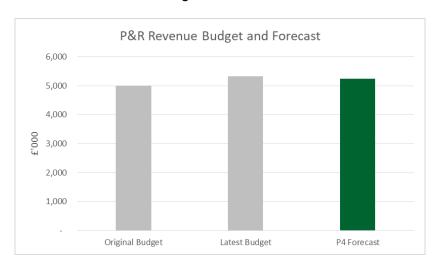
Policy and Resources Committee Detailed Monitoring Report

1. This appendix sets out the detailed financial monitoring position for budgets within the scope of the Policy and Resources (P&R) Committee for the 2022/23 financial year. The forecast is based on the position as at Period 6 which covers the period from 1 August 2022 to 30 September 2022.

Revenue

2. The latest forecast is net expenditure of £5.948m against the latest budget of £5.236m, a variation of £0.711m. The detailed revenue budgets and MTFP forecast is set out in Annex A.



Service Area	Original Budget £000	Latest Budget £000	Yearend Forecast £000	Forecast Variation to Budget £000
Resources and Shared Services	6,869	7,409	7,542	133
Garages and Shops	(1,143)	(1,168)	(1,170)	(2)
Investment Properties	(1,100)	(1,100)	(1,100)	0
Vacancy Provision	(180)	(180)	(180)	0
Salary Contingency	550	275	855	580
Total	4,996	5,236	5,948	711

3. Annex B sets out the main variations to budget. The period 6 forecast includes an increase in the 2022/23 Salary contingency of £0.580m which is currently being balloted through the Unions.

Income Streams

4. The key income streams are detailed in Annex E. All are currently on target to achieve budget income levels in 2022/23

Capital Investment Programme

- 5. The latest capital investment budget for 2022/23 is £18.767m. A variation of (£0.344m) is reported at Period 6.
- 6. Detailed Capital budgets and explanation of key variations are set out in Annex C and Annex D respectively.

Staff Vacancy Monitoring

- 7. A major risk of non-delivery of service is where key staff leave the Council's employ and there is a delay or difficulty in recruiting suitable candidates to fill the vacant post. There are no service impacts to report as a result of current vacancies.
- 8. The following table sets out the vacancies by service at 30 September 2022.

Department	Job Title	Comments	Total
	Financial Services Officer (FA&T)	Offered	1.00
Finance	Finance Business Partner Projects	Offered	1.00
	Assistant Technical Accountant (FP&A)	Offered	1.00
Communications	Senior Communications Officer	Covered by Interim	1.00
Community Partnerships	Covid Community Engagement Officer	Not currently advertised	1.00
Customer Service Centre	Customer Service Centre Advanced Representative	Not currently advertised	1.00
Property	Property and Asset Manager	Covered by Interim	1.00
	Benefits Officer x 2	Covered by Interim	2.00
	Revenues & Benefits Support Officer	Not currently advertised	1.00
	Billing Apprentice	Not currently advertised	1.00
Davanus and Danafita	Billing Officer	Not currently advertised	0.81
Revenue and Benefits	Recovery Apprentice	Not currently advertised	1.00
	Policy, Quality & Training Officer	Not currently advertised	1.00
	Recovery Officer	Not currently advertised	1.00
	Revenue and Benefits Apprentice	Not currently advertised	1.00
	Principal Lawyer (Criminal Litigation)	Not currently advertised	1.00
	Committee Manager	Currently advertised	0.57
Legal & Committee	Solicitor to the Council	Covered by Interim	1.00
	Legal Officer (Property)	Not currently advertised	1.00
	Principal Lawyer (Property & Contracts)	Covered by Interim	1.00
Electoral Services	Elections Manager	Covered by Interim	1.00
Total P&R			21.38

