



Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	8th September 2020
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.
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. The number of cases has been restricted by the closure of courts during the Covid-19 pandemic and the restrictions on commencing possession proceedings. In the last quarter the Legal team presented the following cases in court:-

Matter	Client/type	Case Detail
Planning Judicial Review	FFEI Ltd v DBC	<p>Challenge to the lawfulness of the Council's approval of a prior determination decision relating to a change of use of office accommodation to residential.</p> <p>Consent order agreed to quash the decision on no fault basis.</p>

The Licensing Team

5. Key updates for the team are as follows:

One hearing held for a Licence application known as Woodland Weddings, due to various concerns from local residents, the outcome was that the licence was granted.

A light touch approach has been adopted in terms 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. Generally, Licensing has been responding to enquiries from Licensees about changes to restrictions and what they can and can't do, as well as what safety measures should be adopted when working. We have also had regular enquiries from the public about potential breaches by businesses and have worked with the Environmental and Community Protection team on these issues when they have arisen.

Corporate and Democratic Support

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

Corporate meetings

- Supported & attended 8 corporate meetings (including minutes)

Committee meetings

- Published 14 agendas
- Completed 14 sets of minutes
- Processed 12 public speakers at virtual Development Management Committee
- Published 6 Portfolio Holder Decisions
- Published 8 Officer Decisions

Due to the Covid-19 crisis, this quarter has seen committee meetings take place virtually via Microsoft Teams. The Development Management Committee was the

most challenging to move to a virtual platform but the team have put robust processes in place to overcome any issues. For example, we have asked registered speakers on applications to provide us with a script of what they are going to say in case of any technical failures and providing members of the public with documents such as the protocol for the meeting and the behaviours we expect from the public attending the meeting. Every committee meeting has now been held virtually and we will continue to support this until government guidelines change.

Member Development

In Quarter 1, there have been two Member Development sessions carried out virtually:

- **Planning training (mandatory).** This session was facilitated by Sara Whelan, Group Manager for Planning & Development Management. This session had 28 borough councillors and 22 town and parish councillors in attendance.
- **Equality, Diversity & Inclusion.** This session was facilitated by Rosanne Bernard from Maximum Performance. This session had 18 attendees.

The team will be working with our external training providers to ensure training can continue to be provided virtually. We have seen an increase in attendance at virtual training sessions and we will continue to monitor this and work with the Member Development Steering Group to potentially carry this on moving forward.

Mayoral Support

Quarter 1 has continued to be impacted by Covid-19 and therefore not allowed us to run our normal event calendar. We have begun to run smaller ceremonies for Armed Forces Day and VJ Day. During Q1 the following were either completed or beginning to take shape:

- **Personalised Seed Packets:** The Mayors office collaborated with the Supported Housing delivering Cress Seeds to their tenants alongside their newsletter. The team donated £1,170.00 to the Mayors Charity, Sunnyside Rural Trust. We also raised an additional £141.50 through public sales.
- **Virtual Your Town Dacorum:** We have been working closely with the Community Partnership team to organise a virtual 5k & 10k fundraising run for residents of Dacorum in October. The Mayor has agreed for the money to be donated to 'Raise' which supports West Herts Hospitals. Registration has been set up for this and will be going live shortly.
- **Armed Forces Day:** This went ahead at the end of June with a Fly a Flag Ceremony which was very successful in commemorating the occasion and followed by lots of social media covering through the DBC social media pages.
- **Marketing:** Contacting local photographers for future events to ensure we begin to compile a marketing database with lots of photos and videos to use for marketing future events.

- **Mayoral Trips:** The Mayor has begun making trips however, only ones that directly impact the community eg. Awards within the Borough and DBC openings.
- **Venue List:** Compiling a 'database' of venues and their capabilities within Dacorum that can be used for future events. These venues can then be selected based on their suitability whilst showcasing the Borough.
- **Volunteering Database:** We have reached out to the community through schools and social media to see whether people would like to sign up as a volunteer with the Mayor's Office for our future events. The idea is that we would no longer be reliant on charities to provide the staffing for our events.
- **Online Fundraisers:** Starting to explore basic fundraiser ideas that can be done online. These fundraisers would only have a small number of attendees but generate a larger income (eg. Wreath Making Workshops).
- **COVID:** Exploring ways for events to go live safely (next year). This includes temperature zappers and keeping detail records of who has attended events (through ticketsource) as well as suitable hand sanitizer stations etc.

Digital Print & Post Room (Central Administration)

The Digital Print & Post Room continue to deliver their ongoing services, additionally new processes have been developed to support the organisation to be COVID secure whilst maintaining essential services, including providing enhanced services to back offices working from home by maintaining a physical presence in the building to receive outgoing items electronically to convert to printed letters and vice versa receiving hard copy incoming mail items and converting to digital mail items.

