



## AGENDA ITEM: 7a

### SUMMARY

Report for:	<b>Finance and Resources Overview &amp; Scrutiny Committee</b>
Date of meeting:	<b>2<sup>nd</sup> September 2015</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 1 Performance Report – Legal Governance; Democratic Services; Commissioning, Procurement &amp; Compliance; and People</b>
Contact:	<p>Cllr Neil Harden, Portfolio Holder for Residents and Corporate Services</p> <p>Author/Responsible Officers:</p> <p>Steven Baker, Assistant Director (Chief Executive’s Unit)</p> <p>Mark Brookes, Group Manager (Legal Governance)</p> <p>Jim Doyle, Group Manager (Democratic Services)</p> <p>Ben Hosier, Group Manager (Commissioning, Procurement and Compliance)</p> <p>Mark Housden, Procurement Officer</p> <p>Matt Rawdon, Group Manager (People)</p>
Purpose of report:	To provide Members with the performance report for quarter one in relation to Legal Governance; Democratic Services; Commissioning, Procurement and Compliance; 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: Commissioning, Procurement and Compliance Information Annex 2: Quarter 1 Performance Report Annex 3: Operational Risk Register

- Members will find attached to this report the Corvu performance data for Legal Governance; Democratic Services; Commissioning, Procurement and Compliance; and People, together with the Operational Risk Register, in relation to quarter 1 of 2015/16. Members will note that there are no indicators showing red in the first quarter. The indicator HR06 (end of year profile for sickness absences) has moved from red to amber since the last quarter. This is a corporate statistics relating to all Council employees – not just those working in the Chief Executive’s Unit. There has been a reduction in the number of days absent through sickness so that performance now only slightly exceeds the target.

## **PEOPLE GROUP**

### **HUMAN RESOURCES**

#### **Sickness Absence – FirstCare System**

- The new sickness absence system was implemented on 1 August 2015, and is providing significantly more sickness data to managers and helping identify which managers need more support in managing their team’s sickness absence.

### **COMMUNICATIONS & CONSULTATION**

#### **Communications & Consultation Strategy 2016**

- A new corporate Communications Strategy is being developed which will be looking at the most effective ways to get our messages out to our residents and keep our staff informed. The use of digital media is ever growing and the Council needs to ensure our approach is aligned with these developments. It is expected that the draft strategy will be ready to be consulted on in September 2015.

#### **Website content refresh**

4. In support of the development of the new look Council website, which is planned to go live in February 2016, there is a project to support the cleansing of data on our current website. There is work underway across the Council to review the website data to ensure it is suitable for the new website. There is also a new approach to editing the website, where staff will be provided with more relevant training and additional support from the website team to ensure the data remains fresh and up to date.

## **COMMUNITY PARTNERSHIPS**

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

5. The annual target dates run from September 2014 to September 2015 in year one of the three year project. The key performance indicator designed by Sport England only focusses on the number of participants who are over 14 years old.

Attendances against target as of 14th August 2015 (11 months into project)

September start dates:

- Rush Judo – 100% of annual target of 10
- Youth Boxing – In progress but information pending

October start dates

- Back 2 Netball – 196% of annual target of 25
- Woodhall Farm & Grovehill Family Fun sessions – 100% of annual target of 40
- Much Stronger Together Football – 53% of annual target of 60

November start dates

- The Puffins – 167% of annual target of 15 (almost doubled target)
- Stay with it Programme – 49% of annual target of 80 (term time programme so stopped for summer holidays but other projects running instead please see below)
- Go for Fit women and girls – 100% of annual target of 30

January start dates

- Culturally Aware Fitness – 100% of annual target of 40
- Sports Match “Buddy” scheme – so far 40% of annual target of 30

February - May start dates

- ENJOY Family – so far 50% of annual target of 50
- A Taste of Fitness – so far 20% of annual target of 30
- Adventure in the Playgrounds – multi-sport sessions so far 75% of annual target of 80

June – August start dates

- Sport @ the Elms (DENS project) – so far 8 people engaged and regularly attending
- Let's Dance – 35 older adults regularly attending
- Shape Up – 11 men booked onto the new 12 week weight management course (started beginning of August)

- Cycle your Family to Fitness – 25% of annual targets achieved and project carrying over due to close links with upcoming Dacorum Cycle Hub
- Active Men – in progress but information pending
- Skates Galore / Xtreme – in progress but information pending
- Dance @ the Adventure Playgrounds – starting end of August

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

6. The Community Partnership team has held two sessions with members of Cabinet and CMT on the future delivery of services by our 10 strategic voluntary sector partners and looking at how a commissioning approach will work in practice. It is planned to bring a report on the proposed approach to the commissioning of the voluntary sector to this Committee on 7<sup>th</sup> October 2015 before it is considered by Cabinet on 20<sup>th</sup> October.

