



Public Document Pack
**FINANCE AND RESOURCES
OVERVIEW AND SCRUTINY
AGENDA**

Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committees promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum.

WEDNESDAY 13 NOVEMBER 2019 AT 7.30 PM

CONFERENCE ROOM 2 - THE FORUM

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Membership

Councillor Herbert Chapman
Councillor Guest
Councillor Tindall
Councillor Adeleke
Councillor Barrett
Councillor Arslan
Councillor Mahmood

Councillor Mahmood (Chairman)
Councillor Sinha
Councillor Townsend
Councillor Claughton
Councillor Symington
Councillor Taylor

For further information, please contact Corporate and Democratic Support

AGENDA

9. **QUARTER 2 CORPORATE AND CONTRACTED SERVICES PERFORMANCE REPORT** (Pages 2 - 12)

Agenda Item 9



Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	13th November 2019
PART:	1
If Part II, reason:	

Title of report:	Quarter 2 Performance Report – Corporate and Contracted Services
Contact:	<p>Cllr Andrew Williams, Portfolio Holder for Corporate and Contracted Services</p> <p>Author/Responsible Officers:</p> <p>Mark Brookes (Assistant Director – Corporate and Contracted Services)</p> <p>Ben Hosier – Group Manager (Procurement and Contracted Services)</p> <p>Farida Hussain - Group Manager (Legal and Corporate Services)</p>
Purpose of report:	To provide Members with the performance report for quarter one in relation to Corporate and Contracted Services.
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 Andrew Williams, Portfolio Holder for Corporate and Contracted Services
Background papers:	Annex: Quarter 2 Performance Report

1. Members will find attached to this report the Corvu performance data for Corporate and Contracted Services.
2. The only Operational Risk which falls within this area is CE_R01 Failure to deliver successful elections and there have been no changes to this risk during the first quarter. Whilst not falling within this Q2 Members will note that the general election has been called for 12th December. The team is appropriately resourced and preparations are underway to deliver a successful election.
3. The services included in this report are those services which fall under the Assistant Director (Corporate and Contracted Services), which are Legal, Licensing, Corporate Support (which includes the now combined teams of Members Support, Electoral Registration and Corporate Support) and Procurement and Contracted Services.

LEGAL

The Legal Team

4. The Legal team frequently represent the Council in the courts and tribunals, leading on injunctions, prosecutions and defending employment tribunal cases and judicial review proceedings. In the last quarter the Legal team presented the following cases in court:-

Matter	Client/type	Case Detail
DBC v Webb	Anti-social behaviour (ASB)	Closure Order granted at 47 Roseheath for 3 months
DBC v Simon Gatehouse	Planning Prosecution	Defendant ordered to pay fine of £2,250, £120 Victim Surcharge and £5,272. (Total £7642)
18 Grenadine Way	Council Tax Recovery	Final Charging Order of £18,038.79 secured on the property plus £260 costs awarded.
DBC v Chamberlain	Anti-social behaviour (ASB)	Closure granted at 24 Broadfield Road for three months
Featherbed Lane	Planning injunction	Injunction granted preventing stationing/bringing onto the land of further caravans, further hardstanding, further gates or fencing and any development unless permitted development

5. The team have been active completing a number of planning and conveyancing transactions bringing significant income into the Council. In the last quarter the team completed the following cases which may be of interest to Members:

- Completion of S.106 agreement for LA5 allocated site (enabling development of 226 homes)
-
- Completed sale of 7 properties via Right to Buy scheme.

The Licensing Team

6. Key updates for the team are as follows:

- 11 Taxi drivers issued warnings to taxi and private hire drivers in September. These have been for a variety of reasons, but generally due to failure to

display plates/door stickers/roof signs, or to report accidents to the Council within the required timescales. As a result of this we have 3 drivers who currently have 2 strikes, a third of which will lead to them having to attend a Sub-Committee.

- The Licensing and Health and Safety Committee has suspended a driver for 21 days for a combination of incidents.
- Two drivers have been revoked with immediate effect for separate safeguarding concerns; following further investigation one was reinstated, this is accepted as the appropriate approach to dealing with such matters to ensure that the protection of the public is maintained.
- The Licensing Committee has adopted a new Mobile Homes Licensing Fees Policy, setting the fees for 2020/2021, and varying the approach taken to this area of licensing to make it simpler more transparent.

