



AGENDA ITEM: 8

SUMMARY

Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	9 th June 2020
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>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 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:	<p><u>Financial</u></p> <p>None.</p>
'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 4 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. Work had commenced on the Police and Crime Commissioner Election that was due to take place on 7th May 2020, however the election was cancelled and therefore work discontinued on this.
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 Hemel Foods DBC v Israt Nasar	Environmental Health – Breach of Food Hygiene Regulations (06/03/20)	Prosecution brought against a company and an individual. Following a trial at the St Albans Magistrates Court the Defendants were found guilty on all 14 charges (two of which were Animal Welfare charges). The Defendants were fined £7,400 each and were ordered to pay the full cost of the prosecution of £17,131.58, and a victim surcharge of £170 each. This calculates to a total of £16,135.79 each (£32,271.58 collectively).
DBC v Tesco	Environmental Health – Health and Safety at Work Act (24/01/20)	This case involved a man slipping on surface water at Tesco, Jarmans Park. Tesco was fined £733,333 and were ordered to pay the Council £400,000 in legal costs.
Bradley Knight v DBC	Homelessness suitability decision appeal	Appellant's appeal is dismissed and Appellant to pay Respondent's costs, to be assessed
DBC v Talactac	Environmental Health Prosecution - Flytipping (Between Livingstone Walk and Harlow Court)	Conditional discharge for 12 months, victim surcharge of £21, DBC costs of £1,039.96
DBC v Witney	Environmental Health Prosecution - Flytipping (Coles Lane, St Albans)	Fine: £640. Victim surcharge: £64. Costs: £848.28
DBC v Ogundipe (64 Loxley Road)	ASB Possession	Mandatory possession by 7 February 2020 and payment of Council's costs in the sum of £7,500
Money Claim (Housing)	David Brewin v DBC 26 Betty Patterson House	Claim struck out and payment of Council's costs in the sum of £1,053 by 5 February 2020

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 Paradise Fields.
- Completed the sale of 8 properties via Right to Buy scheme totalling £1,711,400.

The Licensing Team

6. Key updates for the team are as follows:

- 16 Strikes issued to Taxi drivers for breach of conditions and other misconduct. 3 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.

However, a light touch approach has been adopted in terms of this sort of enforcement whilst the Covid-19 Crisis is occurring, and we have also seen a significant reduction in the number of taxis working as a result, meaning less issues.

Restrictions started to come in in regards to businesses as a result of Covid-19 towards the end of this quarter, and this has led to a large amount of Licensing's work being providing advice to our licensees in various different trades, regarding the impact on their operations. In addition to that, the enforcement officers have been working with the Environmental Health Team to ensure that reported breaches are investigated and resolved.

Corporate and Democratic Support

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

Corporate meetings

- Supported & attended 13 corporate meetings (including minutes)

Committee meetings

- Published 21 agendas
- Completed 21 sets of minutes
- Processed 42 public speakers at Committee
- Published 4 Portfolio Holder Decisions

- Published 13 Officer Decisions

The end of the quarter saw the beginning of the Covid-19 crisis and with social distancing measures in place and people urged to work from home, the team began preparations for holding committee meetings virtually via Microsoft Teams. All councillors were contacted individually and offered a short virtual face to face on Microsoft Teams with a member of the team to check they were able to get connected and know where to find the microphone, camera and chat box to indicate the wish to speak. Each committee has had a test meeting to ensure all councillors could get connected and the virtual committees have gone smoothly.

Member Development

In Quarter 4, there have been two Member Development sessions:

- Community Leadership Training. This session was facilitated by Alison Edwards, LGA. This session had 4 attendees.
- Strategy, Improvement & Engagement Team Briefing. This session was facilitated by Ada Terry, Strategy, Improvement & Engagement Team Leader. This session had 10 attendees.

Number of Councillors that did not attend any training in this quarter: 38

Mayoral Support

Quarter 4 has been impacted by COVID-19 which has seen the Mayoralty unable to run traditional fundraising events. We have explored a number of ways to keep people actively involved in the Mayors Department through the following:

- **Online Easter Raffle:** Whilst traditionally the raffle tickets have been sold face-to-face, this situation proved that we are able to deliver these events electronically. We were able to sell raffle tickets online and get prizes delivered to winners (observing social distancing). It was hugely successful and raised £200 for the Mayors charity through our new platform TicketSource.
- **Social Media Updates:** Social media posts giving people a simple task to do at home whilst in lockdown. Sadly we did not get much positive feedback from this so decided that it was no longer worth exploring. The Mayor has been involved in a number of interviews on Radio Dacorum which has proved really successful in interacting with residents. We have just renewed our contract with them for another year.
- **Personalised Seed Packets:** We have been exploring new ways to raise money whilst the majority of us are staying at home. We have decided to begin selling small envelopes of seeds with personalised messages which will be available for online purchase by the public, distributed by Central Admin in the Forum. All purchases will again be made via TicketSource with proceeds being donated to the Mayors Charity.
- **School Interaction:** With large events such as VE Day and Armed Forces Day, we have designed simple packs which have been sent to the Primary

Schools within Dacorum for their students. We have asked them to distribute it to their students who are at home as well as in schools. This pack will also be available to download on the HYOC2020 website.

