



AGENDA ITEM:

SUMMARY

Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	24 th March 2020
PART:	1
If Part II, reason:	

Title of report:	Quarter 3 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 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 Andrew Williams, Portfolio Holder for Corporate and Contracted Services
Background papers:	Annex: Quarter 3 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 and second quarters. The UK Parliamentary General Election was held on 12th December 2019 which the team delivered successfully.
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 Marley King	Anti-social behaviour (ASB)	12 month injunction granted to prevent attendance at the forum to stop ASB towards council employees.
DBC V Tim, Barnes Lane, KL,	Flytipping	Community Order: 80 hours unpaid work to be completed 11/11/2020 and costs in the sum of £650
Ased Ashfaq	Licensing/Taxi review	Licence revoked on the grounds that a summons has been issued against Mr Ashfaq for death by dangerous driving
1 Marnham Rise, HH	ASB/Possession	Defendants application to suspend the warrant for eviction is dismissed and DBC awarded £6,500 in costs
DBC v Young The Square (Next to market sq), Hemel Hempstead	Flytipping	Fine: £1,500, Victim Surcharge: £150, Costs: £573.56, Collection order: £2,223.56 to be paid before 1 December 2019
DBC v Rochester (40 St Pauls Road, HH)	ASB Possession	Suspended possession order subject to payment of rent plus £3.85 p/wk and compliance with tenancy agreement. Payment of Council's costs of proceedings.

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 matters which may be of interest to Members:

- Completed the sale of Hicks Road Surgery, Markyate
- Completed the sale of 17 properties via Right to Buy scheme.

The Licensing Team

6. Key updates for the team are as follows:

- 22 Strikes issued to Taxi drivers for breach of conditions and other misconduct. 6 Strikes were to drivers already with one strike in the last 12 months, meaning those drivers are 1 strike away from being required to attend a Licensing and Health and Safety Enforcement Sub-Committee.
 - Many of the strikes were issued for failure to display required signage on vehicles, or failure to report incidents to the Council.
- New Animal Licensing Policy adopted by Licensing and Health and Safety Enforcement Committee
- One driver revoked for death by dangerous driving, and one suspended and required to complete an advanced driving course as a result of a motoring offence.

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 21 public speakers at Committee
- Published 8 Portfolio Holder Decisions
- Published 6 Officer Decisions

Member Development

In Q3, there have been five Member Development sessions:

- Planning Training – 3 October. This session was facilitated by Sara Whelan, Development Management & Planning Group Manager. This session had 16 attendees. Mandatory session.
- Planning Training – 10 October. This session was facilitated by Sara Whelan, Development Management & Planning Group Manager. This session had 17 attendees. Mandatory session.
- Social Media Training. This session was facilitated by David McGrath, Link Support Services. This session had 22 attendees (17 Borough and 5 Town and Parish Councillors). Mandatory session.
- Licensing Committee Training. This session was facilitated by an external provider, organised by Nathan March. This session had 6 attendees.
- Community Leadership Training. This session was facilitated by Alison Edwards, LGA. This session had 10 attendees (9 Borough and 1 Town and Parish Councillor).

Number of Councillors that did not attend any training in this quarter: 11.

Electoral Services

8. During Q3 we carried out the Annual Canvass which saw 64,890 Household Enquiry Forms issued across the borough. As a result of this the new 2020 Electoral Register was published. Due to the announcement of the Parliamentary Election being held in December, the new register had to be published earlier than usual and took place on the 7th of November 2019.

The Annual Canvass resulted in a 93% response rate.

HEF's Issued: 64,912
HEF's Responses: 60,443
HEF's Outstanding: 4,469

Responses Online: 44,130
Responses in Paper: 16,313

HEF's with Changes: 11,930
HEF's with No Changes: 48,513

In addition to the Annual Canvass, the team prepared for and carried out the successful running of the Parliamentary Election on 12th December 2019.