Corporate and Democratic Support

7. During Quarter 2, Corporate and Democratic Support carried out the following:

Committee meetings

- Published 28 agendas
- Completed 28 sets of minutes
- Processed 31 public speakers at Committee
- Published 7 Portfolio Holder Decisions
- Published 5 Officer Decisions

Member Development

8. In Q2, there have been six Member Development sessions:
 - Emergency Planning Awareness. This session was facilitated by Hannah George-Priston, Resilience Officer at Hertfordshire County Council. This session had 16 attendees (15 Borough and 1 Town and Parish Councillor).
 - Overview and Scrutiny Training. This session was facilitated by Ann Reeder, Frontline Consulting. This session had 24 attendees. Mandatory session for OSC members.
 - Budget Setting Process Training. This session was facilitated by Nigel Howcutt, Assistant Director (Finance & Resources). This session had 17 attendees. Mandatory session.
 - Budget Setting Process Training. This session was facilitated by Nigel Howcutt, Assistant Director (Finance & Resources). This session had 18 attendees. Mandatory session.
 - GDPR/FOI Training. This session was facilitated by John Worts, Information Security Team Leader. This session had 10 attendees. Mandatory session.
 - Social Media Training. This session was facilitated by David McGrath, Link Support Services. This session had 20 attendees (15 Borough and 5 Town

and Parish Councillors). Mandatory session. There was a repeat of this training in October but that will be reported in Q3).

Number of Councillors that did not attend any training in this quarter: 4.

Electoral Services

9. Q2 saw the Annual Canvass begin on the 22nd of July where Household Enquiry Forms were issued across the borough in order to update the Electoral Register ready for publication on the 1st of December 2019.

Any non-responders were then sent a reminder form on the 28th of August.

Initial HEF forms sent: 64,890
1st reminder forms sent: 24,905

The Electoral Services team maintained the monthly alterations to the register as follows:

July –	443 additions 227 deletions 15 amendments
August –	337 additions 427 deletions 16 amendments
September -	1205 additions 2151 deletions 224 amendments

Procurement

10. The workload remains at a high level managing tender activities across the Council in the following areas:

- Housing New Build Programme
- Refuse Fleet Upgrade
- CCTV Upgrade & Maintenance
- Temporary Agency Staff
- Building Services Capital Works

Housing New Build contracts – The Council have recently awarded the contract for the construction of 3 general needs houses at West Dene in Gaddesden Row. We are also in the process of tendering a number of contracts for consultancy support on the new build programme including Architects and Fire Safety. A number of schemes are being prepared so that the Council can go to market later in the year including a Principal Contractor for the Eastwick Row scheme which is being prepared to go to tender in mid-November.

The Refuse Fleet contracts have all been awarded apart from one which is currently being evaluated by the Council's Fleet Manager. Procurement will work with the Fleet

Manager to identify further requirements, in particular around the maintenance contracts in the Vehicle Repair Shop.

CCTV upgrade has been out to tender and has now closed with 4 tender returns received. The bids are now being evaluated.

Temporary Agency Staff (Professional Services). Procurement have worked closely with colleagues in HR to meet all Group Managers to discuss their requirements for professional services. Procurement and HR are using the information collected at these meetings to design suitable specifications and procurement routes to suit all departments around the Council.

Capital Works - Procurement have been working with Building Services to identify procurement requirements for different capital projects. Discussions have taken place to see what the most suitable procurement routes are and to see what projects can be tendered together which will reduce the workload and deliver VFM.

In addition to the tender workload, the Commissioning & Procurement Strategy and Standing Orders have been presented to Finance & Resources Scrutiny Committee and will be presented to Cabinet in November.

The Procurement Forward Plan is currently being finalised for both revenue and capital expenditure for 2019/20 & 2020/21. We have now included the cyclical revenue expenditure however further discussions are required with officers around the capital requirements for the next financial year.

Parking Services

11. The parking enforcement contract continues to increase the level of compliant parking through the utilisation of ANPR CCTV technology.

The 2nd Year contractual KPI's have now been agreed and are being monitored monthly.

A report on the performance of the Parking Enforcement contract is in the Work Programme to be presented to this Committee in March 2020.

Proposed on-street changes that have been worked on as follows:

- Heath Lane – bay removal
- Leverstock Green Centre – Amend waiting times
- Marlowes Changes – blue badge parking consultation
- Lockers Park - junction protection consultation

CCTV

12. The Service have installed a number of CCTV cameras for the Housing Service at the following sheltered housing schemes.

- Holly Tree Court
- Phyliss Courtnage House
- Christopher Court
- Evelyn Sharp House

The Council have received 4 tender submissions for the upgrade/refresh programme and maintenance contract. These are currently being evaluated with a number of clarification questions being sent out to the bidders, a contract award decision is expected in Q3.

