



Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	26th March 2019
PART:	1
If Part II, reason:	

Title of report:	Quarter 3 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 three 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 3 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 third quarter, although officers continue to monitor developments with Brexit and the potential for further elections or referenda.
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 Ellis	Anti-social behaviour (ASB)	Ongoing anti-social behaviour. Full closure order granted for period of 3 months
DBC v Clegg	Licensing	Prosecution for licensing offences – Operating without a driver's license - £120 fine, 8 points, £450 costs
DBC v Foenand	ASB	Ongoing anti-social behaviour against DBC Staff. Injunction granted preventing defendant from entering Forum unless by appointment.

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 defended two planning High Court challenges (Symbio House, and 449 London Road)
 - Completed the sale of 4 garage sites to a housing association for circa £1.5m

The Licensing Team

6. Key updates for the team are as follows:
 - Prosecution of husband and wife for running an unlicensed private hire operator business, carrying out private hire without the required licences as a driver and for the vehicle that was used (DBC V Clegg noted above).
 - New design for taxi vehicle plates to assist with compliance and enforcement checks is about to go live. Inclusion of licence expiry dates, means that vehicles with expired licences can now easily be identified by council officers, police, and members of the public.
 - Joint work between HR and Licensing to establish an electronic application process for DBS criminal record checks for employees and taxi drivers. The system will save time and prevent errors on the forms, leading to quicker processing of criminal record checks. For Licensing, this will reduce waiting time for taxi applicants.
 - All existing animal activities licence holders have been reviewed in light of new legislation. The new laws have encouraged new applicants to apply and have led to one of the existing kennels renewals to be refused due to poor standards. A new policy is now being drafted to assist applicants to understand how these are licensed.
 - New fees and charges agreed by Licensing Committee for 2019/20 in line with various legislative requirements
 - The recruitment of a Compliance Officer (filling an existing vacant post), has allowed us to start to step up our proactive work. A key part of the Compliance Officer's role is to investigate unlicensed activities and to ensure they either cease to operate, or obtain the required licence. This leads to increased compliance across the Borough and increased income from licensing fees.

Corporate and Democratic Support

7. During Quarter 3, Corporate and Democratic Support carried out the following:

Committee meetings

- Published 23 agendas
- Completed 23 sets of minutes
- Processed 36 public speakers at Committee
- Published 5 Portfolio Holder Decisions
- Published 10 Officer Decisions

Member Development

8. In Q3, there have been six Member Development sessions:
 - **CIL/S106 briefing.** This session was facilitated by Gilian Macinnes from Gilian Macinnes Associates. The session had 11 attendees.
 - **Planning Code of Conduct and Officer/Member Relations.** This session was facilitated by Mark Brookes, Assistant Director (Corporate & Contracted Services) and Chris Gaunt, Legal Governance Team Leader. The session had 15 attendees.
 - **Effective Ward Leadership and Advocacy Skills.** This session was facilitated by David McGrath, Link Support Services. This session had 10 attendees.
 - **Universal Credit.** This session was facilitated by Layna Warden (Group Manager – Tenants and Leaseholders) and Chris Baker (Group Manager – Revenues, Benefits & Fraud). This session had 10 attendees.
 - **Responsibility as a DBC nominated trustee on outside bodies.** This session was facilitated by Councillor Roger Taylor. This session had four attendees.
 - **Budget Process.** This session was facilitated by Nigel Howcutt, Assistant Director (Finance & Resources). This session had 11 attendees.
 - 23 councillors have not attended any member development sessions in the first three quarters.

Mayoral Support

9. In addition to managing the day to day engagements of the Mayor, the Mayoral Team delivered a successful Remembrance Day event as well as a special Beacon Lighting Ceremony as part of the WW1 Centenary events.
10. A Design a Christmas card competition was run for local primary schools and a generous sponsor was found who donated the printing of 1000 copies of each of the 2 winning designs. These cards were sold to raise funds for the Mayor's Charity, Centre in the Park. Presentations were made to the winners and the Mayor hosted parties for the class of each winner.

Electoral Services

11. For Q3 the Electoral Services team were running the annual canvass, therefore there were no monthly alterations made to the register.

However on the 1st of December the Electoral Register for 2018/19 was successfully published, having processed the following amendments:

Household Enquiry Forms sent out: 64,204
Household Enquiry Forms returned 57,492
Response rate: 90%

Electors responded as follows:

Internet: 19,777
Phone: 8,442
Text: 4,408
Post: 24,865 of which 15,056 were no changes and 9,809 had changes

The team worked incredibly hard over this period to ensure that all responses were processed and that all amendments were made by the 1st of December deadline. The new software, Express, was a great asset to this success and has supported this canvass very well.

During December we also sent out over 64,000 Household Notification Letters (HNL's), this was to summarise the outcome of the annual canvass and to show electors who was now registered. The Electoral Commission recommend making this contact with electors after a canvass or in the lead up to an election. We felt December/January was a good time as this will allow time in Jan/Feb to process any amendments ahead of the Notice of Election in March.

PROCUREMENT AND CONTRACTED SERVICES

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
- CCTV Upgrade & Maintenance
- Civic Zone Regeneration

Parking Services

- Saba, previously Indigo, continues to provide Dacorum's parking enforcement service.
- Officers are working closely with Saba to improve monthly reporting to support the key performance indicators.
- Overall Saba are performing well with officers meeting contract managers on a monthly basis to ensure that the first year of the contract continues to run smoothly.

CCTV

- The Service continues to deliver safeguarding measures to residents and members of the public through the delivery of the CCTV service.

Leisure Contract

- The leisure contract continues to perform well with relationships strengthening during the third quarter.
- The outreach plan has begun to take shape, targeting those residents who do not have ready access to Dacorum's leisure facilities.
- Everyone Active are continuing to provide a high level of leisure service.

Multi-Storey Car Park

- Regular meetings are taking place between DBC (client), WYG (consultant) and Huber (contractor)
- The respective legal teams have finalised the contract documentation.

- The site possession was carried out in Jan 2019, and there have to date been a number of letter drops to both residents and commercial businesses in the area updating them on progress to date.
- The following utility providers have been on site to conclude the diversion works, UK Power Networks (Elec) and BT Openreach (Telephone), Cadent Gas are due to conclude their work by the end of March as will the drainage diversion works.
- The 32-week construction programme will commence in early April with the piling and groundworks.

Temporary Car Park

- Works on the temporary car park were undertaken and the car park became operational in December 2018.
- Although the car park was temporarily closed due to poor weather, additional matting has been installed enabling the car park to re-open.

Tring Sports Centre

- Works for the refurbishment of the sports centre are reaching the final stages with handover from Keir scheduled for 1st April.
- Tring School are in the process of obtaining their approval to take over the running of the facility, in the interim Everyone Active will be running the centre. In the early stages the facility will be open for dry side bookings and swimming for community and club use with swimming lessons following once the programme has been developed.