into the Contact Centre, there may 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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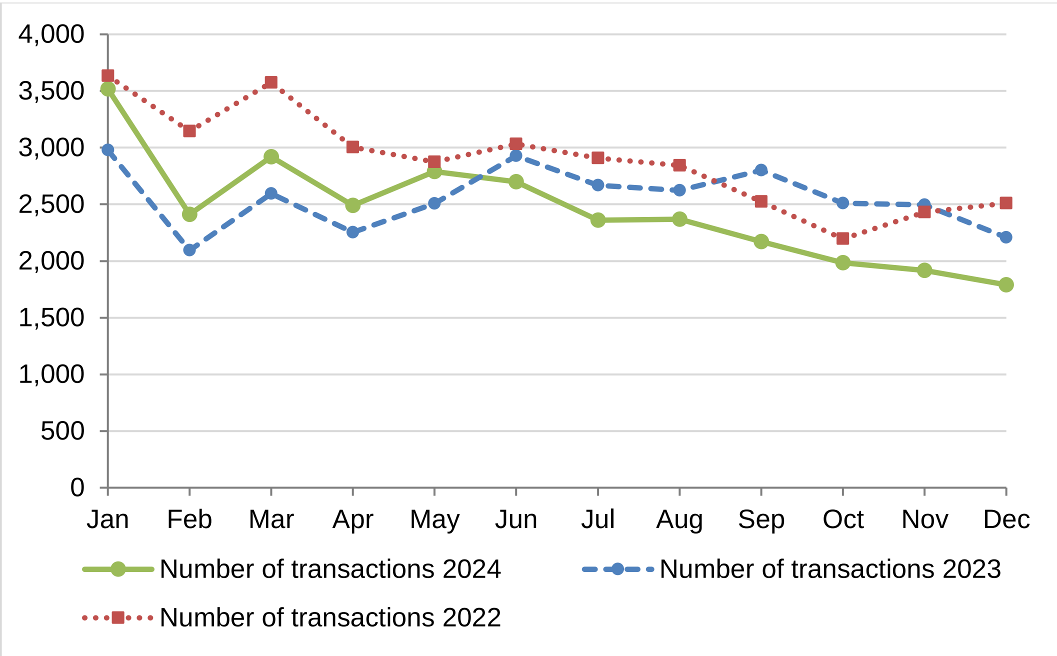
Detailed Contact Centre Data

Month	Calls made to the Contact Centre	Calls answered	Percentage of calls answered	Average processing time	Average wait time
Oct-24	7,421	6,488	87.43%	00:03:27	00:02:21
Nov-24	6,350	5,545	87.32%	00:03:21	00:02:25
Dec-24	4,484	4,052	90.37%	00:03:23	00:01:53
Q3 2024-25	**18,255**	**16,085**	**88.11%**	**00:03:24**	**00:02:16**

Month	Calls made to the Contact Centre	Calls answered	Percentage of calls answered	Average processing time	Average wait time
Oct-23	8,819	6,514	73.86%	03:57:00	04:02:00
Nov-23	8,803	6,230	77.85%	04:08:00	03:04:00
Dec-23	4,883	4,146	84.91%	03:46:00	02:32:00
Q3 2023-24	**21,705**	**16,890**	**77.82%**	**03:58:00**	**03:31:00**

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.