Electoral Services

7. During Q1 the Electoral Services Team were 1 member of the team short due to an Officer leaving in March. Both the Team Leader and the remaining Officer were able to work from home and had access to everything required. The rolling registration continued and the following was processed:

Additions: 718
 Amendments: 274
 Deletions: 668

In addition, work has continued to cleanse the data held on the Electoral Register, with a variety of checks and audits being carried out. This includes, Overseas electors and their voting method, all property classifications, elector notes, property notes and UPRN's. In addition we reviewed the distribution list of the monthly updates and added 97 new properties.

The Annual Canvass began on the 15th of June, where we sent our data off for the National Data Testing. This was very successful and matched 52,185 properties who we were able to allocate to Route 1. This meant they received a confirmation letter as to who we have registered, but only needed to reply if there were changes. Following the data matching we were then able to allocate 13,219 properties to Route 2. These properties would receive various contact methods until a response is

received. This would be in the format of a revised Canvass Form, a new Canvass Communication form B (CCB), a telephone call or a door knock.

The two Political support staff have maintained business as usual and have continued to support councillors with online meetings.

Procurement

8. Covid-19 - the Procurement Team have carried out the following during Q1:
- Issued Government guidance (Public Procurement Notices – known as PPN Notices) to the Leadership Team and the wider Council on what the approach should be for Suppliers at risk of Covid-19.
 - Under the PPN Notices, the Council are required to continue to pay Suppliers at risk of Covid-19. This requires the Suppliers to submit an Interim Payment Proposal which will be reviewed by the Client Officer, Procurement, Finance and Legal before being signed off and approved by the Section 151 Officer.
 - Carried out a risk analysis on our suppliers identifying high-risk suppliers in terms of the service they offer to the Council. This has been disseminated to the wider Council for teams to identify contingency plans for these key suppliers.

During the quarter the Council received supplier relief requests on the following contracts:

- Jarvis – Kylna Court (£120k for works in connection with defects)
- Jarvis – Magenta Court (£204k for works already carried out)
- Saba – Parking Enforcement (following discussion this claim has been withdrawn)
- Osbourne – Total Asset Management (relief offered as a loan, but rejected)
- Everyone Active – (Support has been agreed to the end of September)

Works to ready the Forum in line with government and PHE advice on returning to work have been ongoing during Q1, update is shown below:

- Risk assessment carried out and mitigating factors introduced
- Building capacity reduced to 240 people.
- Temperature screening equipment has been installed
- One way system around the Forum has been introduced with appropriate signage
- Perspex screens have been fitted to all desks and points of contact with customers/public
- Social distance markings placed on the floor at prominent parts of Forum
- Introduction of additional hand disinfectant/sanitising units around the Forum
- Doors have been automated to reduce the number of door handles being touched
- A staff etiquette document on behaviours and responsibilities has been produced
- Visitors will be by appointment only and only where an absolute necessity
- Building open from 7am – 6pm with separate entrance and exit
- Break out area furniture has been reduced to comply with social distancing
- Headphones provided to staff to enable continuation of MS Teams meetings

- Fire evacuation procedure has been updated and agreed by IMT.

The Procurement Team were due to meet with Group Managers regarding the 'procurement' Forward Plan for 2020/21 however due to the reduced staff working at the Forum this has now been provided as a report to all Group Managers on contracts due to expire in 2020/21, Capital projects in 2020/21 and any areas of non-compliance. Responses have been received and are being reviewed to identify the most suitable action to take. Procurement will then provide a similar report for each quarter moving forwards.

A number of procurement exercises and projects have been ongoing:

- Main Contractor for Eastwick Row
- Main Contractor for Coniston Road
- Consultancy Services for New Build Programme
 - Randalls Ride
 - Cherry Bounce
 - Paradise Depot
 - Wilstone Village Site
 - St Margarets Way
- Temporary Agency Staff
- Installation of new 3G pitches at Grovehill and Adeyfield APG's
- Stair lift contract for Housing Properties
- Telecoms renewal contract
- Telecoms Audit
- Council Tax Printing
- Storage and transportation of waste generated at Cupid Green Depot
- Public Service Protection Order and Littering Enforcement
- Berkhamsted Sports Centre Refurbishment

Parking Services

9. 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. The civil enforcement officers were furloughed and as a result no enforcement took place during Mar – May, a total of 9 weeks. Car park usage has been severely impacted during Q1, and this has had a significant impact on the generation of parking related revenue.

