



## AGENDA ITEM: 8a

### SUMMARY

Report for:	<b>Finance and Resources Overview &amp; Scrutiny Committee</b>
Date of meeting:	<b>16 June 2015</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 4 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 4 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 4 Performance Report Annex 2: Operational Risk Register

- 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 4 of 2014/15. Members will note that the only indicators showing red are HR05 (average days lost due to sickness) and HR06 (end of year profile for sickness absences). These are corporate statistics relating to all Council employees – not just those working in the Chief Executive’s Unit. Reference is made below in the Human Resources section to a new initiative which, it is hoped, will help improve the sickness absence statistics in the future. Also set out below is some supplementary information about performance and activities of the services during quarter 4 which may be of particular interest to the Members of the Committee.

## **PEOPLE GROUP**

- 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)**

#### **Sickness Absence – Firstcare System**

- Further to Chief Officer Group approval, implementation has commenced for the new sickness management system which is designed to reduce sickness absence. Firstcare adopts an absence reporting approach which will require staff to record their sickness with a qualified nurse. The new system will also provide improved management information and a more effective ‘email chaser’ facility to ensure managers are applying the policies consistently. The launch of the new system is scheduled for August 2015.

## **COMMUNICATIONS & CONSULTATION**

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

4. The Communications Team is supporting the 'Hemel Evolution, Dacorum - Look No Further' project, and the Forum.

#### **New Communications & Consultation Team Leader**

5. Kelvin Soley has recently started in his new role and his first priorities are to support the Digital Dacorum Programme by improving the website look and content, as well as looking at the best ways to promote the excellent work the Council are undertaking through the media.

#### **COMMUNITY PARTNERSHIPS**

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

6. Since the launch of Get Set, Go Dacorum in September 2014, 12 projects have commenced. Please see below the attendance rates as requested by Members:

##### September start dates

- Rush Judo – 100% of annual target of 10

##### October start dates

- Back 2 Netball – 100% of annual target of 25
- Woodhall Farm & Grovehill Family Fun sessions – 77% of annual target of 40
- Much Stronger Together Football – 45% of annual target of 60

##### November start dates

- The Puffins – 100% of annual target of 15 (almost doubled target within three months)
- Stay with it Programme – 45% of annual target of 80
- Go for Fit women and girls – 80% of annual target of 30

##### January start dates

- Culturally Aware Fitness – 75% of annual target of 40
- Sports Match "Buddy" scheme – so far 26% of annual target of 30

##### February - May start dates

- ENJOY Family – so far 10% of annual target of 50
- A Taste of Fitness – so far 10% of annual target of 30
- Adventure in the Playgrounds – multi-sport sessions, information pending

##### June/July onwards start dates

- DENS project – linking with the Elms offering sporting opportunities for service users, beginning in June
- Cycle your Family to Fitness – linking with Dacorum Cycle Hub & launching on 5th July
- Mosque engagement activities – likely to be Badminton and possibly Volleyball
- Skates Galore / Xtreme – utilising Gadebridge skate park
- The Mount project – information still to be confirmed

## **Voluntary Sector Commissioning – Strategic Partner Programme**

7. The project plan has been prepared and work is underway to ensure the Council can be in a position to commission services that support our corporate objectives by 1 April 2016. We are currently in the consultation stage, which includes: consulting with the strategic partners on the draft service outcomes, hearing customer's views on the current voluntary services and views from officers and managers at the Council. The project team will be updating Cabinet Members in July on the progress to date and seek views on the proposed service outcomes.

## **ORGANISATIONAL DEVELOPMENT AND TRAINING**

### **Staff Appraisals – on line**

8. The corporate training team has implemented a new system so that appraisals can be carried out online, which will support Dacorum Anywhere and provide 'live' data for managers to ensure all staff have an appraisal.

## **LEGAL GOVERNANCE**

9. 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. On the 7<sup>th</sup> May 2015 the building contract for the Forum building was signed following significant negotiations between the parties and this allowed works to formally commence in June.
10. The team also completed the purchase of Martindale School, Boxted Road, Hemel Hempstead for £4,090,000. The site has been purchased for the Council House New Build project.
11. The team frequently represent the Council in the courts and tribunals, leading on injunctions, prosecutions and defending employment tribunal cases. The following cases, which took place in the last quarter, may be of particular interest to Members:
  - Conviction of a private hire taxi driver - unlawful plying for hire
  - Conviction for fly tipping – £665 fine, £67 victim surcharge and £723.71 costs (claim in full)
  - Conviction for fly tipping - £665 fine, £67 victim surcharge and £702.26 costs (claim in full)
  - Conviction for a taxi driver under the Equality Act – refusing to take a guide dog in a taxi: £300 fine plus costs in full

The team also obtained three anti-social behaviour orders to prevent anti-social behaviour in the Borough.

## **Geographic Information System (GIS)**

12. The new GIS system has been installed and the Planning system IDOX has been integrated and is now fully operational. The base format for the external web portal has been installed and work continues with the Council's departments to identify content for the web portal before it is formally available for use.

### **Licensing**

13. Work continues on updating the Council's key licensing policies (the Licensing Act, Gambling Act, Consolidated taxi policy), with an aim to adopt the policies by the end of the calendar year.

## **DEMOCRATIC SERVICES**

### **Elections**

14. The main focus for Democratic Services throughout the early part of 2015 was the preparations for the three elections held on 7 May 2015. To this end the Electoral Registration Section and Member Support Services were engaged in:

- Compiling and producing the electoral register
- Organising Staffing for the 98 Polling Stations
- Booking the Polling Stations
- Procuring and amassing the necessary equipment and paperwork
- Booking the Count venue and
- procuring and preparing the Count equipment and materials

15. At the time of writing it is fair to say that the work done during this period contributed to a successful outcome which included:

- Production and issue of over 30,000 postal papers
- Opening and verifying 23,000 returned postal votes
- Processing nearly 300 nominations
- Production of 62 different ballot papers
- Printing and distribution of around 200,000 ballot papers
- The smooth running of the election day itself
- At the Count: verification of three elections in one night
- The Parliamentary Count
- The Borough and Parish counts on the next day

16. The Count itself was a massive team effort and a test of stamina for all involved: counters, officers, candidates and agents; but the result was the election of one MP, fifty-one Borough Councillors and the councillors for ten Parish and Town Councils.

### **Member Support Services**

17. During Quarter 4, Member Support managed and organised the following:

- Published 27 Agendas
- Completed 28 Sets of minutes

- Spent 40 hours 10 minutes at evening meetings
- Processed 38 public speaker requests
- Processed 6 Portfolio Holder decisions.

### **Member Development**

18. Four member training sessions were held in Quarter 4 bringing to an end the training for the outgoing Council. Disappointingly, the reduced target of 3 training sessions per year for each Member was not achieved. This may be due to the competing priorities for members in the lead up to the election period and the fact that there were a large number of members who were not seeking re-election.

19. The current breakdown of Member attendance is :

33.3% of Members having reached or exceeded target  
35.2% of Members have completed 2 training sessions  
11.7% of Members have completed 1 training session  
19.6% have not completed any training sessions

20. Member Induction Plans were developed for the post-election period with two Induction Days organised for new members. A full programme of member development sessions is being produced (in consultation with the Member Development Steering Group) with twelve of the sixteen available sessions already filled.

### **Operational Risk Register**

21. The updated Operational Risk Register is annexed to the report.