Due to the such high level of public interest, the team had many applications to be added to the Electoral Register, a significant amount of postal vote applications, overseas applications and proxy vote applications. We therefore increased the information available on the council's website and received 15,820 hits on the 'Elections 2019' page, a further 4,067 hits on the 'Register to Vote' information page and 4,442 hits on the 'Postal/Proxy application' information page.

We booked and staffed 55 Polling Stations and a further 30 stations were booked on behalf of Three Rivers Council – due to the Parliamentary boundaries, Dacorum was split with Three Rivers. Around 300 staff were appointed to man the Hemel Hempstead polling stations, attend the Verification and Count, Inspect the Polling Stations, open postal votes, deliver equipment and run the count tables.

12,887 Postal and Proxy Votes were issued for the Hemel Hempstead Constituency (2,011 of which were new applications, made since the first issue). A further 7,192 were issued for the South West Herts Constituency (run by Three Rivers Council)

As part of the count, 52,433 votes were counted for the Hemel Hempstead Constituency, giving a 70% turnout for this election.

Once again, the election saw the team work many hours to process all jobs required for the election, on time and to a high level of accuracy.

Procurement

10. A report on the updated Procurement Strategy and Procurement Standing Orders was presented to Finance & Resources Overview Scrutiny Committee on 22nd October, Cabinet on 12th November and were referred to Council on 27th November.

We have a number of procurement exercises and projects ongoing:

- Housing New Build Programme
- Consultancy Services for New Build Programme
- CCTV Upgrade & Maintenance
- Temporary Agency Staff
- Building Services Capital Works
- Forum Cafe

Parking Services

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

The 2nd Year contractual KPI's have now been agreed and are being monitored monthly.

A report on the proposed on-street and off-street parking tariff increases was presented to F&R OSC on 13th November and discussed at the BTC Parking Forum on 19th November.

PH decisions have been produced for undertaking consultation on the tariffs which will commence 16th December directly after the Parliamentary election.

Space allocation and parking tariffs at the new MSCP have also been agreed in principle and consultation on these will commence prior to Christmas.

A report on the performance of the Parking Enforcement contract is in the Work Programme to be presented F&R OSC in March 2020.

Proposed on-street changes that have been worked on as follows:

- Heath Lane – bay removal
- Leverstock Green Centre – Amend waiting times
- Marlowes Changes – blue badge parking consultation
- Lockers Park - junction protection consultation

CCTV

12. The Service have installed a number of CCTV cameras for the Housing Service at the following sheltered housing schemes.

- Bunkers Park cemetery
- Kylna Court (bin store)
- Westerdale
- Three Cherry Trees
- Betty Patterson House
- Swallowfields

The Council have received 4 tender submissions for the upgrade/refresh programme and maintenance contract. These are currently being evaluated with a number of clarification questions being sent out to the bidders, a contract award decision is expected in Q3.

The Service continues to work with Huber on the operational and security aspects of the MSCP (CCTV, Alarm Receiving, Door Entry, Help Point, Barriers)

Discussion to take place with Lookers 5/12 concerning ARC services, this will require works to the current building, drawings have been reviewed and returned to architect to cost up.

Leisure Contract

13. Berkhamsted repairs have been verbally approved and will be ratified at Cabinet this month.

Works will be scheduled to be completed over the Christmas period. Officers are currently working with EA on communications and an open day to celebrate the huge investment from both parties.

Ongoing discussions with Hemel School in relation to a new dual-use agreement on the 5-a side football pitch and tennis courts.

Multi-Storey Car Park

14. The steel and concrete superstructure commenced in early August.

The construction programme is on track to conclude at the end of February 2020.

The concrete decking pour commenced in early November.

The concrete decking pour has been completed as has the electrical wiring to decks.

The living wall installation has been postponed until early spring as it is advised not to plant during winter.

Doors and windows will commence installation.

Due to issues with the UKPN 3rd party wayleave agreement it has now been decided to install a sub-station in the vicinity of the MSCP. This will reduce the number of dedicated blue badge spaces by one, Planning have been advised that this is acceptable.

The construction programme is on track to conclude in mid-February 2020.