



AGENDA ITEM:

SUMMARY

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

Title of report:	Quarter 1 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 1 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. As noted later in this report the Local and EU referendums were successfully delivered in May/June and 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 Lang	Anti-social behaviour (ASB)	ASB injunction granted with power of arrest both valid for 12 months and costs in the sum of £1,593.55
DBC v Powell	Anti-social behaviour (ASB)	Order made by Master of Senior Courts Costs Office for costs payable to DBC in the sum of £19,070.33 by Lord Chancellor
Indigo Recruitment Solutions v DBC	Contract	Alleged breach of contract claim for not paying a termination charge. The Council successfully defended the claim for £16,000 and was awarded costs against the claimant

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 completed the S.106 planning agreement for Spencer's Park, Cherry Trees Lane Hemel Hempstead, which is a development of approximately 700 units.
 - Completed sale of garage site at Cuttsfield Terrace, HH for £302,500
 - Sold three properties via Right to Buy scheme.

The Licensing Team

6. Key updates for the team are as follows:
- 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.
 - Two Premises licences granted via the Alcohol and Gambling Sub-Committee following objections being received; the Council's decisions have not been appealed.
 - The Licensing Team lead on the co-ordination of work across Hertfordshire and Bedfordshire during National Licensing Week. The 'Better Business for All' partnership helped to produce simple guidance for off-licences at no cost to the Council, these were distributed during compliance visits conducted over

the course of that week. Around 20 off-licences were visited, with generally good standards observed, and improvements achieved where issues were identified.

- The Compliance and Enforcement officers have conducted joint visits with Immigration Enforcement team, and work is ongoing in relation to some premises involved.
- The Committee has agreed a Pre-Application advice charging policy, which is now live on the Council's website, and has also agreed a new draft Mobile Homes Sites Fees policy for consultation which is currently in process.
- Training has been provided to Members of the Licensing Committee following the local elections, and this was well received.

Corporate and Democratic Support

7. During Quarter 1, Corporate and Democratic Support carried out the following:

Committee meetings

- Published 15 agendas
- Completed 15 sets of minutes
- Processed 35 public speakers at Committee
- Published 1 Portfolio Holder Decision
- Published 5 Officer Decisions

The team have also worked alongside Electoral Registration in preparing and delivering the Local elections and the European Parliament elections.

Member Development

8. In Q1, there have been four Member Development sessions:
 - **GDPR/FOI 28 May AM.** This session was facilitated by John Worts, Information Security Team Leader. The session had 14 attendees.
 - **Licensing Committee training 28 May PM.** This session was facilitated by Nathan March, Licensing Team Leader. The session had 11 attendees.
 - **GDPR/FOI 4 June PM.** This session was facilitated by John Worts, Information Security Team Leader. This session had 24 attendees.
 - **Charing Skills 20 June PM.** This session was facilitated by Ann Reader, Frontline Consulting. This session had 14 attendees.
 - **GDPR/FOI** training is mandatory and a third session has been arranged for Tuesday 27 August to catch the remaining members.
 - 4 councillors have not attended any member development sessions in the first quarter which is a massive improvement as 23 councillors hadn't attending any training last year.

Mayoral Support

Cllr Rosie Sutton stepped down as Mayor of Dacorum following a successful term and handed over to the new Mayor for 2019/20, Cllr Terry Douris at the Annual Council and Mayor Making ceremony on Wednesday 15th May 2019. Cllr Douris is supported during his term by his Deputy Mayor, Cllr Stewart Riddick.

During Qtr 1 the annual event programme and fundraising activities have been agreed with the Mayor's chosen charity, Sunnyside Rural Trust.

In addition to this, the Mayoral Support Team continue to manage the day to day engagements of the Mayor, and were supported by Sarah Turner, PA to the Corporate Directors, who delivered a very successful RAF Halton Freedom Parade; an event very much enjoyed by the local community which culminated in a Spitfire fly over.

Electoral Services

9. Q1 was dominated by the planning and successful delivery of the Borough/Parish and European elections.

In total, this involved the following:

Postal votes issued	39,133
Postal votes returned	26,363
Polling stations booked	172
Extra staff employed	783 posts appointed too
Votes counted	92,130

Lots of additional equipment was collated and produced for the polling stations, the verifications and the counts and the teams worked tirelessly to achieve this under exceptionally tight time frames.

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

April – 430 additions
467 Deletions
49 Amendments

May – 656 additions
600 deletions
166 amendments

June - 973 additions
651 deletions
255 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 – A number of schemes are being prepared so that the Council can go to market later in the year.

The Refuse Fleet contract has been awarded and the new vehicles are on order. This is the fourth of six contracts to cover all fleet upgrade requirements. The focus will then turn to the maintenance contracts in the Vehicle Repair Shop. CCTV upgrade currently being drafted and should be going to tender in the next few weeks.

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 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 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.

The Procurement Forward Plan is currently being finalised for both revenue and capital expenditure for 2019/20.

Parking Services

The parking enforcement contract continues to increase the level of compliant parking through the utilisation of ANPR CCTV technology. The performance of the contract continues to be monitored to ensure compliance with contractual KPI's.

The 2nd Year contractual KPI's are in the process of being negotiated and will be reported on at Finance & Resources Scrutiny Committee during September 2019.

CCTV

The Service is currently finalising the specification for the maintenance contract which will include a hardware refresh programme over the next 5 years.

The Service is currently working with Huber on the operational and security aspects of the MSCP (CCTV, Alarm Receiving, Door Entry, Help Point, Barriers)

Leisure Contract

A report on the performance of the Leisure Services contract was presented to Finance & Resources Scrutiny Committee on 11th June 2019. It was felt that the report and presentation from EA was well received and scrutinised.

Discussions have been held with EA concerning investment that they will be carrying out at Berkhamsted Leisure Centre during the summer, this will focus on the gym and the studio. At the request of DBC, EA will also be providing costs for some improvements on the wet-side of the leisure centre. This will include changing rooms (including disabled changing room), toilets and poolside.

EA are keen to invest in upgrading the courts at Hemel Leisure centre which will include a new 3G pitch, fencing and lighting. Unfortunately, the DUA with Hemel School expires in November 2022 and unless this is extended it will not be viable for EA to make this investment. Discussions with Hemel School are planned to take place.

A report on the Jarmans Park Athletics Track has been submitted to the Council, Officers have reviewed and have agreed to go ahead with the repairs, the works will go ahead in September

Multi-Storey Car Park

It took longer than Huber first anticipated for the utilities diversion works to be concluded, which has caused a delay to the main works. The piling commenced in June and this should result in the construction programme concluding at the end of January 2020.

The Council continues to communicate closely with Berkhamsted Town Council on MSCP matters.

Leisure Modernisation

The running of Tring Leisure Centre transferred from Everyone Active to Tring School once the refurbishment works were concluded in May. The refurbished centre was opened by the Mayor of Tring in early June and was well received by all those who attended. The School have received positive feedback from clubs and the general public since its opening and were very grateful for the Council for carrying out the improvement works.

Cabinet have given officers approval to progress to the next stage of the feasibility study to build a new leisure centre in Berkhamsted and work is ongoing with our consultants and the planning team to assess different options for the site layout.