### **ORGANISATIONAL DEVELOPMENT / TRAINING**

#### **Workforce Planning**

7. A workforce planning paper was approved at CMT with 16 recommendations to be implemented to support issues such as: recruitment, retention, skills gaps, and staff development. Some of the key recommendations were: introducing apprenticeship/graduate schemes, management training programmes, and behaviour assessments to form part of the selection process for management roles.

### **LEGAL GOVERNANCE**

8. 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. The team are currently working towards finalising contractual documentation for the purchase of the Health Centre which will enable residential development to progress around The Forum building. The Health Trust will be moving to the Council owned premises 39/41 The Marlowes and the team are working on the completion of the lease for this property.
9. The Legal 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 for fly tipping (5 large bags of waste dumped in a country lane) – £1,300 fine, £120 victim surcharge and £265 costs (claim in full)
  - Conviction for illegal advertising (large placard on the side of a house advertising a gym business) – Total £1,000 fine, £100 victim surcharge, £576 costs

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

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

10. The new GIS system has been installed and the Planning and Estates teams are fully operational. All information from the old system has now been transferred and work continues with the Council's departments to identify content for the web portal before it is formally available for use.

### **Licensing**

11. The Licensing Team have for the last 12 months been carrying out a review of the Council's statutory licensing policies, under the Licensing Act 2003 (alcohol, entertainment and late night refreshment licences) and the Gambling Act 2005 (betting, gaming and lottery licences). Revised draft policies have been published on the Council's website for consultation which is open until Sunday 27<sup>th</sup> September, ahead of consideration by the Licensing Committee and a final decision to adopt revised policies by Full Council later this year.
12. The draft licensing policy has been substantially rewritten from the current version, reflecting the significant amount of legislative change in this area in recent years, and will be valid for a period of 5 years. The draft gambling policy has seen fewer changes proposed as the primary legislation has remained more stable, and will be valid for a period of 3 years. Both draft policies are available to view at [www.dacorum.gov.uk/licensingpolicyreview](http://www.dacorum.gov.uk/licensingpolicyreview)

### **DEMOCRATIC SERVICES**

#### **Elections**

13. Since the elections in May the Electoral Registration Team has been engaged in the preparations for the Annual Canvass to compile the 2015 Electoral Register. On 10<sup>th</sup> August, 62,437 canvass forms were distributed to properties throughout the Borough. The details gathered in this canvass will contribute to the transition to Individual Electoral Registration (IER), which is still on schedule to commence in 2016/17.
14. As in previous years, the registration form provides the details we hold for those living in the property currently eligible to vote and gives the occupants the opportunity to add any new electors or change their details. In the vast majority of cases there are no changes and the details on the form can be confirmed by phone, text or online – saving significantly on the cost of postage.
15. At the time of writing we have received around 14,000 returns (approx. 25%). An updated figure will be provided at the meeting.

#### **Member Support Services**

16. During Quarter 1, Member Support managed and organised the following:
  - Published 18 Agendas
  - Completed 14 Sets of minutes
  - Spent 23 hours 15 minutes at evening meetings
  - Spent 1 hour 30 minutes at daytime meetings
  - Processed 42 public speaker requests
  - Processed 3 Portfolio Holder decisions.

### **Member Development**

17. Four member training sessions were held in Quarter 1, including the two member induction days providing essential training following the election for which the feedback was overwhelmingly positive.
18. A full programme of member development sessions up to February 2016 has been produced in consultation with the Member Development Steering Group. Twelve of the sixteen available sessions are already filled. It is too early to be certain but the good start would suggest that the target of 5 training sessions per year for each Member is achievable.

### **Parish & Community Liaison**

19. The rolling schedule of officer visits to the 10 strategic voluntary sector partners has resumed and the Town, Parish & VCS Officer has continued to supply support and assistance to various parishes and community associations.
20. During Quarter 1 work has been underway to prepare for:
  - The Voluntary Sector 'Speed Dating' event (1 September 2015)
  - The (now annual) visit/Borough tour of the High Sherriff
  - The annual Town & Parish conference - proposed for 27 November 2015.

### **COMMISSIONING, PROCUREMENT & COMPLIANCE**

21. The performance information for Commissioning, Procurement and Compliance is set out in the annex 1 to this report.

### **OPERATIONAL RISK REGISTER**

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