



AGENDA ITEM

SUMMARY

Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	8th June 2021
PART:	I
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 two 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>Financial implications are highlighted throughout the report, where applicable.</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

- Members will find attached to this report the Corvu performance data for Corporate and Contracted Services.
- 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 fourth quarter.
- 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.

The Legal Team

- 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 ban on evictions by bailiffs is in place until 1st June 2021. Until then, evictions have been granted in very limited circumstances such as severe anti-social behaviour and rent arrears of more than six months. In the last quarter the Legal team presented the following cases in court:-

Matter	Client/type	Case Detail
ASB – Possession	DBC V Payne (1 Saturn Way, HH)	Injunction granted and possession proceedings adjourned for 12 months. No order for costs as agreed.
PSPO breach	Larbi Sellam	Hearing scheduled for 17 th March withdrawn as defendant left the country.

Property and other matters:

Completion of disposal of Land at Green Lane, Hemel Hempstead, realising a significant capital receipt.

The Licensing Team

5. Key updates for the team are as follows:

- The Travel with Confidence taxi scheme launched, with a webinar, press release, and webpage. Over 50 taxi and private hire drivers signed up to scheme, which provides them with free training around covid safe practices when transporting the public, and gives them accreditation once the training is passed, so they can reassure passengers.
- New Taxi and Private Hire Licensing Policy consulted on and finalised by the Licensing and Health and Safety Enforcement Committee. This was a significant piece of work, combining a number of guidance and standards documents into one overarching policy, as well as updating the content of these. Systems are currently being updated to allow for application of the policy, which will be published at the start of June.
- Public Space Protection Order covering six different areas within the borough reinstated following consultation and Cabinet agreement, giving powers to Police and Council officers to tackle alcohol related disorder across the Borough.
- Licensing fees annual review completed; fees amended and brought in at start of April.
- Statutory review of Licensing Act Policy concluded in line with required timescales to allow for publication of revised policy at start of January.
- One licensed driver appeared in front of Committee as part of their renewal application as a result of it coming to light that they had been given 6 points on their DVLA licence in the duration of their previous licence and had failed to disclose these at the time. Licence renewal granted by Committee with a warning to the applicant to ensure that similar incidents are avoided in the future.
- Pavement Licensing delegations extended by Committee following indication from Government of intention to extend the temporary powers giving responsibility for this to Borough and District councils until 30 September 2022.

Corporate and Democratic Support

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

Corporate meetings

- Supported 7 corporate meetings

Committee meetings

- Supported 25 committees (including agendas & minutes)
- Processed 28 public speakers at virtual committee meetings
- Processed 8 members of the public to 'view only' virtual committee meetings (although more may have viewed)
- Published 8 Portfolio Holder Decisions
- Published 16 Officer Decisions

Due to the Covid-19, we continued to deliver our committee meetings virtually via Microsoft Teams.

Member Development

During Quarter 4, 3 Member Development sessions were delivered, hosted virtually;

- Advanced Chairing Training. This was delivered by The Local Government Information Unit. There were 7 attendees
- Development Management Training. This was delivered by (Sara Whelan, Group Manager – Development Management & Planning). There were 13 attendees
- Questioning Skills for Scrutiny. This was delivered by The Local Government Information Unit. There were 15 attendees.

Mayoralty

During Quarter 4, the Mayor's Office continued to run virtual fundraising events for members of the public. These proved really successful and had high engagement rates, they included the following:

- Virtual Quiz Night - £215 raised
- Virtual Bingo Night - £172 raised
- Walk Dacorum - £720 raised
- Easter Raffle - £110 raised
- Virtual Civic Dinner - £868 raised

The greatest success of all of the above events was the Mayors Civic Dinner. We managed to get a three course meal delivered to each guests home and organise a night of entertainment and speeches via zoom. We also hosted an online raffle night in which three guests won prizes (all of which supported local businesses). The Mayor was able to attend the opening of the Sunnyside Northchurch facility which he had spent his first Mayoral Year fundraising for.

Feedback from the office of Mayor's & Chairs across Hertfordshire indicates that Dacorum is the only Council that has continued to deliver a fundraising programme during the COVID pandemic and the only authority that delivered a Civic Dinner this year.

