



## AGENDA ITEM: 9

### SUMMARY

Report for:	<b>Finance and Resources Overview &amp; Scrutiny Committee</b>
Date of meeting:	<b>5<sup>th</sup> November 2014</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 2 Performance Report – Legal Governance, Democratic Services and People</b>
Contact:	<p>Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services (in respect of Legal Governance and People)  Cllr Andrew Williams, Leader of the Council (in respect of Democratic Services)</p> <p>Author/Responsible Officers:</p> <p>Steven Baker, Assistant Director (Chief Executive’s Unit)</p> <p>Mark Brookes, Group Manager (Legal Governance)  Jim Doyle, Group Manager (Democratic Services)  Matt Rawdon, Group Manager (People)</p>
Purpose of report:	To provide Members with the performance report for quarter 2 in relation to Legal Governance, Democratic Services and People.
Recommendations	That Members note the report.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	<u>Financial</u>  None.
‘Value For Money Implications’	<u>Value for Money</u>  Monitoring Performance supports the Council in achieving Value for Money for its citizens.

Risk Implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly.
Equalities Implications	Equality Impact Assessment completed for each service area as part of service planning and reviewed quarterly.
Health And Safety Implications	None
Consultees:	Cllr Neil Harden, Portfolio Holder for Residents and Regulatory Services
Background papers:	Annex 1 : Quarter 2 Performance Report Annex 2: Operational Risk Register

1. Members will find attached to this report the Corvu performance data for Legal Governance, Democratic Services and People, together with the Operational Risk Register, in relation to quarter 2 of 2014/15. The performance data does not reveal any major areas of concern which need to be particularly drawn to Members' attention. Set out below is some supplementary information about performance and activities of the services during quarter 2 which may be of interest to the Members of the Committee.

## **PEOPLE GROUP – Q2**

2. This report includes the performance information relating to those services which make up the People Group i.e. Human Resources, Organisation Development & Training, Communications & Consultation and Community Partnerships.

### **HUMAN RESOURCES (HR)**

#### **Corporate projects & HR transactional work**

3. HR continues to be heavily involved in many of the Council's critical projects, in particular, the Office Consolidation Project and the Electronic Document Management System (EDRMS). The team has supported 17 formal employee relation cases, processed 25 new starters and 22 leavers.

#### **Mental Health First Aid Programme**

4. The Council now has a trained community of 30 mental health first aiders. Training has commenced for the leadership team. All managers will be trained throughout the 2015 calendar year and the community of designated mental health first aiders will continue to support staff.

#### **Employment Information System (EIS)**

5. The team are in the process of gathering indicative costs and assessing future options to support a capital bid for a replacement system. The new system will

fully support the IT infrastructure (unlike EIS), produce better management information and allow more self service for managers.

## **COMMUNICATIONS & CONSULTATION**

### **Corporate projects – Communications Support**

6. The Communications Team is supporting the 'Hemel Evolution, Dacorum - Look No Further' project, office consolidation and the new 'Recycle for Dacorum' waste collection service.

### **Branding**

7. Joint branding guidance for DBC logo and 'Dacorum, Look no further' logo developed and to be implemented shortly.

### **The Openness of Local Government Bodies Regulations 2014**

8. A protocol is being drafted on Reporting and Recording of Council meetings in light of the introduction of the regulations. The aim of the protocol is to set out Council rules so that individuals are fully aware of what is expected of them. This will be published to all staff and Members in due course once approved.

## **COMMUNITY PARTNERSHIPS**

### **Get Set, Go Dacorum**

9. The project was launched on 20 September 2014 in Randells Park, Highfield. Over 250 people attended throughout the day enjoying the free activities to encourage people to get active, get involved and get healthy.

10. Over the first year of the project there are 19 sports sessions and three will be launched in October, these being: Back to Netball, Much stronger together football and Circuit Style Family Fun in Woodhall Farm.

### **New Community Impact Assessment Form – (replacing equality impact assessment form)**

11. A new form has been developed for managers to use when they are making a change to their service/policy, which encourages staff to consider how the change will impact people within the equality strands, such as disability, gender, race etc. What makes this form different from the old form is that it now also poses questions on the environmental impact. Training will be provided to staff over the next couple of months.

## **ORGANISATIONAL DEVELOPMENT AND TRAINING**

### **Workforce data (succession planning)**

12. Group Managers have been asked to complete a form about their teams which will provide the Council with data on staff profile and any possible skills gaps. This data is being compiled/analysed and will form part of the Human Resources Strategy.

## **Investors in People (IIP)**

**13.** Further to our re-accreditation, the Council has been working closely with IIP on how we can improve further. One of the key changes will see a corporate brief developed from the corporate management team (CMT) meetings which managers can cascade to their teams, as well as allowing staff access to CMT minutes.

## **LEGAL GOVERNANCE**

**14.** Legal Governance continues to be heavily involved in many of the Council's critical projects. In particular, significant legal support is being provided in relation to the Gade Zone regeneration project. Following the selection of the preferred development partner the team are leading on negotiations to settle the terms of the development agreement. The team are also supporting the Council House New Build project by acquiring sites and dealing with associated planning agreements.