TRO's

1. Marlowes changes
Authorisation for statutory consultation received
2. Lockers Park Lane junction protection
Authorisation for advertising and implementation received
3. CPZ – Wood Crescent (South zone extension)
Consultancy appointed for informal consultation
4. CPZ – Ebbens Road
Authorisation for informal consultation received, consultancy chased
5. Lower Kings Road car park
TRO in place, requests for season tickets being received
6. Wolsey Road

Draft TRO, NoP, SoR and NoP received from HCC. Statutory consultation completed, consultation report submitted

Council team

- Progressions restarted at the end of May.
- Coin payments in our pay and park machines reintroduced.
- Enforcement of CPZ's recommenced in June
- Suspension and dispensation charges reintroduced in June
- Enforcing non-payment on-street and/or car parks has commenced
- Payment plans restart in August
- Cancellation policy to allow Saba to cancel any PCNs where the challenge states that the driver is a an NHS worker, care worker, NHS volunteer or where a Blue Badge has expired post 1.1.20 continues on a temporary basis

Saba management & Notice Processing

- Initially furloughed in March, the civil enforcement officers returned to work in May, with operational staff working between home and the office. Saba are currently operating with a full complement of staff who have all received additional training for health and safety surrounding Covid-19.
- Notice processing staff worked from home and are responding to calls and e-mails from customers. There has been discussions surrounding the two members of staff returning to the Saba offices however it is not felt that it safe due the number of staff still working within the building.
- The first full month of KPI data has been received shows a large change in parking behaviour.

CCTV

10. Initially 50% of staff self-isolated which impacted on the ability of the service to operate normally, but all staff are now back at work and installation projects have resumed.

- Berkhamsted Multi Story car park is now energised and the commissioning of equipment has been completed. We have operational CCTV and can remotely control all doors and barriers from the control room.
- New flats Martindale school site are well on the way to completion, Installation of the CCTV has begun with cabling and the network radio in place. We are just waiting for a start date to finish these works. Still ongoing
- New flats on the garage site at Westerdale Highfield are almost complete. The CCTV system is installed and is due to be commissioned shortly, this is expected in the next week or two. Still ongoing
- New flats at Stationers Place Apsley are also nearing completion CCTV is also installed and awaiting final commissioning. This is also expected in the next couple of weeks.
- Designs have been submitted to the project team for the housing development at Paradise Fields across all three blocks, this also includes CCTV across the car parks.

- Access Integrated Systems have started to plan for the refresh programme and implementing the parts we can whilst maintaining social distancing. This is still ongoing
- CCTV contractors have been heavily involved with installing equipment and works to doors to get the Forum ready for when the building is opened back up for staff.

Leisure Contract

11. Leisure centres were forced to close during Q1 due to the Covid 19 pandemic however some staff continued to visit the centres to complete repairs, general maintenance and for security, but the majority of staff were furloughed.

The closure of the leisure centres resulted in a significant loss of revenue for Everyone Active and the Council have agreed support packages which currently run until the end of September.

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 which works well as the contractors will be able to work freely and there won't be any health and safety and closure complication for the centres throughout their normal hours of operation.

Leisure Modernisation – Berkhamsted Leisure Centre

12. The first stage of the feasibility is now complete and the outcomes have been presented to Portfolio Holder/Corporate Officers Group. A report will be taken to Cabinet in the autumn to consider the next steps for the project.

Multi-Storey Car Park

13. We have now achieved Practical Completion for the car park.

Outside of the construction contract, there are highway works outstanding to complete which include the footway resurfacing, the mini-roundabout and signage to be replaced (Waitrose and a new car park sign). We are currently waiting for a further permit from HCC to close Lower Kings Road to finalise these works.

We are having active discussion with Herts CC to agree an opening date in late summer early autumn.

Parking & Access Movement Project

14. The current latest programme shows the following key stages, although these have been impacted by the Covid-19 lockdown:

1. Trees on Leighton Buzzard Road to be removed (*completed*)
2. Informal TRO consultation will commence in March 2020 (*completed*)
3. A tentative date of the Planning Pre-Application Meeting of 04 April has been arranged. (*completed*)

4. Given the traffic survey discussions, the Traffic Survey is currently scheduled for completion on 05 June – subject to successfully attaining the permission from Ringway (*delayed due to lockdown, likely to take place in September*)
5. An indicative period of the BT diversionary works of: 01 Jun. to 28 Sep. (*awaiting confirmation of delay due to lockdown*)
6. Assumed that a Term Contractor will be appointed to undertake the works and therefore no tender period is allowed.
7. 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.
8. Subject to the above – the result of the Planning Application is scheduled as 23 Nov (*likely to be delayed as other stages will not be complete due to Covid*)
9. 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.
10. 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 Covid*)