



AGENDA ITEM: 7a

SUMMARY

Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	4th November 2015
PART:	1
If Part II, reason:	

Title of report:	Quarter 2 Performance Report – Legal Governance; Democratic Services; Commissioning, Procurement & Compliance; and People
Contact:	<p>Cllr Neil Harden, Portfolio Holder for Residents and Corporate Services</p> <p>Author/Responsible Officers:</p> <p>Steven Baker, Assistant Director (Chief Executive’s Unit)</p> <p>Mark Brookes, Group Manager (Legal Governance)</p> <p>Jim Doyle, Group Manager (Democratic Services)</p> <p>Ben Hosier, Group Manager (Commissioning, Procurement and Compliance)</p> <p>Matt Rawdon, Group Manager (People)</p>
Purpose of report:	To provide Members with the performance report for quarter two in relation to Legal Governance; Democratic Services; Commissioning, Procurement and Compliance; and People.
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 Neil Harden, Portfolio Holder for Residents and Corporate Services
Background papers:	Annex 1: Commissioning, Procurement and Compliance Information Annex 2: Quarter 2 Performance Report Annex 3: Quarter 2 Operational Risk Register

1. Members will find attached to this report the Corvu performance data for Legal Governance; Democratic Services; Commissioning, Procurement and Compliance; and People, together with the Operational Risk Register, in relation to quarter 2 of 2015/16. Members will note that the indicator HR06 (end of year profile for sickness absences) has moved from amber back into red since the last quarter. This is a corporate statistic relating to all Council employees – not just those working in the Chief Executive’s Unit. Steps to tackle absenteeism are referred to in paragraph 2 below.

PEOPLE GROUP

HUMAN RESOURCES

Sickness Absence – First Care System

2. The new sickness absence system was implemented on 1 August 2015, and is providing significantly more sickness data to managers and helping identify which managers need more support in managing their team’s sickness absence. A project has been launched to support the Council in reducing absenteeism, particularly focussing on the areas with high levels of sickness.

COMMUNICATIONS & CONSULTATION

New Intranet

3. The new internal communications platform will have an improved look which will make it easier for staff to see the important news, documents and updates. The communications team are currently working with managers to make sure all the data is up to date and any unwanted data is removed ready for the launch in November 2015.

COMMUNITY PARTNERSHIPS

Get Set, Go Dacorum

4. The performance statistics for year 1 of the Get Set, Go Dacorum project (September 2014 to September 2015) were submitted to Sport England and have been approved. This will now see the release of the funds for year 2. 98% of the KPIs were achieved in the number of people attending in year 1 and the target was exceeded for the number of times people attended. The next quarter report will provide statistics on attendance for the projects in year 2.

Voluntary Sector Commissioning – Strategic Partner Programme

5. We are currently in the 8 week consultation stage with the strategic partners on the proposed service outcomes, except the CAB who have already been consulted. Feedback has recently been received from the Finance and Resources and the Housing and Community Overview and Scrutiny Committees. Cabinet received a report on 20 October and gave approval to:
 - Replacing the existing core funding arrangements for the Council's Strategic Partner voluntary sector organisations with an outcome based commissioning model with effect from 2016/17.
 - The proposed financial envelope of £619,000 and the revised distribution of those funds between the services from 1 April 2016.
 - The new groupings of services which make up each contract to be tendered.
 - The contract duration of a minimum of three years with an option to extend for up to a further 24 months based on the performance of the contract.
 - The phased tendering implementation timetable.
 - The service outcomes for the Advice, Information and Advocacy Service.
 - The Portfolio Holder for Residents and Corporate Services having delegated power to make all future decisions relating to the commissioning of voluntary sector services in 2016/17. This will include decisions on the service outcomes (except for the Advice, Information and Advocacy Service), any variations or amendments to the tendering timescales and contract awards.

ORGANISATIONAL DEVELOPMENT / TRAINING

Apprenticeship scheme

6. Cabinet at its meeting on 20 October approved the establishment of a new Apprenticeship Scheme Framework to support the Council's workforce development needs and contribute to the economic regeneration of Dacorum.

