



Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	6th November 2018
PART:	1
If Part II, reason:	

Title of report:	Quarter 2 Performance Report – Corporate and Contracted Services
Contact:	Cllr David Collins, Portfolio Holder for Corporate and Contracted Services Author/Responsible Officers: Mark Brookes (Assistant Director – Corporate and Contracted Services) Ben Hosier – Group Manager (Procurement and Contracted Services)
Purpose of report:	To provide Members with the performance report for quarter two 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 David Collins, Portfolio Holder for Corporate and Contracted Services
Background papers:	Annex 1: Quarter 2 Performance Report

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 second quarter.
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 Ogundipe	ASB	Council property. Ongoing ASB behaviour. Application for closure order heard on 9 July 2018 and 2 months full closure order granted.
DBC v Quinn	Housing	Notice to Quit served but premises not vacated. Possession proceedings commenced, final hearing 17 July 2018. Possession in 14 days. Daily rate of £18.10 from 31 July 2018 onwards. Costs of £335.
DBC v Persons Unknown	ASB	Homeless people camping on land belonging to the Council near Alexandra Road which was causing ASB. Application for closure order on open land heard on 30 August 2018 and full closure order granted for a period of 3 months.
DBC v Ogundipe	ASB	Closure order already in force for this matter but ongoing ASB so application made to extend the closure. Matter heard on 6 September 2018 and closure order extended by further 3 months
Mobaduduro	HR/Housing	Employment matter – Long standing employment matter, case settled to clients satisfaction, avoiding a three day trial/costs to the council.
Mark Martin	Housing Possession and JR claim	Long standing Housing possession claim, matter settled to clients satisfaction.
32 Brickmakers	Housing Disrepair Case	Disrepair settled to clients satisfaction
Peter Keen	ASB team	Serious ASB case going back to 2016. After attending a two day trial, defendant given 5 years Suspended Possession Order with very strict conditions and ordered to pay council's costs – clients satisfied.

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:

- Successful defence in High Court of application to set aside costs order in planning appeal
- Completion of 2 Grant Funding agreements to Hightown Housing Association enabling the development of 29 (Wood Lane) and 17 (Viking House) affordable rental dwellings
- Completion of 4 grant agreements totalling £1,068,000 enabling development of a total of 20 new affordable homes: 4 (Micklefield Road), 7 (Leys Road), 5 (Middleknights Hill) and 4 (Great Heart)
- Exchanged contracts on sale of 4 garage sites to a housing association for £1,530,000

The Licensing Team

6. Key updates for the team are as follows:

- Reviewed Gambling Policy is due to return to the Licensing and Health and Safety Enforcement Committee on 13th November following the conclusion of the consultation, once the Committee is satisfied with the policy, it will be recommended to Council for adoption.
- New animal activities licensing has come into effect from 1st October. This has required significant resources to prepare processes such as application forms, website guidance, and fees. Now that the new legislation is in place we are experiencing an increase in the amount of contact with our existing licensees and with potential applicants as they seek to understand the changes and the impact that these will have on their businesses.
- The owners of the Borough's only sexual entertainment venue, Junction 9, have made the decision to cease operating and have therefore not renewed their licence. There is a current fee of £1648 for this type of licence.
- The team have recruited a new part time Compliance Officer, due to start in November. This post will support the work of the Licensing Enforcement Officer and will lead to an increase in the level of compliance checks that take place with our licensees, including during evenings and weekends, when much of the trade is at its busiest.

Corporate and Democratic Support

7. During Q2, Member Support and Directorate Support were merged into one team: Corporate Support. The team's remit includes: supporting committee and corporate meetings, managing the corporate complaints system, publishing officer and portfolio holder decisions and supporting town and parish councils.

8. During Quarter 2, Corporate Support carried out the following:

- Published 22 agendas
- Completed 22 sets of minutes
- Spent 29 hours and 55 minutes at evening meetings
- Spent 5 hours and 10 minutes at corporate meetings
- Processed 51 public speakers at Committee
- Published 4 Portfolio Holder Decisions
- Published 16 Officer Decisions

9. Corporate and Democratic Liaison Officer (formerly Town & Parish Liaison)

During the quarter the following were supported:

- 4 Community Association meetings
- 10 Community Tours with the Mayor (insert places)
- Organised and chaired 1 Community Centre Managers meeting
- Organised and chaired 1 Town and Parish Clerk meeting
- 3 Queen's Award for Voluntary Service
- Organised an away day for Boxmoor and Warners End Neighbourhood Association

10. Member Development

In Q2, there have been three Member Development sessions:

- Highways Advice to the local planning authority. This session was facilitated by Nick Gough at Herts Highways and Andrew Horner, Group Manager Development Management & Planning. The session had 16 attendees.
- Negotiating & Influencing. This session was facilitated by Keith Crampton, Wiz Training. The session had 6 attendees.
- Standards training. This session was facilitated by Mark Brookes, Assistant Director for Corporate and Contracted Services in place of a scheduled Standards meeting. This session had 7 attendees.
- 29 councillors have not attended any member development sessions in the first two quarters.

11. Mayoral Support

The Mayor was supported in events throughout the Summer whilst planning for significant events in the Autumn and Winter such as the Civic Reception and Remembrance Day.

Mayor Rocks was launched at the end of the Summer Holidays with a search for golden rocks with the winners being invited into the parlour to meet the Mayor and the Mayor opened the refurbished Hemel Hempstead Leisure Centre welcoming Freeman Max Whitlock MBE to the centre.

The Mayors Charity Appeal Bank Account has now been set up.

12. Electoral Services

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

July - Total 899

Additions: 386

Amendments:70

Deletions: 443

August - Total 999

Additions:421

Amendments:35

Deletions:543

September- Total 655

Additions:456

Amendments:7

Deletions:192

Quarter totals

Additions: 1263

Amendments: 112

Deletions: 1178

Annual Canvass

The annual canvass began on the 23rd of August 2018 where we posted Household Enquiry Forms to over 64,000 properties in the borough. Reminder forms were then sent out on the 20th of September to just under 25,000 properties who had not yet responded.

The new software has now been rolled out and is supporting this year's canvass very well. The team have adapted well to this major change and the positive results are already being seen.

The new Assistant Electoral Registration Officer started in September and is fitting in well.

PROCUREMENT AND CONTRACTED SERVICES

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

- Housing New Build Programme
- Cemetery Development
- Refuse Fleet Upgrade
- Market Operator
- Enforcement Agent Services
- Occupational Health
- Housing Benefits Resilience Service
- CCTV Upgrade & Maintenance
- Civic Zone Regeneration
- Temporary Agency Staff

Parking Services – The parking enforcement contract continues to increase the level of compliant parking through the utilisation of ANPR CCTV technology, this is backed up by an increase in parking income and a reduction in the number of PCN' s being issued out.

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.

Leisure Contract – The redevelopment at Hemel Leisure Centre is on track and an open day took place on Saturday 22nd September.

New signage for Hemel Leisure centre has been installed.

Multi-Storey Car Park – The site possession date has been delayed until Jan 2019 to allow the utilities diversion works to be completed.

Huber are progressing with the utility providers, to divert the utilities prior to commencing with the construction. Huber are progressing with the design and working on collating various material samples for submission to planning.

Temporary Car Park – An amended planning application has been submitted and is due to be discussed at DMC on 8th November 2018, this application does not remove the trees, which has been a concern for residents.

Works on the temporary car park are due to commence shortly after the DMC meeting so that the car park will be operational from December, to help out with parking in the run up to Xmas.