



AGENDA ITEM:

SUMMARY

Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	11th September 2018
PART:	1
If Part II, reason:	

Title of report:	Quarter 1 Performance Report – Corporate and Contracted Services
Contact:	<p>Cllr David Collins, Portfolio Holder for Corporate and Contracted Services</p> <p>Author/Responsible Officers:</p> <p>Mark Brookes (Assistant Director – Corporate and Contracted Services)</p> <p>Jim Doyle, Group Manager (Democratic Services)</p> <p>Ben Hosier – Group Manager (Procurement and Contracted 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:	<p><u>Financial</u></p> <p>None.</p>
'Value For Money Implications'	<p><u>Value for Money</u></p> <p>Monitoring Performance supports the Council in achieving Value for Money for its citizens.</p>

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 David Collins, Portfolio Holder for Corporate and Contracted Services
Background papers:	Annex 1: Quarter 1 Performance Report Annex 2: Quarter 1 Operational Risk Register

1. Members will find attached to this report the Corvu performance data for Corporate and Contracted Services.
2. Members will also note that 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.
3. Members will note that at Annual Council in May the Leader of the Council created a new portfolio of Corporate and Contracted Services.
4. The Head of Paid Service, acting under delegated powers, subsequently approved a small number changes to the existing Leadership Team to ensure that the new Portfolio Holder is appropriately supported at officer level. The Group Manager (Commissioning, Procurement and Compliance) will be renamed to Group Manager (Procurement and Contracted Services) and will be moved to the Chief Executive's Unit and will fall under the line management of a new post entitled Assistant Director (Corporate and Contracted Services). This post will be created from the existing Solicitor to the Council role that will be deleted from the structure. All costs of the changes will be met within existing service budgets.
5. The services included in this report are therefore 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

6. 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 D Powell	Housing /Possession	Case concerns possession proceedings owing to anti-social behaviour. The matter has been ongoing for a number of years. The Defendant had appealed the warrant. The matter was determined on 25 May 2018 when the Defendant's application was dismissed.
DBC v Z Rochester	Housing	Closure Order granted for 40 St Paul's Road owing to ASB on 30 May 2018. Full Closure Order for 3 months.
449 London Road	Planning/Judicial Review	Successfully defended planning Judicial Review relating to 449 London Road – secured our costs in full.
Nowits Law Ltd & Litigants in Persons Ltd		<p>Unlawful advertising – two companies found guilty:</p> <p>Sentenced as below.</p> <p><u>Nowits Law Ltd</u></p> <p>Fine: £42,500 (£2,500 for each offence x 17 offences)</p> <p>Costs £1,202.50</p> <p>VS £130.00</p> <p><u>Litigant in Persons Ltd</u></p> <p>Fine: £42,500 (£2,500 for each offence x 17 offences)</p> <p>Costs £1,202.50</p> <p>VS £130.00</p> <p>The total fine to be paid by both</p>

		companies is £85,000
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7. 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 a grant funding agreement (RTB recycle grant) enabling development of 11 new affordable housing units by a housing association (for which we have nomination rights) and also completed on the sale of 6 garage sites totalling £3.06m

8. The Information Security Team Leader has been working on a project to ensure that the Council is compliant with the General Data Protection Regulations (GDPR) for the go-live date of 25th May. This has included drafting new policies and procedures and training all relevant staff and councillors. The project has now been subject to an internal audit which was satisfied with the progress made subject to two minor recommendations.

CORPORATE SERVICES

Elections/Electoral Registration

9. As far as the Register of Electors is concerned Monthly Rolling Registration has been as follows;

April - total 1137
Additions: 593
Amendments: 84
Deletions: 460

May - total 932
Additions: 446
Amendments: 100
Deletions: 386

June - Total 1429
Additions: 714
Amendments: 285
Deletions: 430

Quarter totals
Additions: 1753
Amendments: 469
Deletions: 1276

10. New software – Express

The installation of the new software, for Electoral Registration and Election Management was successfully completed on the 3rd of July 2018. The team

have received training on its use and things are going well. This will also be used to run this year's annual canvass.

