



Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	11 June 2019
PART:	1
If Part II, reason:	

Title of report:	Quarter 4 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>Farida Hussain – Group Manager (Legal & Corporate Services)</p> <p>Ben Hosier – Group Manager (Procurement and Contracted Services)</p>
Purpose of report:	To provide Members with the performance report for quarter four 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 1: Quarter 4 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 fourth 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 Aseq Ashfaq	Environmental Health	Prosecution for breach of food hygiene standards at the Flamingo Grill, Berkhamsted. Defendant pleaded guilty to 21 offences. Fine £15,750 Costs £9281.25
DBC v Tesco	Health & Safety	Prosecution for breach of health & safety. Tesco pleaded guilty to two offences. Sentencing was adjourned.
DBC v Pitblado	Planning	Appeal against conviction and sentence for failure to comply with enforcement notice. Unlawful development in green belt land.

5. The Legal team have been active completing a number of planning and conveyancing transactions bringing significant income into the Council. In the last quarter the team have received 56 new instructions and 7 new right to buy instructions. The following cases may be of interest to Members:
- Lease of part 1st Floor of The Forum to the Clinical Commissioning Group completed.
 - Loan to Flamstead Parish Council secured against Flamstead Sports Association.

The Licensing Team

6. Key updates for the team are as follows:
- 22 Premises licence applications, and 101 applications for one off events (via the submission of Temporary Event Notifications) received and processed.
 - Checks carried out on a kennel/cattery which was refused a licence as a result of not meeting the new Animal Welfare standards, confirmed trading has ceased.
 - Several unlicensed animal home boarders identified. Some have since applied for licences and others have ceased to operate.
 - Unregistered Tattooist identified and registered following acceptable inspection.
 - Inspections of Private Hire Operators, licensed Premises and Gambling Premises

Corporate and Democratic Support

7. During Quarter 4, Corporate and Democratic Support carried out the following:

Committee meetings

- Published 25 agendas
- Completed 25 sets of minutes
- Processed 35 public speakers at Committee
- Published 11 Portfolio Holder Decisions
- Published 13 Officer Decisions

Corporate meetings

- Attended 13 corporate meetings

Member Development

8. During Q4, there was one Member Development session:

- **Safe, Confident and Effective Use of Social Media.** This session was facilitated by David McGrath from Link Support Services. The session had 7 attendees.

23 councillors did not attend any member development sessions in 2018-19. Corporate and Democratic Support have worked with CMT to develop a new Member Development programme for the next four years. There will be a focus on Community Leadership and mandatory training will be introduced to ensure all councillors have the appropriate knowledge and skills. It is hoped that this will improve attendance at these sessions, which will continue to be monitored by the Member Development Steering Group.

Mayoral Support

9. In addition to managing the day to day engagements of the Mayor, the Mayoral Team delivered a successful Civic Reception, the largest event in the Mayor's annual event calendar. The evening featured the Mayor's 'Everyday Hero' awards, recognising individuals in the local community who were nominated by their friends, colleagues, neighbours or customers for the contribution they make to improve the lives of others.

Electoral Services

10. Following on from the 64,000 Household Notification Letters (HNLs) that were sent out in December 2018, in Q4 the Electoral Services team made the following changes to the Electoral Register:-

February: Total 2369

Changed: 118

Deleted: 719

Added: 1532

March: Total 1007

Changed: 54

Deleted: 365

Added: 588

April: Total 722
Changed: 50
Deleted: 357
Added: 315

Household notification letters were sent to every property in Dacorum, confirming the amendments following the 2018 canvass.

Preparations for the local Borough & Parish elections began in quarter 4. Polling stations were all booked and staffing availability letters were distributed. Over 400 staff were appointed as a result into the various roles such as Poll Clerk, Presiding Officer, Verification assistants, count assistants, Station inspectors etc). Therefore over 240 polling station staff were subsequently trained and guidance issued to all counters, along with a new training video which was very well received.

Over 112,000 poll cards were hand delivered to electors across the Borough. Around 17,000 postal votes were issued for the Borough elections and a further 4600 issued for the contested Parish areas.

The team worked incredibly hard over this period to ensure that all statutory deadlines were adhered to, along with maintaining business as usual. The service is currently 1 FTE short and it is hoped that recruitment for this will be carried out in the next quarter.

PROCUREMENT AND CONTRACTED SERVICES

Procurement

11. 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

In addition to the tender workload, the Procurement Strategy and Commissioning & Procurement Standing Orders are being reviewed and will be presented to Finance & Resources Scrutiny and Cabinet for approval by the end of 2019/20.

Parking Services

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

A review of the KPI's is currently being undertaken.

A report on the performance of the parking enforcement contract will be presented to Scrutiny in September 2019.

Car parking income YTD performance measure is amber but is only £7k below target.

CCTV

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

The Service will shortly be tendering its maintenance contract which will include a hardware refresh programme over the next 5 years.

Leisure Contract

14. A separate report on the performance of the Leisure Services contract will be presented to Finance & Resources Scrutiny Committee on 11th June.

Leisure Modernisation

15. The Tring swimming pool project is nearing its final stages of completion and Officers are working on the last snagging issues.

The centre is due to be formally handed over to Tring School on 1st June, at this point the school will take full ownership of the running of the facility.

Cabinet have given officers the approval to progress to the next stage of the feasibility study for a new leisure centre in Berkhamsted.

Multi-Storey Car Park

16. There has been a delay to the commencement of the construction programme due to a number of issues which have recently arisen between the Huber and various other parties regarding the enabling works.

The completion of all utility diversions has been problematic due to the utility's provider's non-committal to undertaking and completing all associated works in a reasonable and timely manner, subsequently this has impacted the construction programme.

Until all of the enabling works are concluded, Huber are unable to commence with the 32-week construction period.

It is hoped that the envisaged that works will be completed during May/June.