**15.** In September the team successfully negotiated and completed the agreement for lease for the Ice Rink at Jarmans Park. The agreement will secure a refurbished and upgraded facility and upon completion of the works the Council will take a ten year lease of the property with a back to back underlease to the ice rink operator Planet Ice (Hemel Hempstead) Limited.

**16.** The team completed 27 Right to Buy sales (12 houses and 15 flats) in the second quarter.

**17.** The team frequently represent the Council in the courts and tribunals, leading on injunctions, prosecutions and defending employment tribunal cases. The following cases may be of particular interest to Members:

- Two successful prosecutions, one was a planning enforcement matter and the second related to a noise nuisance and anti-social behaviour case.
- The team have managed to successfully defend two applications to register land as a Town and Village Green. The first related to land at Egerton Rothesay School in Berkhamsted and the second related to land at Coppins Close in Berkhamsted. The Egerton Rothesay site is allocated in the Core Strategy for housing and therefore this decision was particularly important for the Council.

**18.** Legal Governance also provides legal advice and assistance to all of the main Council committees which took place during the second quarter, including: Development Control Committee, Licensing and Health & Safety Enforcement Committee, Housing Appeals, Cabinet and Council meetings.

**19.** The team have consolidated working arrangements and all team members now operate a flexible 'hot desking' arrangement from the main legal office (Room 221). The flexible working arrangements will also involve greater working from home for most team members.

## **GIS and Freedom of Information**

**20.** The contract has now been signed with the new GIS supplier (CadCorp) and the technical installation began in September. The project team are currently working on a formal roll-out plan with a target 'go-live' date of January 2015.

**21.** Freedom of Information ('FOI') and Data Protection ('DPA') requests remain steady. In the second quarter the Council managed to complete 94.74% (162/171) of FOI requests within the target time and 100% of DPA requests.

## **Licensing**

**22.** In the last quarter, Licensing have:

- Relocated to a new office in the first stage of the office space reorganisation to enable the clearance of Unit B, with minimal disruption to service users;
- Incorporated legislative changes around temporary event notices, and mandatory licence conditions for alcohol sales;
- Consulted on the modernisation of conditions pertaining to pet shop, dog breeding and cat boarding licences (a decision on whether to proceed will be made by the Licensing Committee shortly);
- Facilitated one Licensing, Health & Safety and Enforcement Sub-Committee meeting and two Licensing of Alcohol and Gambling Sub-Committee meetings (one of which was negated following successful mediation between the parties).

**23.** Prosecutions are currently pending in respect of several taxi offences, and are likely to be heard in Q3.

**24.** The last quarter witnessed the FIFA World Cup, which was expected to provide a boost to the alcohol-licensed trade, and an increase in the number of applications for temporary event notices given to the Council to extend trading hours at licensed premises (albeit a number of premises have existing provisions built into their licences for such tournaments, and the government passed a national exemption order permitting extensions in certain prescribed circumstances shortly before the tournament). However, the poor performance and early elimination of the England team meant that interest in the later rounds declined, and few premises utilised TEN's for the knockout stage matches. Discussions with police indicate that there was no discernible increase in crime or disorder attributed to the tournament.

## **DEMOCRATIC SERVICES**

### **Member Support Services**

**25.** During Quarter 2, Member Support managed and organised the following:

- Published 17 Agendas
- Completed 17 Sets of minutes
- Spent 30 hours and 4 minutes at evening meetings
- Processed 34 public speakers
- Processed 7 PH decisions.

### **Member Development**

**26.** We have held 4 training sessions in Quarter 2 :  
9<sup>th</sup> July – New Build Site visits with 8 attendees  
9<sup>th</sup> July – Individual Electoral Registration Update with 21 attendees  
23<sup>rd</sup> July – Public Speaking with 9 attendees  
24<sup>th</sup> July – Recycle for Dacorum with 27 attendees plus 3 Town Councillors

27. We also held 2 smaller individual training sessions in Quarter 2 :  
July – Development Control 1 : 1 had 3 attendees  
Sept – I.T Training had 3 attendees
28. The target set of 3 training sessions for Members is on track :  
13% of Members having reached or exceeded target  
29.4% of Members have completed 2 training sessions  
29.4% of Members have completed 1 training sessions  
27.45% have completed 0 training sessions
29. There are 5 further training sessions planned for Quarter 3
30. Member Induction Plans are under way for post- election 2015 with the option of a 2<sup>nd</sup> Induction Day being held on a Saturday rather than an evening to assist Members who may work full-time

### **Parish & Community Associations Liaison**

31. Over the summer we have supported 3 Community Associations Meetings; been represented at 5 Community Association AGMs; and attended one Voluntary Sector AGM.
32. In line with the aim of increased working with the voluntary sector a series of visits and tours have been arranged for senior officers to meet partners: The first two of these have already taken place and involved the Volunteer Centre and Druglink.
33. Arrangements have been made for the Town & Parish Council Conference on 28 November. The agenda has been agreed with those participating and includes:
  - Financial update – DBC/Towns & Parishes
  - Emergency Planning
  - Strategic Planning Update
  - Market Place – an opportunity to ask questions to DBC Staff and Partners
  - Dacortium / Voluntary Sector
  - Health & Wellbeing – HCC presentation

### **Operational Risk Register**

34. There are no other changes to the operational risk register to bring to Members' attention.