Annex A P&R Committee Medium Term Revenue Budget Service

Policy & Resources								
Resources & Shared Services	Original Budget 2022/23	Latest Budget 2022/23	Spend to Date	Forecast Outturn 2022/23	Variance @ P6	Forecast 2023/24	Forecast 2024/25	Officer Comments
	£	£	£	£	£	£	£	
Director Of Finance	70,610	73,937	30,327	73,937	0	73,937	73,937	Budget will be spent
Communication	115,670	131,780	90,184	131,780	0	118,350	118,350	Budget will be spent
Legal Practice	395,725	406,209	245,617	406,209	0	408,144	408,144	£13,600 New Case Management System to be implemented with ongoing licence costs. To be offset by New Homes Bonus reserve .
Committee Administration	202,475	207,111	12,858	207,111	0	207,286	207,286	Budget will be spent
Office Services	232,810	233,560	64,964	213,560	(20,000)	232,810	232,810	£20,000 Security budget to be transferred to Asset Management - Property as security is currently being covered by Facilities team
Elections & Electoral Regn	129,420	132,487	155,138	132,487	0	132,662	132,662	£17,000 budget required for software licences as can no longer be capitalised, to be offset by New Homes Bonus reserve.
Finance Services	457,875	482,352	346,864	498,152	15,800	498,067	480,867	£39,500 Costs associated with Capita AlM and Call Secure annual maintenance, offset by increase in Shared Service income of £23,700
Parliamentary Elections	0	0	54,559	0	0	0	0	2019 General Election claim currently with Cabinet Office.
Police Commissioner Election	0	0	13,347	0	0	0	0	May 2021 Election claim currently with Cabinet Office
Revs & Bens Management	36,250	38,769	35,513	38,769	0	38,769	38,769	Budget will be spent
Fraud	80,150	84,227	66,825	78,067	(6,160)	82,547	82,547	Full budget not required this year on Professional Fees - Legal Fees £15,000, of which £3,800 transferred to Software Maintenance. Budget no longer required on Equipment, Furniture & Materials £1,500, Protective Clothing £100, Printing & Stationery £2,000 and Mobile Phones £600. Offset against reduction of shared service income of £9,240
Chief Executive	176,060	180,568	99,361	180,568	0	180,568	180,568	Budget will be spent

P&R Committee Medium Term Revenue Budget Service cont.

P&R Committee Medium	Original	Latest	C Service Co	Ιζ.				
Resources & Shared Services	Budget 2022/23	Budget 2022/23	Spend to Date	Forecast Outturn 2022/23	Variance @ P6	Forecast 2023/24	Fore cast 2024/25	Officer Comments
	£	£	£	£	£	£	£	
Performance Mgt & Scrutiny	47,520	48,654	24,248	48,654	0	48,654	48,654	Budget will be spent
Debt Recovery	227,075	238,715	187,741	238,715	0	239,310	239,310	Budget will be spent
Executive Head of Service	0	0	43,614	95,646	95,646	0	0	Budget transferred from Housing Service Needs, Environmental Heath - Residential Team and CSC following restructure
Three Rivers House	366,000	372,512	205,415	412,512	40,000	359,260	359,260	Increase in Electricity budget required - Based on projection from Laser Energy who procure electricity on our behalf
Basing House	(10,340)	(7,340)	15,588	(2,340)	5,000	(10,140)	(10,140)	Increase in Electricity of £3,000 and Gas of £2,000 due to increase in utility costs
Officers' Standby	6,140	6,140	6,140	6,140	0	6,140	6,140	Budget fully spent
Finance Client	115,780	169,618	(6,276)	131,058	(38,560)	81,178	81,178	Budget for SLA from West Herts Crematorium - contribution to finance support
Business App Maintenance	226,400	226,400	191,930	226,400	0	226,400	226,400	Renewal of IDOX software contract in negotiation from 1 April 2023. Increased costs of service provision expected. Further details will be available at P8.
ICT Client	755,542	841,066	192,756	791,066	(50,000)	758,655	758,655	£130,000 budget required for software licences as can no longer be capitalised, to be offset by New Homes Bonus reserve. Offset by a saving of £50,000 on Migration to Cloud as internal resources are being used instead of the expected external.
Internal Audit Client	71,460	93,374	17,394	55,968	(37,406)	55,968	55,968	Increase in budget of £21,742 required for DIAS audit plan - TRDC, WBC and Shared Services, offset by the Shared service income for SIAS fees of £59,148
Fraud Client	2,690	2,690	1,345	2,690	0	2,690	2,690	Budget will be spent
Insurances	353,220	353,220	372,298	373,220	20,000	373,220	373,220	Increase in sum insured and inflationary increases
Debt Recovery Client Acc	(6,140)	(6,140)	(875)	(6,140)	0	(6,140)	(6,140)	Budget will be spent
HR Client	333,736	333,736	101,306	333,736	0	334,113	334,113	Budget will be spent
Corporate Management	150,680	169,416	21,414	213,416	44,000	150,680	150,680	Increase in budget required for Bank Charges and Credit/Debit Card Commission due to higher levels of activity
Democratic Representation	303,758	310,288	155,844	310,288	0	308,288	308,288	Budget will be spent
Benefits & Allowances	666,800	694,848	729,402	694,848	0	695,123	695,123	Budget will be spent
Benefits Client	(545,210)	(545,210)	2,737,327	(545,210)	0	(545,210)	(545,210)	This holds the housing benefits payments and recovery from DWP and further grants from DWP relating to the provision of benefits. There is timing difference between payments made to claimants and income received from Government
Benefits New Burden	0	0	(38,849)	0	0	0	0	Grant monies received
Benefits Non Hra	1,020	1,020	(297,668)	1,020	0	1,020	1,020	Actioned at year end
Council Tax Collection	381,209	396,785	294,221	396,785	0	397,690	397,690	Budget will be spent
NNDR	55,090	57,110	63,010	57,110	0	57,110	57,110	Budget will be spent
Council Tax Client	(126,879)	(126,879)	0	(126,879)	0	(126,879)	(126,879)	Budget will be spent