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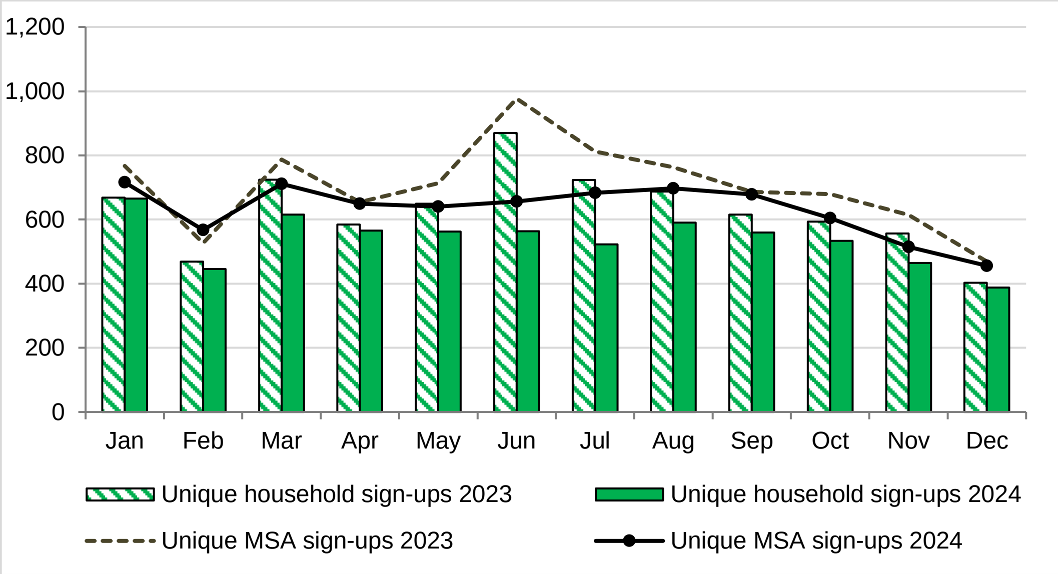
MyStAlbans (MSA) District Account sign-ups

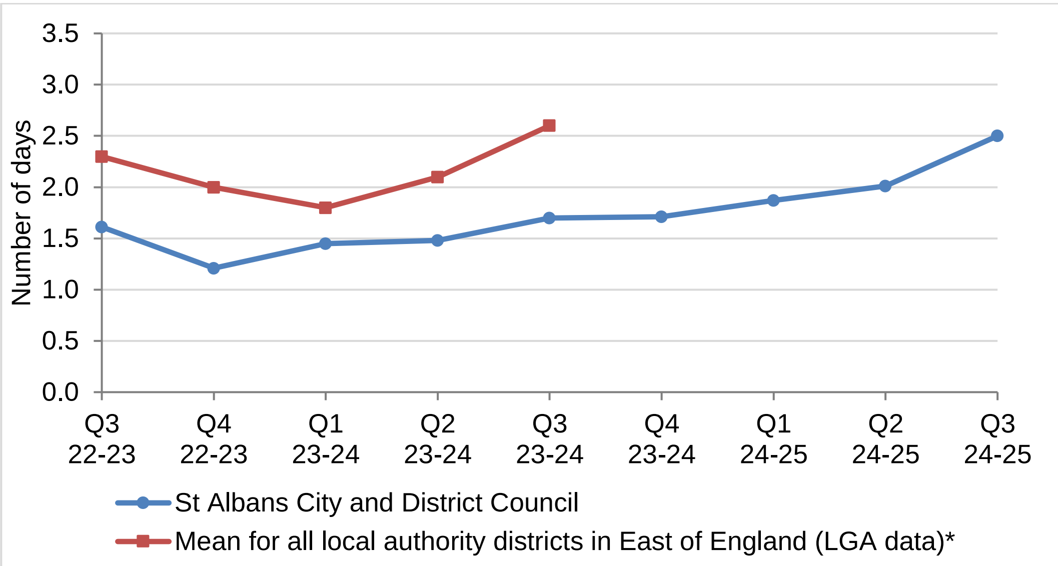


Total figures: as of 10 January 2025 at 14:49:

- Active MyStAlbans resident users: 91,927
- Unique household signups: 53,265 (84.8% 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.

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 to 2.5 from 2.01).