- **Fly a Flag:** Despite social distancing still being in place, we are currently exploring a safe way to hold the annual Fly a Flag for Armed Forces Day ceremony with a minimal number of people. This will have approx. 5 essential attendees and we hopefully be filmed live to be posted on social media for residents to witness.
- **Sponsorship Packages:** The Mayors department has drafted a number of different Sponsorship packages that are appropriate for local business' within Dacorum for the 2020/21 Mayoral Year. All of the Sponsorship money will help towards funding events and raising money for the chosen Charity.

Digital Print & Post Room (Central Administration)

The Digital Print & Post Room staff have been working within The Forum throughout the COVID-19 response, to ensure essential services are delivered to back offices, existing processes have been refined to respond to the current working climate and ensure the safety of staff is adhered to in line with social distancing rules.

- **Incoming Post:** collection, processing and scanning of incoming post for electronic distribution
- **Outgoing Post:** receiving files electronically from officers (via email and bulk import), printing, enveloping and franking post for daily Royal Mail collection.
- **Processing income:** daily receipt and processing of cheques to ensure all income banked promptly
- **Courier service:** maintaining minimum level courier service to our open satellite offices, as well as ad hoc deliveries to officers working from home where essential items have been required

Electoral Services

8. During Q4 the Absent Vote refresh was carried out. This is a statutory requirement by which all absent voters need to refresh their signature every 5 years. 1863 electors were contacted, with 426 receiving a reminder. Of those, 122 did not reply at all and therefore received notice that their postal vote would be cancelled. Those electors were given details on how to apply again but their existing one was no longer valid.

Rolling registration continued and the following was processed:

Additions: 1066
Amendments: 2268
Deletions: 1001

In addition work commenced on the project plan for the scheduled PCC elections in May 2020. All polling stations were booked and confirmed and all staffing availability letters had been issued. Various equipment audits, staff roles, count procedure and

training were also underway. Due to Corona Virus restrictions, the election was cancelled, so cancellation letters were issued to all staff and polling stations.

The two Political support staff have maintained business as usual and supported councillors at the start of the lockdown. Additional resources were given to training on remote working and remote meetings.

Procurement

9. During Q4 the team continued to work on the service plan for 2020/21 to deliver the new Procurement Strategy. The team also meet with Group Managers to develop the Forward Plan for the team in 2020/21.

A number of procurement exercises and projects have been ongoing:

- Housing New Build Programme
- Consultancy Services for New Build Programme
- CCTV Upgrade & Maintenance
- Temporary Agency Staff
- Building Services Capital Works
- Forum Café
- Installation of new 3G pitches at APG's

Due to Covid-19 the Government issued out Procurement Policy Note 02/20 Supplier Relief due to Covid-19 and the team began to work on the impacts of this on the Council during the latter stages of Q4.

Parking Services

10. The 3rd year contractual KPI's have now been agreed and will be monitored on a monthly basis.

A report on the performance of the parking enforcement contract that was due to be presented to F&R OSC on 24 March was cancelled due to the Covid-19 lockdown.

The Covid-19 lockdown had serious implications on the capability and capacity of both the Council's parking service team in relation to Traffic Regulation Orders and the Saba parking enforcement service.

TRO's

- Off-street 2020
The Order came into effect on 6 April; however, the associated price changes were not applied due to covid-19.
- Lower Kings Road MSCP charging structure
The Order came into effect on 6 April, MSCP and Bournside car parks not open to date.
- CPZ charges 2020

The Order came into effect on 6 April; however, the associated price changes were not applied due to covid-19.

- Marlowes introduction of disabled bays, loading bay, loading restrictions, taxi rank.
Decision made to undertake Statutory consultation – On hold to after covid-19 lockdown
- Lockers Park Lane junction protection
Decision made to advertise and install - On hold to after covid-19 lockdown
- CPZ- O and D zones, Apsley
The Order came into effect on 6 April; however, the zones have not been introduced due to covid-19.
- CPZ – Wood Crescent (South zone extension)
PH decision to consult received – Consultancy appointed – Consultation on hold until after covid-19 lockdown
- CPZ – Ebbens Road
PH decision to consult received – Consultancy appointed – Consultation on hold until after covid-19 lockdown
- Wolsey Road amendment to 2003 consolidation Order
Consultation report submitted – Advertising and installation on hold until after covid-19 lockdown
- Berkhamsted High Street adjacent to junction Manor Road
PH decision to consult received – Consultation on hold until after covid-19 lockdown

Council team

- While taking account of the Traffic Penalty's advice to hold all cases, the team continued to respond to customers where the decision is to cancel the Penalty Charge and holding those where it is likely that the PCN will be upheld.
- The team have stopped all processes at Charge Certificate and Warrant. Enforcement Agencies (bailiffs) are not making personal visits
- As the team is unable to take card payments through the usual channels, the team have suspended all instalment plans. The team has written to all of the customers concerned to inform them and will advise customers when instalment payments are to start again.
- Where residents do not have their own off-street parking or if they are not eligible to purchase a CPZ resident permit and they live in a heavily parked street close to a DBC car park, the team are offering free temporary dispensations to use that car park.