P&R Committee Medium Term Revenue Budget Service cont.

Resources & Shared Services	Original Budget 2022/23	Latest Budget 2022/23	Spend to Date	Forecast Outturn 2022/23	Variance @ P6	Forecast 2023/24	Forecast 2024/25	Officer Comments
	£	£	£	£	£	£	£	
Nndr Cost Of Collection	(107,090)	(107,090)	0	(107,090)	0	(107,090)	(107,090)	This is received at year end
Register Of Electors	36,800	36,800	7,153	36,800	0	36,800	36,800	Budget will be spent
District Elections	76,320	76,320	131,639	76,320	0	76,320	76,320	Parish element of the May 2022 Elections to be recharged
Customer Service Centre	917,340	939,384	382,578	900,103	(39,281)	946,839	946,839	Budget transferred to Customer Experience, Development Management and Executive Head of Service following restructure of service
Major Incident Planning	100,230	101,944	35,229	101,944	0	102,064	102,064	Budget will be spent
Miscellaneous Income & Expend	25,003	25,003	(4,285,724)	25,003	0	25,003	25,003	Actuals include grant income
Non Distributed Costs	255,000	255,000	882	255,000	0	255,000	255,000	Actioned at year end
Customer Contact Programme	6,000	110,288	39,580	110,288	0	6,000	6,000	Budget will be spent
Customer Experience	0	0	38,660	81,690	81,690	0	0	Budget transferred from Watersmeet and CSC following restructure
Miscellaneous Properties	(102,180)	(54,341)	(53,848)	(54,341)	0	(77,701)	(77,701)	Budget will be spent
Asset Management - Property Services	378,545	415,029	348,007	437,227	22,198	398,609	398,609	£2,198 transferred from Garages & Shops Maintenance to cover the NNDR for Sir James Altham which now falls under the responsibility of TRDC. £20,000 transferred from Office Services as Security is currently being covered by the facilities team
Parish Elections	0	0	(8,416)	0	0	0	0	Ringfenced for future elections
County Elections	0	0	(13,896)	0	0	0	0	Ringfenced for future elections
Referendums	0	0	(28,249)	0	0	0	0	Ringfenced for future elections
Garages & Shops Maintenance	(1,142,960)	(1,167,960)	(585,276)	(1,170,158)	(2,198)	(1,169,030)		Budget transferred to Asset Management - Property Services to cover NNDR costs for Sir James Altham which now falls under the responsibility of TRDC.
Investment Properties	(1,100,000)	(1,100,000)	(529,975)	(1,100,000)	0	(1,200,000)	(1,200,000)	Budget will be spent
Kickstart	0	0	(333)	0	0	0	0	
Oxhey Drive	10,050	10,050	0	10,050	0	10,250	10,250	Budget will be spent
Vacancy Provision	(180,000)	(180,000)	0	(180,000)	0	(180,000)	(180,000)	
Salary Contingency	550,000	275,000	0	855,465	580,465	1,130,465	1,405,465	2022/23 Salary increase currently in talks with Unions - minimum payment will be £1,925 per person and 4.04% increase on Local Fringe Weighting.
Total Policy & Resources	4,995,654	5,236,450	1,710,893	5,947,644	711,194	5,633,799	5,891,599	