11. Staffing

The new Business Administration Apprentice has started and is fitting in well.

12. Vote 100/Equalities event

Democratic Services held an event at Evelyn Sharp Housing on Friday 29th June to celebrate the centenary of women getting the vote. It was run as part of a national event by UK Parliament. Tenants at the scheme were joined by the Cavendish School's History Club and took part in debate sessions in groups and a quiz. The event was attended by the Mayor, Councillor Williams and Councillor Griffiths. Feedback received was extremely positive with both the tenants and students pleased that they were able to engage with a different generation to discuss current issues.

Member Support Services

13. During Quarter 1, Member Support carried out the following:

- Published 15 agendas
- Completed 15 sets of minutes
- Spent 23 hours and 15 minutes at evening meetings
- Processed 50 public speakers at Committee
- Published 4 Portfolio Holder Decisions
- Published 16 Officer Decisions

14. Town & Parish Liaison

During the quarter the following were supported

- 7 Community Association meetings
- 1 Community Association AGM
- 1 High Sheriff Tour Planning meeting
- Organised and Chaired the Centre Managers meeting
- Organised and visited Sunnyside Rural Trust with the Mayor

15. Mayoral Support

As well as the usual day to day support and assisting the Mayor, the service planned and delivered the Mayors Garden Party. This is a never before held event for Dacorum and was a successful and enjoyable day. The team are currently working on delivering new ways of fundraising and a new Mayors Charity Appeal Bank Account and JustGiving Page are in the process of being set up.

PROCUREMENT AND CONTRACTED SERVICES

16. Procurement – The workload remains at a high level managing tender activities across the Council in the following areas:
- Housing New Build Programme
 - Cemetery Development
 - Planning Software Upgrade
 - Refuse Fleet Upgrade
 - Market Operator
 - Enforcement Agent
 - Occupational Health
 - Housing Benefits Resilience Service
 - CCTV Upgrade & Maintenance

17. Parking Services – The level of complaints concerning the new Parking Enforcement contract continue to reduce to only a couple a week.

The financial position on the new contract is as follows:

- The income from Penalty Charge Notices is down from this time last year (£21k) and as a result there is a budget pressure of £28k up to July.
 - The income from off street car park is up from this time last year (£50k) and as a result there is a budget surplus of £87k up to July.
 - The reduction in the number of PCN's being issued was anticipated as more people became aware that we were using ANPR CCTV technology and the likelihood of being caught increased, the increase in the parking income was also anticipated as it was felt that more people would pay to park and with there not being a physical ticket, they could not pass over any un-used minutes.
18. CCTV – The Service continues to deliver safeguarding measures to residents and members of the public through the delivery of the CCTV service. The Service is continuing in its quest to become an accredited Alarm Receiving Centre which will enable the CCTV service to deliver alarm monitoring services across the Council which will be delivered at a lower cost than is currently being delivered by external providers
19. Leisure Contract – The redevelopment at Hemel Leisure Centre is on track and is going well. New signage for Hemel Leisure centre has been agreed. The Active Communities Manager has been appointed and will start properly in October. The outdoor pool has been extremely busy this summer and additional directional signage has been requested and installed.
- The performance KPI's have been agreed by the Strategic Board and will be monitored and reported on from September.
20. Multi-Storey Car Park – work ongoing between the legal parties to finalise the contract.

Huber are progressing with the utility providers, noticeably with BT Openreach and UKPN and have arranged site visits and have entered in to discussions with Cadentgas and Thames Water concerning the other utilities.

Temporary Car Park – the planning application was submitted on 19/7/18, following clarification points raised by planning, additional work has taken place and the requested information to validate the application for the temporary car park was submitted on 08.08.2018. Planning have confirmed that they will do all that they can to ensure that a decision on the application is concluded within the agreed timeframe.