The Service continues to work with Huber on the operational and security aspects of the MSCP (CCTV, Alarm Receiving, Door Entry, Help Point, Barriers)

Leisure Contract


13. Berkhamsted repairs have been verbally approved and will be considered at Cabinet this month. Works will be scheduled to be completed over the Christmas period. Officers are currently working with EA on communications and an open day to celebrate the investment from both parties.


The Hemel Courts 3G project is currently on hold until further conversations are held with Hemel School to discuss the future of the site.


The repairs on Jarmans Park Athletics Track have been scheduled and are due to be completed this financial year, there have been delays due to an unreliable contractor which has now been dealt with.

OSC Report - Finance & Resources - Corporate and Contracted Services Sep-2019

Indicator Name	Results Sep-2019	Last Quarters Results Jun-19	Last Years Results Sep-18	RAG	Comments	Actions
Dacorum Delivers - Efficiencies						
FIN13 - Car Parking Income ytd budget against ytd actual	£1178737 Target: 1085220	£587253 Target: 542610	£1162548 Target: 1143555	0 0 4	No Comments	No Info
Dacorum Delivers - Performance excellence						
LG06 - Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	100% 0 / 0 Info Only	100% 0 / 0 Info Only	100% 1 / 1 Info Only		No Comments	No Info
LG09 - Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	100% 0 / 0 Info Only	100% 2 / 2 Info Only	100% 1 / 1 Info Only		No Comments	No Info
LG03 - Percentage of Right to Buy documents sent to tenants/their Solicitors within 15 working days of receipt of full instructions	100% 20 / 20 Info Only	100% 6 / 6 Info Only	100% 4 / 4 Info Only		Updater Comments: KPI achieved	No Info
Dacorum Delivers - Reputation and profile delivery						

Indicator Name	Results Sep-2019	Last Quarters Results Jun-19	Last Years Results Sep-18	RAG 	Comments	Actions
MS01 - Average number of training opportunities taken up per Member	0.3 Opportunities 99 / 306 Info Only	0.3 Opportunities 63 / 204 Info Only	0 Opportunities 0.7 / 204 Info Only		No Comments	<p>A report will be provided to the Group Leaders notifying them of any party members who are yet to complete the mandatory training.</p> <p>The Member Development programme will continue to delvier as the agreed and advertised schedule.</p> <p>The need to delive</p>
DPA01 - Percentage of DPA requests met in 40 days	96.77% 30 / 31 Target: 100	100% 15 / 15 Target: 100	100% 14 / 14 Target: 100	1 1 2	Approver Comments: This was a complicated case which required extra time but has now been completed.	No Info

Indicator Name	Results Sep-2019	Last Quarters Results Jun-19	Last Years Results Sep-18	RAG 	Comments	Actions
FOI01 - Percentage FOI requests satisfied in 20 days	91.75% 189 / 206 Target: 100	95.98% 167 / 174 Target: 100	95.77% 181 / 189 Target: 100	2 2 0	Updater Comments: Departments who missed targets: Property & Place 5 Planning DM 3 Regulatory Services 3 Financial Services 2 Environmental Services 1 Revenues and Benefits 1 Procurement 1 CMT 1	No Info
CS02a - Percentage stage 1 complaints resolved in 15 days for the Council	71.88% 46 / 64 Target: 80	87.5% 35 / 40 Target: 80	98.08% 51 / 52 Target: 80	2 0 2	Updater Comments: Performance below target for this quarter, broken down as follows; July - performance was 75.86%; 7 late complaints broken down as; Environmental Service - 4 late complaints and Property & Place - 3 late complaints August - performance 93.75% September - performance poor at 73.68%; 5 late complaints in Property & Place	All complaints are logged on a monitoring spreadsheet by the Corporate & Democratic Support. This is checked weekly and reminder emails are sent to GMs when the complaint is nearing target, or overdue. There have been some concerns with the CIMS syst

Indicator Name	Results Sep-2019	Last Quarters Results Jun-19	Last Years Results Sep-18	RAG 	Comments	Actions
CS02b - Percentage stage 2 complaints resolved in 15 days for the Council	100% 5 / 5 Target: 80	100% 1 / 1 Target: 80	200% 2 / 1 Target: 80	1 0 2	Updater Comments: Stage 2 performance maintained at 100%, no further comments to add	No action required, Stage 2 performance is maintaining at 100%