LEGAL GOVERNANCE

7. Legal Governance continues to be heavily involved in many of the Council's critical projects. In particular, significant legal support is being provided in relation to the Gade Zone regeneration project. On the 24th September the team completed the contractual documentation for the purchase of the Health Centre which will enable residential development to progress around The Forum building. The Health Trust will be moving to the Council owned premises at 39/41 The Marlowes and the team have completed a 15 year lease of this property to the Health Trust.

The Legal Team

8. The Legal Team frequently represent the Council in the courts and tribunals, leading on injunctions, prosecutions and defending employment tribunal cases. In the last quarter the Legal Team -
 - Successfully obtained a committal to prison for breach of an anti-social behaviour order.
 - Successfully defended an appeal against sentencing for an unlicensed house in multiple-occupation.
 - Successfully defended a claim made in the County Court that the Council had acted illegally in pursuing a person for failure to pay Council Tax.
 - Obtained an order for costs in the sum of £31,000 against a person who unsuccessfully defended a footpath obstruction claim made by the Council. The defendant has paid the cost in full.

The Licensing Team

9. The Licensing Team have for the last 12 months been carrying out a review of the Council's statutory licensing policies, under the Licensing Act 2003 (alcohol, entertainment and late night refreshment licences) and the Gambling Act 2005 (betting, gaming and lottery licences). The consultation period has now closed and the final policies (amended following consultation) will be considered by the Licensing Committee in November with a final decision to adopt the revised policies by Full Council later this year.

Recruitment

10. Christopher Gaunt has been appointed as Legal Governance Team Leader. Chris will be responsible for all property, planning and contract work and for managing the team which completes instructions in that area. Chris was formerly the Litigation Solicitor at the Council and will retain a litigation case load to add resilience where required.
11. Jamie Byiers has been appointed as a Licensing Officer and will be responsible for the processing of various licensing applications which the team deal with.

DEMOCRATIC SERVICES

12. During Quarter 2, Member Support managed and organised the following:

- Published 22 Agendas
- Completed 21 Sets of minutes
- Spent 29 hours at evening meetings
- Spent 1 hour 30 minutes at daytime meetings
- Processed 26 public speaker requests
- Processed 8 Portfolio Holder decisions.
- Processed 4 Officer Decisions

Member Development

13. Nine member training sessions were held in Quarter 2, including two mandatory sessions. There was also the voluntary sector speed dating event all of which received positive feedback.

14. A full programme of member development sessions up to February 2016 has been produced in consultation with the Member Development Steering Group. In addition a session on the Budget Setting Process has also been scheduled. It is too early to be certain but the good start would suggest that the target of 5 training sessions per year for each Member is achievable.

Parish and Community Liaison

15. During Quarter 2 the Town, Parish & VCS Officer helped organise the Voluntary Sector 'Speed Dating' event on 1 September 2015. The session gave members the opportunity to meet with representatives from the voluntary sector to discuss their services and their relationship with the Council.

16. Work has been underway to prepare for the annual Town and Parish Council Conference which is scheduled for 27 November 2015. A full agenda has been produced and the event will include a 'market place', where various services will exhibit the benefits of shared working with parish and town representatives.

Electoral Registration

17. The Annual Canvass of properties has been underway since early September and the Electoral Registration Team has been engaged in collecting and collating the information gathered from more than 62,000 forms in order to compile the 2015 Electoral Register. The process is now into the final 'house to house' enquiry stage, with those properties from which no form has been returned visited at least twice to try and complete an accurate canvass of electors.

18. By the time of writing, about 49,000 forms have been returned, which is approximately 78%. Of these returns about 36% were made using the automated services i.e. phone, text or online.

19. The information gathered in this canvass will contribute to the transition to Individual Electoral Registration (IER), which is still on schedule to commence in 2016/17.

COMMISSIONING, PROCUREMENT & COMPLIANCE

20. The performance information for Commissioning, Procurement and Compliance is set out in annex 1 to this report.

OPERATIONAL RISK REGISTER

21. The updated Operational Risk Register is annexed to the report. There have been no changes to the residual risk scores since quarter 1.