Annex B P&R Committee Explanations of revenue variances reported this Period

Policy & Resources					
Description	Main Group Heading	Details of Outturn Variances to Latest Approved Budget	2022/23 £	2023/24 £	2024/25 £
Legal Practice	Supplies and Services	Cost of implementing new Legal Case Management System and ongoing licence costs	13,600	7,800	7,800
Legal Practice	Income	New Homes Bonus reserve to be used for implementation and ongoing costs of Legal Case Management System	(13,600)	(7,800)	(7,800)
Office Services	Supplies and Services	£20,000 Security budget to be transferrd to Asset Management - Property as security is currently being covered by Facilities team	(20,000)	0	0
	Supplies and Services	Budget required as Licences can not be capitalised	17,000	17,000	17,000
Elections & Electoral Regn	Income	New Homes Bonus reserve to be used for cost of software licences which were previously capitalised	(17,000)	(17,000)	(17,000)
Finance Services	Supplies and Services	Costs assiciated with Capita AIM and Call Secure annual maintenance	39,500	82,500	39,500
I mance Services	Income	Increase in shared sevice income due to increased costs	(23,700)	(49,500)	(23,700)
Fraud	Supplies and Services	Full budget not required this year on Professional Fees - Legal Fees £15,000, of which £3,800 transferred to Sofware Maintenance. Budget no longer required on Equpment, Fumiture & Materials £1,500, Protective Clothing £100, Printing & Stationery £2,000 and Mobile Phones £600.	(15,400)	(4,200)	(4,200)
	Income	Shared service income reduced due to budgets no longer required	9,240	2,520	2,520
5			2022/23	2023/24	2024/25
Description	Main Group Heading	Details of Outturn Variances to Latest Approved Budget	£	£	£
Basing House	Premises	Increase in Electricity of £3,000 and Gas of £2,000 duve to increase in utility costs	5.000	0	0
Finance Client	Income	Budget for SLA from West Herts Crematorium - contribution to finance support	(38,560)	(38,560)	(38,560)
ICT Client	Supplies and Services	£130,000 Software Licences budget required as Licences can no longer be capitalised. Off set by a saving of £50,00 on Migration to Cloud as internal resources are being used instead of the expected external.	80,000	100,000	100,000
	Income	New Homes Bonus reserve to be used for cost of software licences which were previously capitalised	(130,000)	(100,000)	(100,000)
Corporate Management	Supplies and Services	Increase in budget required for Bank Charges and Credit/Debit Card Commission due to higher levels of activity	44,000	0	0
Description	Main Group Heading	Details of Outturn Variances to Latest Approved Budget	2022/23 £	2023/24 £	2024/25 £
Customer Service Centre	Employees	Budget transferred to Customer Experience, Development Management and Executive Head of Service following restructure of service	(39,281)	0	0
Customer Experience	Employees	Budget transferred from Watersmeet and CSC following restructure	81,690	0	0
Asset Management - Property	Employees	£20,000 transferred from Office Services as Security is currently being covered by the facikities team	20,000	0	0
Services	Premises	£2,198 transferred from Garages & Shops Maintenance to cover the NNDR for Sir James Altham which now falls under the responsibility of TRDC	2,198	0	0
Garages & Shops Maintenance	Premises	Budget transferred to Asset Management - Property Services to cover NNDR costs for Sir James Altham which now falls under the responsibility of TRDC.	(2,198)	0	0
Executive Head of Service	Employees	Budget transferred from Housing Service Needs, Environmental Heath - Residential Team and CSC following restructure	95,646	0	0
Three Rivers House	Premises	Increase in Electricity budget required - Based on projection from Laser Energy who procure electricity on our behalf	40,000	0	0
Intertnal Audit	Third Party Payments	Increase in budget required for DIAS audit plan - TRDC, WBC and Shared Services	21,742	43,656	43,656
	Income	Budget required for Shared service income for SIAS fee	(59,148)	(59,148)	(59,148)
Insurances	Premises	increase in sum insured and inflationary increases	20,000	20,000	20,000
	Employees	2022/23 Salary increase currently in talks with Unions - minimum payment will be	580,465	580,465	580,465
Salary Contingency	Employees	£1,925 per person and 4.04% increase on Local Fringe Wighting.	300,403	300,403	300,403