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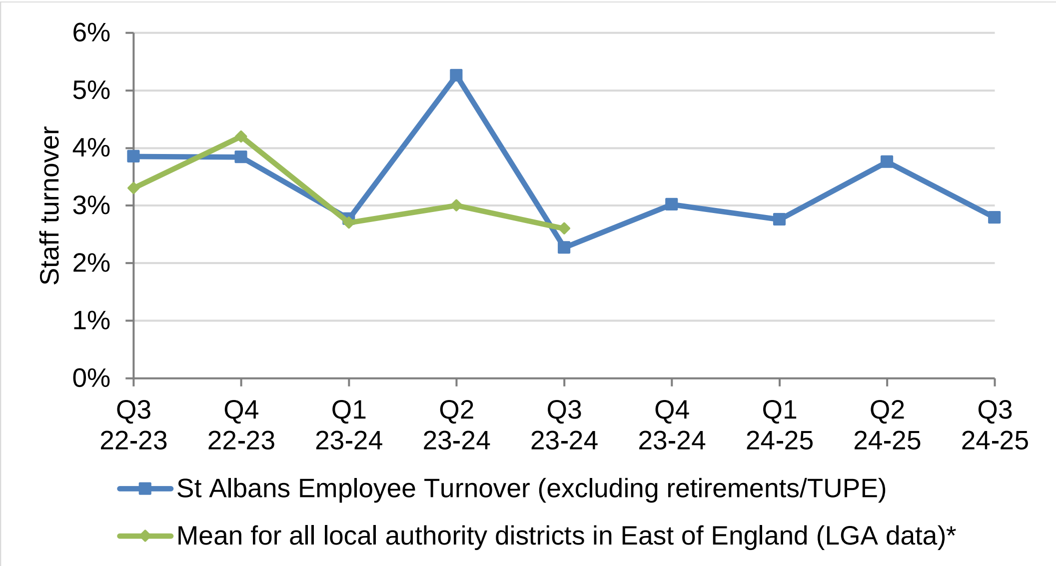
1.17 days attributed to short term absence (up on 0.70 last quarter) including seasonal viruses such as cough, cold, flu symptoms and coronavirus.

1.33 days attributed to long term absence (almost same as 1.31 last quarter) includes a variety of long-term conditions including several cases linked to mental health with significant lengths of absence.

Of the 17 long term absences in Q3, 6 have successfully returned to work, 2 have left the council and 9 were still open at the end of the quarter. These 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 2.79%, down from 3.76% last quarter. This quarter includes 11 leavers.

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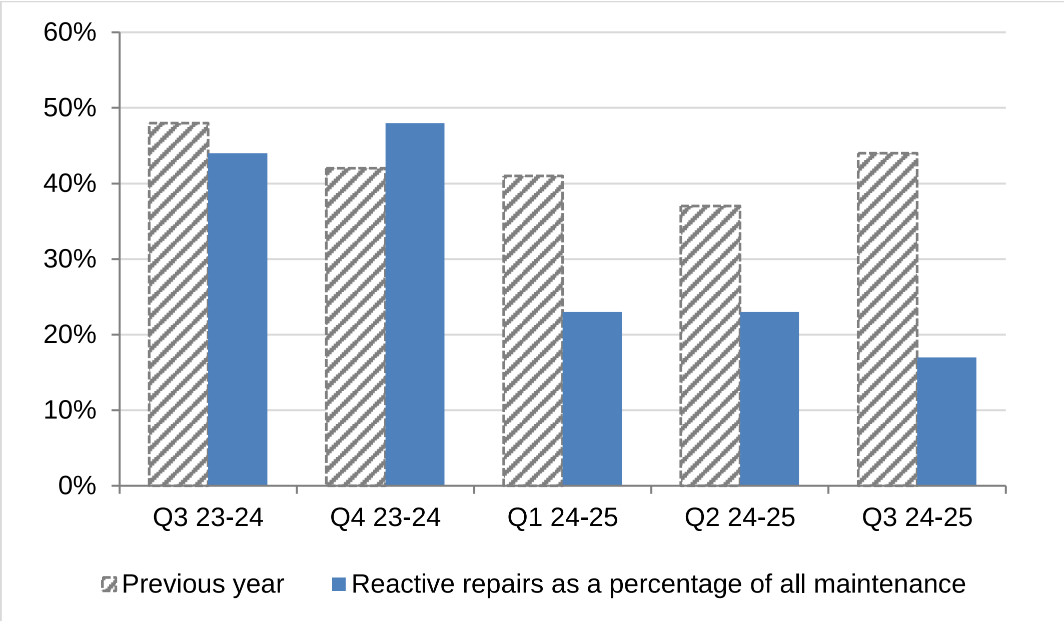
<u>Reactive repairs as a percentage of all maintenance (non-housing property)</u>