Saba management & Notice Processing

- Civil enforcement Officers were put on furlough
- Notice Processing staff worked from home and are responding to calls and e-mails from customers.

CCTV

11. The Covid-19 pandemic caused some delays with regards to new installation on construction sites; however, the CCTV control room continued to operate as normal with all systems operational.

- Berkhamsted Multi Story car park is almost completed. Just waiting on power to commission all the systems and bring it online. Still ongoing
- New flats Martindale school site have been designed, waiting on orders from developers to cable ready for new camera systems. Still ongoing
- Eastwick Row new block, marking up drawings for new system as part of new build. This has been completed.
- Three Cherry Trees new camera. Install of pole 16th March, camera should be live by 18th. still ongoing

Stationers place (Apsley)
New flats at Northend
New Flats Westerdale

} cabling completed, next phase install cameras.

The CCTV contract has been awarded and the new contractor Access Integrated Systems will start to maintain the CCTV system and network from the 1st April. Over the next few weeks we will be looking at the project plan for the refresh and implementing the parts we can whilst maintaining social distancing.

Leisure Contract

12. The leisure contract has continued to run smoothly during Q4, the year 3 KPI's are being worked on for approval in March and will be taken to the leisure board for ratification.

The Berkhamsted refurbishment work have been well received from members, the works have also led to an increase in memberships.

We have also commissioned plant and building surveys to plan in future repair and maintenance works at both Hemel and Berkhamsted leisure centres.

Jarman Park is currently undergoing a Track Mark certification that is required for events to be held at athletic track.

The leisure facilities were closed during the latter part of March due to Covid-19, however staff continue to visit the centres to complete repairs, general maintenance and for security purposes. The majority of staff are furloughed at the moment, however the main contract leads are still working full time and are contactable.

There are a number of planned maintenance works such as the AHU's and Jarman Park track repairs that can be undertaken throughout this period of closure.

Leisure Modernisation – Berkhamsted Leisure Centre

13. Work was ongoing during Q4 to progress the site options, facility mix and business plan in order to report back to Members. This takes account of the stakeholder consultation carried out Jan/Feb/March and amendments have been made to reflect comments from stakeholders.

Multi-Storey Car Park

14. The Principal contractor pulled off-site on Friday 28th February and have arranged security to be on-site in the interim period, the only works that remain concern the commissioning of equipment that is reliant on permanent power being installed on site.

Due to the recent storms which have struck the UK during Q4, the dates that were planned for the energisation of the site were cancelled as UKPN were pulled from all planned work to deal with the aftermath of the storms. A new date of 16th – 20th April is programmed in for the site to be energised.

The S.278 highway works have been signed-off by HCC and the S278 Agreement signed by the Council. The works will hopefully start immediately after UKPN have energised the site.

Due to Covid-19 pandemic risk to health and Government guidance, UKPN have postponed works to energise the site planned for 19th April 20.

The date to undertake and complete this work is currently unknown. However, this directly impacts the associated works related to completing the few remaining installations, testing and commissioning of operational systems, and will further delay Practical Completion and Handover of the MSCP.

Due to covid-19 risk to health, Affinity Water have also postponed the planned water connection of the MSCP.

The date for the installation of the Living Wall will also subsequently be delayed until a permanent water supply has been established. The Living Wall will therefore remain at the supplier's nursery until a date for installation can be determined.

Ringway have not been able to carry out the S278 works due to the delay with the energisation of the site.

The matting and the parking machines have been removed from the temporary car park at the Moor. Works to planting and seeding have been impacted by the Covid-19 lockdown and it is looking like the works will be completed by Clean Safe & Green team by the autumn.

Parking & Access Movement Project

15. The current programme shows the following key stages, although these will be impacted by the Covid-19 lockdown:
- Trees on Leighton Buzzard Road have been removed.
 - Informal TRO consultation was completed in March 2020
 - A tentative date of the Planning Pre-Application Meeting of 04 April has been arranged.
 - The Traffic Survey that was planned for June 2020 has been delayed due to the decrease in traffic during the Covid-19 lockdown
 - An indicative period for the BT diversionary works of: 01 Jun. to 28 Sep is likely to be delayed due to the lockdown
 - Assumed that a Term Contractor will be appointed to undertake the works and therefore no tender period is allowed.
 - Assumed that there will be no Planning Conditions following the statutory 8-week Period of Determination and therefore the Term Contractor can immediately commence with the works.
 - Subject to the above – the result of the Planning Application is scheduled as 23 Nov, although this will be delayed due to the Covid-19 lockdown
 - Assumed that said Term Contractor will already be mobilised in the vicinity of the works, undertaking resurfacing work of the North Car Park who will then immediately switch to undertake the works for the South car park.
 - Subject to planning consent a construction period of 04 Nov. 2020 to 15 Feb. 2021 (3 months), likely to be delayed as other stages will not be complete due to the Covid-19 lockdown