Annex C
P&R Medium term capital investment programme

Policy & Resources												
Resources & Shared Services	Original Budget 202/23 £	Latest Budget 2022/23 £	P4 Spend To Date £	Forecast Outturn 2022/23 £	Variance £	Latest Budget 2023/24 £	Forecast £	Variance £	Latest Budget 2024/25 £	Forecast £	Variance £	Comments
Professional Fees-Internal	157,590	157,590	0	157,590	0	157,590	157,590	0	157,590	157,590	0	This is for internal staff support on capital schemes and is actioned at the lend of the financial year.
Trowley Rise Project	0	0	0	57,000	57,000	0	0	0	0	0	0	Budget Transferred from Garage Improvements to facilitate Verge Hardening project at Trowley Rise
Election Equipment	6,000	11,216	2,706	11,216	0	6,000	6,000	0	6,000	6,000	0	Budget will be spent
Street Lighting Replacement	130,000	130,000	0	130,000	0	0	0	0	0	0	0	Budget will be spent
Members' IT Equipment	16,260	62,950	0	62,950	0	16,260	16,260	0	16,260	16,260	0	Delay due supply issues. currently testing 2 models for implementation
ICT-Managed Project Costs	180,000	180,000	72,876	240,000	60,000	60,000	240,000	180,000	60,000	240,000	180,000	Budgets transferred from Business Application Upgrades and ShS- Hardware Replacement Program to deliver a range of shared and TRDC specific projects.
Hardware Replace Prog	55,000	57,324	0	0	(57,324)	40,000	0	(40,000)	40,000	0	(40,000)	£41,824 to be transferred to ICT Hardware Replacement Program for spend in 2024/25 and £15,500 to be transferred to ICT Managed Serv-Project Costs for future years spend.
Garage Improvements	220,000	351,996	49,030	294,996	(57,000)	150,000	150,000	0	150,000	150,000	0	Budget Transferred to Trowley Rise Project to facilitate Verge Hardening
ICT Licence Costs	130,000	130,000	0	0	(130,000)	100,000		(100,000)	100,000	0	· · · · · · · · · · · · · · · · · · ·	Budget no longer required as Licence costs are a revenue expense
Customer Contact Programme	0	3,698	0	3,698	0	0		0	0	0		Budget will be spent
ICT Website Development	0	14,870	0	14,870	0	0		0	0	·		Budget will be spent
ICT Elections	17,000	25,329	0	0	(25,329)	17,000	0	(17,000)	17,000	0	(17,000)	Budget no longer required as Licence costs are a revenue expense
ICT Hardware Replacement Prog	45,000	45,000	0	17,000	(28,000)	50,000	50,000	0	45,000	114,824	69,824	Rephase £28,000 to 2024/25, along with £41,824 from ShS-Hardware Replacement Program.
TRH Whole Life Costing	280,000	509,950	78,999	509,950	0	170,000	170,000	0	170,000	170,000	0	Installation of an Air Source Heat pump for water and heating at Three Rivers House. The balance is being funded by a government grant and will provide sufficient carbon savings to support the Council's route to zero
Basing House-Whole Life Costing	60,000	60,000	180	60,000	0	60,000	60,000	0	60,000	60,000	0	Planned works to windows currently out to tender
Business Application Upgrade	180,000	184,500		0	(184,500)	90,000	20,000	(70,000)	90,000	20,000	(70,000)	No spend forecasted this financial year. £60K to be moved to ICT Managed Serv-Project costs for project resources related to on premise hardware upgrades from Windows 2012 to 2019 and £124,500 for future years. Forecasted spend for future years, reduced to £20K annually with £70K also to be moved to ICT Managed Serv-Project Costs for project resources in 2023/24 & 2024/25.
Three Rivers House Transformation	210,000	36,583	1,248	36,583	0	0	0	0	0	0	0	Budget will be spent
Property Information System	0	50,000	6,113	50,000	0	0	0	0	0	0	o	Budget will be spent
Total	1,686,850	2,011,006	211,152	1,645,853	(365,153)	916,850	869,850	(47,000)	911,850	934,674	22,824	