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 reduction in this figure from that reported in Q2 reflects the impact of more effective processes developed within the Building & Facilities team which are both more time efficient and cost effective. This is further demonstrated by the fact that despite there being a significant uplift in reactive works required to public conveniences during Q3 (principally caused by vandalism) the Q3 figure has still reduced from the 23% reported in Q2.

Strategy & Resources Committee Performance Summary
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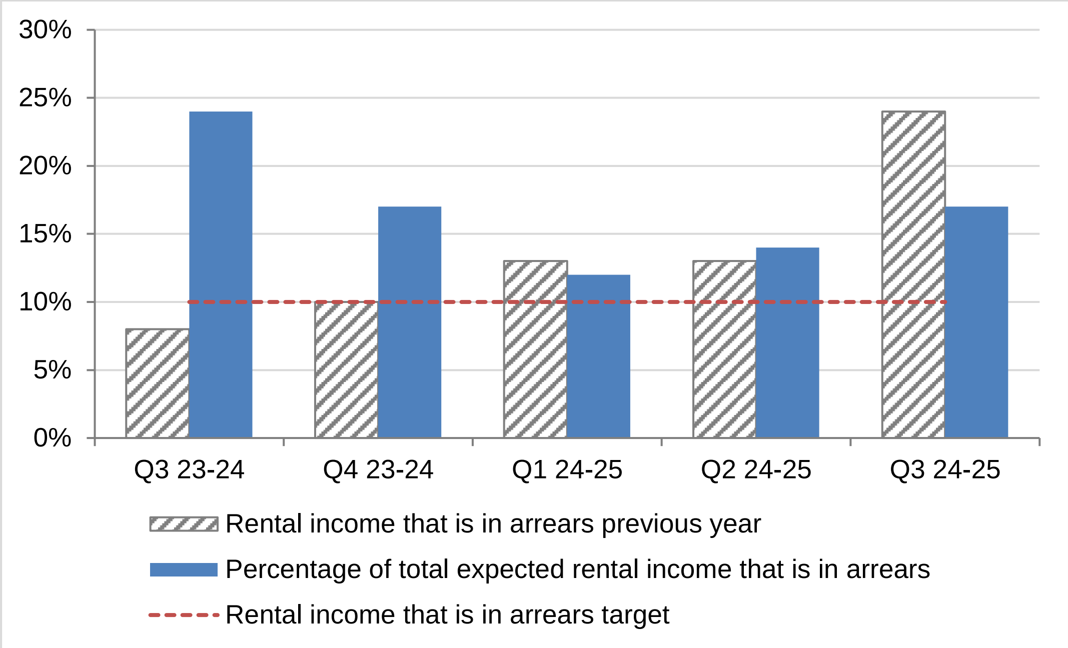
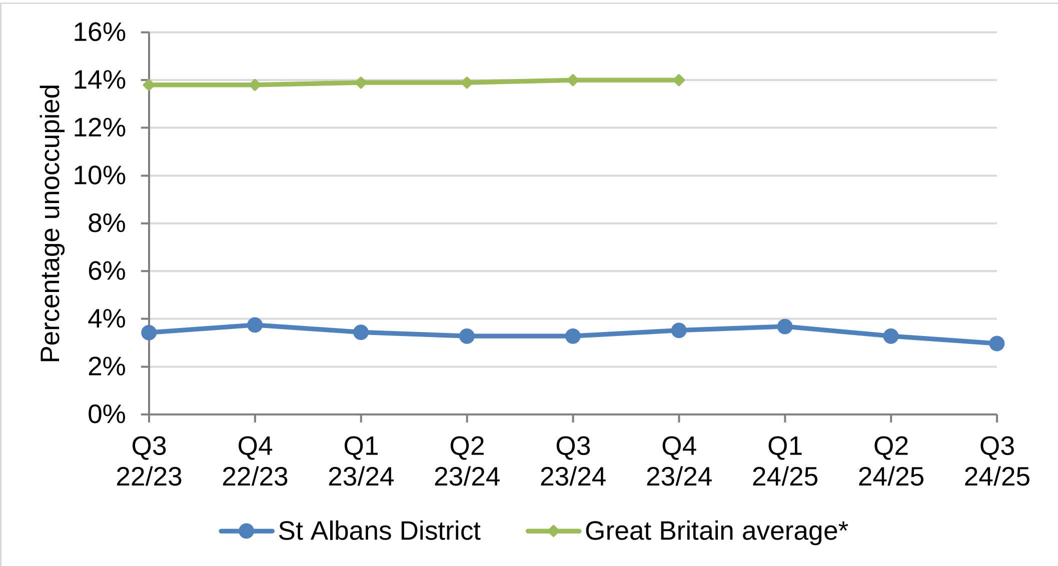
Percentage of total expected commercial rental income in arrears