Electoral Services

7. Electoral Registration

The day to day Electoral Registration work has continued without any issues, and in quarter 4 the following amendments were carried out:

3095 amendments to the register:

- 142 changes
- 1585 deletions
- 1286 creations
- 82 movers

The following tasks and projects have taken place during this quarter:

- All register distribution processes and procedures have now been produced, checked and tested
- AV Refresh – the team sent out 2174 initial letters, and then a further 554 reminders to the electors required to refresh their signature. To complete the process, 231 postal votes were removed as the electors did not respond within the specified time frame.
- HNL's (Household Notification Letters) – these were sent to the 45,000 route 1 properties from last year's annual canvass. As it was the first year those properties didn't need to respond, if all information was correct, we wanted to be absolutely sure that the data we had for them was correct, ahead of the elections in May 2021. Having sent the letters out, we were inundated with emails (over 300 on this matter alone in 3 days) and calls to make changes. This proved to be a very beneficial exercise ahead of such complex elections to ensure confidence in the accuracy of the data held.
- The Proxy audit was completed – 110 proxy voters and 30 postal proxy voters had to be audited. We needed to determine whether or not the elector was still entitled to have a proxy and contacted a further 36 electors, each letter tailored to their set of circumstances, to elicit the correct response and information required.
- Clinically Extremely Vulnerable electors – a lot of work was carried out to cross reference the CEV list supplied to us by the NHS, to compare it against those registered and those who already had a postal vote. The team worked their way through the remainder to send a postal vote application to them.

Election Preparation

- The core election team was set up and met regularly to review progress on the Project Plan.
- All 61 polling places were visited to assess how they would be Covid secure on polling day and to produce a suggested layout for the Presiding Officer to follow on polling day.
- Communication took pace with Everyone Active to make the necessary arrangements for the Verification and Counts.

- Communication with the County wide election group, the Electoral Commission and Cabinet Office was on a regular basis to ensure all procedures and Public Health guidance was followed.
- Election awareness was launched on the council's social media
- All staff on the Elections database (around 900) were contacted and following responses, they were appointed to the variety of roles. All staff details were checked and updated, all Presiding Officers and Poll Clerks were booked onto a training session and all election staff supplied next of kin details to be added to the database.
- Postal vote data was created and issued to the printers for just over 19,000 electors (which covered all elections – PCC, HCC, Tring, Leverstock Green).

Training

- The team attended:
 - the AEA annual conference, which covered areas such as postal voting, annual canvass, performance standards and election preparations. This was a very beneficial 2 days and the team refreshed their knowledge and learned new things which will be beneficial to the council.
 - the Civica annual conference which went through the Annual Canvass 2020 feedback and preparations for the elections in 2021
 - the AEA Course on Verification & Count processes ahead of the May 2021 elections, which was very beneficial.

Procurement & Contracted Services

8. Covid-19 Update

- In accordance with government guidance, IMT informed all staff who can work from home **must** do so, and follow the government guidance. Only staff carrying out essential roles in the Forum and other council buildings should continue to do so, as agreed with their line manager.
- Keyworkers who are working, but unable to work from home, will be able to access testing, with the recommendation that they test twice weekly. The testing service is accessed via booked appointments only, and will operate on a first come first served basis. This means that all Dacorum Borough Council staff who cannot work from home, can access this service.
- Herts Valley CCG are starting to return to the office in small numbers, a planned return to the office is being discussed post 21st June.
- The library opened back up for time-limited browsing on 12th April 2021, members of the public continue to have access to the Forum for visa applications and PC usage. The library will open back up fully (7 days per week) with no time-limited browsing from 1st June.

- The Registry Office have reopened back up for weddings, customers that wish to register births, and deaths are now allowed back in to the Registry Services office.
- Work on re-fixing the panels in the Council Chamber and the atrium have been completed and a new 12-month warranty period starts again.