Annex D
P&R Explanations of capital variances reported this Period

	Policy & Resources			
Description	Details of Outturn Variances to Latest Approved Budget	2022/23 £	2023/24 £	2024/25 £
ICT-Managed Serv-Project Costs	Budgets transferred from Business Application Upgrades and ShS-Hardware Replacement Program to deliver a range of shared and TRDC specific projects.	60,000	180,000	180,000
ICT-TRDC-Licence Costs	Budget no longer required as Licence costs are a revenue expense	(130,000)	(100,000)	(100,000)
ICT Elections	Budget no longer required as Licence costs are a revenue expense	(25,329)	(17,000)	(17,000)
Business Application Upgra	No spend forecasted this financial year. £60K to be moved to ICT Managed Serv-Project costs for project resources related to on premise hardware upgrades from Windows 2012 to 2019 and £124,500 for future years. Forecasted spend for future years, reduced to £20K annually with £70K also to be moved to ICT Managed Serv-Project Costs for project resources in 2023/24 & 2024/25.	(184,500)	(70,000)	(70,000)
ShS-Hardware Replae Prog	£41,824 to be transferred to ICT Hardware Replacement Program for spend in 2024/25 and £15,500 to be transferred to ICT Managed Serv - Project Costs for future years spend.	(57,324)	(40,000)	(40,000)
ICT Hardware Replacement Prog	Rephase £28,000 to 2024/25, along with £41,824 from ShS-Hardware Replacement Program.	(28,000)	0	69,824
Garage Improvements	Budget Transferred to Trowley Rise Project to facilitate Verge Hardening	(57,000)	0	0
Trowley Rise Project	Budget Transferred from Garage Improvements to facilitate Verge Hardening project at Trowley Rise	57,000	0	0
	TOTAL	(365,153)	(47,000)	22,824

Annex E P&R Key Income Streams

Garages and Shops									
Garages	Month	2019/20		2020)/21	2021	1/22	2022/23	
Rent		£	£ Volume		Volume	£	Volume	£	Volume
	April	(88,327)	11%	(74,513)	11%	(67,120)	18%	(76,062)	17%
	May	(71,154)	12%	(53,698)	13%	(84,598)	18%	(74,883)	17%
	June	(70,686)	12%	(107,919)	14%	(67,303)	18%	(75,841)	16%
	July	(87,862)	12%	(71,117)	16%	(68,901)	17%	(76,597)	16%
	August	(70,632)	11%	(70,223)	15%	(85,572)	17%	(72,188)	16%
	September	(87,994)	11%	(87,870)	15%	(66,891)	18%	(74,631)	16%
	October	(70,512)	11%	(70,789)	15%	(67,979)	17%		
	November	(70,692)	11%	(88,099)	15%	(86,494)	16%		
	December	(88,381)	11%	(70,203)	16%	(69,289)	17%		
	January	(71,217)	10%	(69,758)	16%	(87,711)	17%		
	February	(71,695)	10%	(69,793)	17%	(69,601)	16%		
	March	(89,818)	11%	(86,210)	17%	(69,067)	17%		
	Total	(938,968)		(920,190)		(890,526)		(450,202)	

Comments: The original budget for 2022/23 is £976,830. Lower level applied to those in the more difficult to let areas. There are currently 1,116 rentable garages. The void percentage is based on the rentable stock only.

Shops	Month	2019/20		2020)/21	2021	1/22	2022/23	
Rent		£	Volume	£	Volume	£	Volume	£	Volume
	April	(70,392)	n/a	(66,330)	n/a	(46,828)	n/a	(46,495)	n/a
	May	(1,875)	n/a	31,706	n/a	0	n/a	0	n/a
	June	(53,825)	n/a	(38,627)	n/a	(30,853)	n/a	(37,853)	n/a
	July	(141,217)	n/a	(9,727)	n/a	(15,250)	n/a	(8,250)	n/a
	August	(21,358)	n/a	0	n/a	0	n/a	0	n/a
	September	(69,147)	n/a	(38,245)	n/a	(38,245)	n/a	(38,244)	n/a
	October	1,317	n/a	(10,796)	n/a	(8,250)	n/a		
	November	(3,897)	n/a	2,546	n/a	0	n/a		
	December	(70,049)	n/a	(37,853)	n/a	(37,853)	n/a		
	January	(13,125)	n/a	(8,250)	n/a	(8,250)	n/a		
	February	0	n/a	0	n/a	0	n/a		
	March	1,083	n/a		n/a	0	n/a		
	Total	(442,487)		(175,576)	0	(185,528)	0	(130,842)	0

Comments: The original 2022/23 budget is £210,000. There are 20 shops in the district which are predominantly let as self repairing leases. Each shop rent is negotiated at the best market rate taking into consideration local factors regarding usage, availability, affordability and community benefit.