The data reflects the outstanding rent value rather than the number of tenants with outstanding invoices. The increase on Quarter 2 relates to outstanding monthly payments from December. 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 42 to 38 vacant retail units locally in Quarter 3.



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

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The table below shows the proportion of vacant retail properties as of 31 December 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				
			Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Unparished City	761 (up 1)	25 (down 2)	3.15%	3.94%	3.68%	3.55%	3.29%
Colney Heath	15	0	0.00%	0.00%	0.00%	0.00%	0.00%
Harpenden Rural*	6	0	0.00%	0.00%	0.00%	0.00%	0.00%
London Colney	53	4	9.62%	9.62%	9.80%	7.55%	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	1	1.75%	1.75%	1.75%	1.72%	1.72%
Sandridge	59	0 (down 1)	1.69%	1.69%	5.08%	1.69%	0.00%
Wheathampstead	41	1	2.44%	2.44%	2.44%	2.44%	2.44%
Harpenden	249	7 (down 1)	3.97%	2.78%	3.57%	3.21%	2.81%
Overall percentage	**1,279 (up 1)**	**38 (down 4)**	**3.28%**	**3.52%**	**3.68%**	**3.29%**	**2.97%**

Strategy & Resources Committee Performance Summary
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St Albans City & District Council

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

Housing and Inclusion Committee Performance Summary 2024-25 Quarter 3

This report was considered by the Housing and Inclusion Committee at its meeting on 20 January 2025.

- Performance Report: https://stalbans.moderngov.co.uk/documents/s50071652/Housing%20and%20Inclusion%20Q3%202024-25%20Performance%20Report.pdf
- Appendix 1 – Morgan Sindall Property Services 2024/25 Performance Summary (Q3): https://stalbans.moderngov.co.uk/documents/s50071653/Appendix%201%20MSPS%20Operation%20report%202024-2025%20Q3.pdf
- Appendix 2 – Property Safety Update Q3: https://stalbans.moderngov.co.uk/documents/s50071654/Appendix%202%20Property%20Safety%20Update%20Q3%202024-25.pdf
- Appendix 3 – Tenants' Voice update Q3 https://stalbans.moderngov.co.uk/documents/s50071655/Appendix%203%20Tenant%20Voice%20Performance%20Q3%2024-25.pdf

Public Realm Committee Performance Summary 2024-25 Quarter 3

This report was considered by the Public Realm Committee at its meeting on 28 January 2025:

https://stalbans.moderngov.co.uk/documents/s50071673/Public%20Realm%20Q3%202024-25%20Performance%20Report.pdf

Planning Policy & Climate Committee Performance Summary 2024-25 Quarter 3

The Q2 Performance Report to the Planning Policy & Climate Committee will be considered at its meeting on 30 January 2025:

https://stalbans.moderngov.co.uk/documents/s50071742/PPC%20Q3%20Planning%20Policy%20Climate%20Q3%202024-25%20Performance%20Report.pdf