Procurement

9. A number of procurement exercises and projects have been ongoing:
- Paradise Fields New Build Scheme
 - Berkhamsted Sports Centre Refurbishment
 - Asbestos removal contract for Housing
 - Temporary Agency Staff
 - Stair lift contract for Housing Properties
 - Telecoms renewal contract
 - Telecoms audit
 - Printing for the annual canvass and election
 - The purchase of Bins and Caddies for the Council's Refuse Team
 - Disabled Facility Grants / Disabled Adaptations
 - The Council have awarded new contracts to the voluntary sector for a further 2 years which will allow us to support the voluntary sector organisations through Covid-19 and beyond:
 - Supporting the Voluntary Sector (Community Action Dacorum (in partnership with the Volunteer Centre Dacorum)
 - Information, Advice and Advocacy (Citizens Advice Dacorum)
 - Reducing Social Isolation for Older People and their Carers (Age UK Dacorum)
 - Promoting Healthy Relationships (Relate Dacorum, Watford and Three Rivers (in partnership with Mediate Herts)
 - Purchase of Light Commercial Vehicles
 - Rossgate Shops Window Replacement
 - Parking consultancy
 - Fire Safety work to Housing Properties
 - Main Contractor for Garages
 - Main Contractor for Randall's Ride New Homes Scheme
 - WAN and Internet connectivity for Data Centres and Remote Sites
 - LA1 Marchmont Laidon Square New Homes Scheme
 - Garage Demolition Contract (New Homes)
 - 43-89 Fennycroft Road Fire Safety Works
 - Dacre House Refurbishment works

Parking Services

10. The Covid-19 pandemic continues to have negative impact on usage in Council owned car parks and this has had a significant impact on the number of parking sessions and Penalty Charge Notices being issued, both of which have financial implications.

Parking Sessions

2020/21	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	2,066	3,005	7,870	12,746	11,774	13,487	13,182	9,846	8,443	5,814	6,841	9,307
Off Street	12,941	19,988	39,723	70,274	78,980	83,646	89,027	40,596	91,775	30,133	43,234	47,499
Total	15,007	22,993	47,593	83,020	90,754	97,133	102,209	50,442	100,218	35,947	50,075	56,806

2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	16,817	17,681	17,184	18,060	16,154	16,261	17,784	17,428	16,758	16,387	16,052	12,376
Off Street	97,975	105,540	102,656	105,040	102,356	103,454	103,760	102,237	104,958	97,825	94,823	82,003
Total	114,792	123,221	119,840	123,100	118,510	119,715	121,544	119,665	121,716	114,212	110,905	94,379

Difference	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	-14,751	-14,676	-9,314	-5,314	-4,380	-2,774	-4,602	-7,582	-8,315	-10,573	-9,211	-3,069
%	-88%	-83%	-54%	-29%	-27%	-17%	-26%	-44%	-50%	-65%	-57%	-25%
Off Street	-85,034	-85,552	-62,933	-34,766	-23,376	-19,808	-14,733	-61,668	-13,183	-67,692	-51,589	-34,504
%	-87%	-81%	-61%	-33%	-23%	-19%	-14%	-60%	-13%	-69%	-54%	-42%
Total	-99,785	-100,228	-72,247	-40,080	-27,756	-22,582	-19,335	-69,223	-21,498	-78,265	-60,830	-37,573
%	-87%	-81%	-60%	-33%	-23%	-19%	-16%	-58%	-18%	-69%	-55%	-40%

Lockdown 1 was from April 2020 to June 2020

Lockdown 2 was during November 2020

Lockdown 3 was from January 2021

During 2020/21, the number of parking sessions is 47% down when compared to 2019/20

PCN's Issued

2020/21	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	0	135	128	522	379	475	422	558	628	415	395	504
Off Street	0	0	26	268	231	409	420	370	298	240	223	292
Total	0	135	154	790	610	884	842	928	926	655	618	796

2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	576	660	632	683	792	624	581	523	357	483	487	377
Off Street	437	686	659	658	592	599	633	340	334	375	326	211
Total	1,013	1,346	1,291	1,341	1,384	1,223	1,214	863	691	858	813	588

Difference	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	-576	-525	-504	-161	-413	-149	-159	35	271	-68	-92	127
%	-100%	-80%	-80%	-24%	-52%	-24%	-27%	7%	76%	-14%	-19%	34%
Off Street	-437	-686	-633	-390	-361	-190	-213	30	-36	-135	-103	81
%	-100%	-100%	-96%	-59%	-61%	-32%	-34%	9%	-11%	-36%	-32%	38%
Total	-1,013	-1,211	-1,137	-551	-774	-339	-372	65	235	-203	-195	208
%	-100%	-90%	-88%	-41%	-56%	-28%	-31%	8%	34%	-24%	-24%	35%

Lockdown 1 was from April 2020 to June 2020

Lockdown 2 was during November 2020

Lockdown 3 was from January 2021

During 2020/21, the number of PCN's issued is 42% down when compared to 2019/20

TRO's

TRO's

1. Marlowes changes
Live 10 May
2. CPZ – Ebbens Road
Statutory consultation to be undertaken mid-June
3. Redbourn Road
Live 10 May
4. Wood Lane End
Live 10 May
5. Chaulden Terrace
Live 10 May
6. Berkhamsted High Street/Manor Street
Live 10 May
7. Marlowes (North)
Portfolio Holder decision submitted to statutory comments.

CCTV

11. During the year the CCTV control room and installation works have returned to normal.
 - We are working with Children's services to install a new camera and intercom system at the new 3G pitches at Grovehill Adventure Playground. This is all now completed and operational.
 - A meeting has taken place with Cllr Colette Wyatt Lowe at Swallowfields regarding the installation of additional CCTV cameras.

The CCTV refresh program is on target within this year's phase of the project.

Proposed Upgrade/Replacement cost					
Year	2020/21	2021/22	2022/23	2023/24	2024/25
Budget	£148,041	£89,958	£108,002	£119,072	£139,574
Outstanding	£32,055	£89,958	£78,058	£113,29	£139,574
Spent	£115,986	£0	£29,944	£5,782	£0
Remaining	£32,055	£89,958	£78,058	£113,920	£139,574

Leisure Contract

12. A separate report providing an operational and financial update on the leisure contract is on the agenda.

Leisure Modernisation – Berkhamsted Leisure Centre

13. A report was presented to Cabinet in April, where it was agreed to award the Project Management & Full Design Team Services contract to Faithful+Gould and to move to RIBA stage 2 - Concept Design. RIBA stage 2 will cost £420k and will be funded from the approved project budget.
The contract documentation is being drafted and a meeting with Faithful+Gould has been arranged for May, to discuss the project programme and kick start RIBA stage 2.

Parking & Access Movement Project

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

- Trees on Leighton Buzzard Road have been removed **(completed, although additional tree and remaining tree stumps are needed to be removed and this will be carried out by the main contractor)**
- Informal TRO consultation will commence in **March 2020 (completed)**
- A tentative date of the Planning Pre-Application Meeting of 04 April has been arranged. **(completed)**
- 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) (subsequently completed)**
- An indicative period of the BT diversionary works of: **01 Jun. to 28 Sep. (delayed due to lockdown)**, Discussions have commenced again with BT and dates for the diversion works are being discussed. Updated drawings from WSP will be available in mid Jan 21 **(BT plan to complete the civils/changeover diversion work during Mar-Apr 21) This has continued in to May**
- 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. **Planning application will now be submitted 5 Mar**
- Subject to the above – the result of the Planning Application is scheduled as 23 Nov. (delayed as other stages will not be complete) **Planning determination is expected to be 28 May – this includes an extra 3-week period for Covid delays**

- Assumed that said Term Contractor would 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. (site visit with contractor took place in mid Nov) **Confirmation that resurfacing work is being delayed so that work can move straight on to the PAM project in June 21**
- Subject to planning consent a construction period of **04 Nov. 2020 to 15 Feb. 2021** (3 months). (delayed as other stages will not be complete, start date likely to be May 2021) **Construction period will be June – Sept 21**

Climate Emergency and Sustainability

15. Work is ongoing to draft the Climate and Ecological Emergency (CEE) Strategy ready for this to go to Cabinet in July for approval.
- The Sustainability Officer vacancy is now live with a closing date of 27 June.
 - We have achieved a Carbon Literate Organisation Silver Accreditation status and will be doing promo work related to this.
 - A date has been set for a public Climate and Ecological Emergency event – on Wednesday 3 November to coincide with COP26.
 - Workshops have been ongoing with a consultant to help us progress with the development of data for our Electric Vehicle (EV) strategy and our On-Street Charge point funding application.
 - We have set up two events for Biodiversity Day (May 22) – one is a week-long Wildflower Seed Giveaway to Dacorum residents, anyone can apply. The second is a primary school competition to win an insect sit-and-study centre.
 - Articles are being written ready to go into the new Dacorum Life magazine as CEE work has its own double page spread.
 - We have been working with YES Energy Solutions and they will be doing a mail-out to targeted residents to promote the ECO funding scheme. This scheme can help with home energy improvements and is available to residents that meet certain criteria.