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Finance and Resources Overview and Scrutiny Committee

Report for:	Finance and Resources Overview and Scrutiny Committee
Title of report:	Quarter 4 Performance Report – Corporate and Contracted Services
Date:	7 th June 2022
Report on behalf of:	Councillor Andrew Williams, Portfolio Holder for Corporate and Contracted Services (now Portfolio Holder for Commercial Strategy and Delivery)
Part:	I
If Part II, reason:	N/A
Appendices:	Quarter 4 Performance Report
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	

Report Author / Responsible Officer

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Corporate Priorities	A clean, safe and enjoyable environment Building strong and vibrant communities Ensuring economic growth and prosperity Providing good quality affordable homes, in
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	<p>particular for those most in need</p> <p>Ensuring efficient, effective and modern service delivery</p> <p>Climate and ecological emergency</p>
Wards affected	All
Purpose of the report:	To provide Members with the performance report for quarter four in relation to Corporate and Contracted Services.
Recommendation (s) to the decision maker (s):	That Members note the report.
Period for post policy/project review:	Quarterly

1. Members will find enclosed with the report the Inphase performance data for Corporate and Contracted Services, which are under the sections headed Legal and Corporate 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 second quarter.
3. The services included in this report are those services which in quarter 4 came under the Assistant Director (Corporate and Contracted Services), now Assistant Director (Legal and Democratic Services), which are Legal, Licensing, Corporate Support (which includes the combined teams of Members Support, Electoral Registration and Corporate Support) and Procurement and Contracted Services. Members will note that in Q1 2022/23 the Procurement and Contracted Services Team moved into the new Commercial Strategy and Delivery Portfolio led by Councillor Andrew Williams and the remaining services moved under the Corporate Services Portfolio led by Councillor Graeme Elliott.

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
Fly-tipping prosecution	DBC – V- Imran Ramzan	19/01/2022 - Fine £1221, victim surcharge £122 and costs £1,664.71 Total - £3007.71
Housing possession 52 Heather Way	DBC v Josephine Aubrey-	Hearing of 15th February 2022 at 10:00AM - Watford County Court - Mandatory Possession granted forthwith.
Animal Welfare Prosecution	DBC v Goldfinch	Application under section 20 of the Animal Welfare Act 2006, to take ownership of three cats and fish as they were poorly kept by their owner. Judgment - Obtained authorisation to recover the animals and they will soon be in our care and re-homed thereafter.

The Licensing Team

5. Key updates for the team are as follows:

- It has been a productive time for the Licensing Team the Enforcement Officers have been overseeing a new Private Hire Company who have set up offices at Hemel Hempstead Railway Station, Berkhamsted and Tring. They are called Kings Cars. They have taken on several more Hackney Carriage drivers who normally operate from the stations.
- There has been some opposition to this Company from Hackney Carriage drivers who use the taxi rank at the Station, but as the land is private and owned by London North Western Railways, Kings Cars pay a rent and Hackney Carriages that use the rank pay a yearly fee for a permit to stand on the rank. Our Officers do have enforcement powers on the Railway Property and do visit on a daily basis.
- Enforcement Officers have been carrying out routine Licensed Premises visits in our area and regular visits to the taxi ranks. One driver has been issued with a warning for using a Hackney Carriage without the correct signage but the main area of enforcement enquiries is being taken up by complaints from the Hackney Carriage drivers using the railway station area.

- There are issues surrounding the Castle Licensed Premises Park Road Tring which are being dealt with. There is an ongoing problem involving the Licence Holder and Designated Premises Supervisor. We are working with the local Police Licensing Unit and the Licence holder to resolve the matter.
- Finally we have received a late application for a Premises Licence for Gadebridge Park for a Festival upwards of 2,000 people. We have received a representation from a member of the public. The application is yet to be determined.

Corporate and Democratic Support

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

- Supported 22 committees (including agendas & minutes)
- Supported 15 corporate meetings (including Portfolio Holder updates)
- Processed 6 Portfolio Holder Decisions
- Processed 5 Officer Decisions
- Delivered 3 Member Development sessions;
 - 20th January – Tenants & Leaseholder briefing
 - 31st January – Development Management Committee
 - 3rd March – Councils developing commercial strategy

Mayoralty

During Q4, the Mayorality hosted the following;

- Held the annual Tring Park Musical fundraiser, which raised a total of £473.00
- Held the Mayor's annual Civic Reception at Pendley Manor, a very well received event which received really positive feedback. We also hosted a charity tombola and auction as part of the evening, which raised a total of £1,530.00 (including a £500 donation from Stephen Hearn at Tring Auctions)
- Hosted a short flag raising ceremony for 'Fly a Flag for Commonwealth Day'
- The Mayor attended 13 engagements, both within Borough supporting local community & business events and at events hosted by Mayors & Chairs across Hertfordshire

Digital Print & Post Room

During Qtr 4 the team;

- Processed and franked a total of 72,992 outgoing mail items, at a total cost of £36,773.44 (includes HVCCG & CAB which is recharged)

Electoral Services

7. During Quarter 4, the following changes were made to the Electoral Register:-

Additions 979

Deletions 1034

Changes 130

Annual canvass

Preparation for the annual canvass is well underway and the data matching process has been booked in ahead of the canvass starting on 1 August 2022.

Electoral register

Along with the daily registration and amendments to the register as advised in the figures above, the team continuously throughout the year undertake monthly reports to ensure an accurate and up to date register, including a continuous cleansing process. In addition to the monthly reports, in this quarter the team have:-

Manually checked 18000 absent voter records to ensure information is accurate and up to date and amending where necessary

Sent out over 1000 paper invitations to register to students aged 17+ using the annual information provided by HCC and the colleges

Checked the validity of those electors who have requested to be opted out of jury service - 8000 - by checking their date of birth that they are indeed over 76 and ascertaining their date of birth for those who date we don't hold. We have undertaken this task as we have found electors have ticked that they are over 76 on the annual canvass form in previous years when they are not and have amended those who incorrectly ticked the box.

In January the team undertook postal vote refresh, sending out forms to 3000+ postal voters to refresh their signature on (current legislation due to change in the elections bill) a 5 year cycle, each elector is sent 2 requests to refresh signature forms, and if they didn't not comply by the deadline of 1 March then their postal vote is cancelled, and they are notified. We cancelled 271 non responding postal voters on 7 March 2022 and advised the elector in accordance with legislation.

In January/February the team undertook the annual review of proxy and postal-proxy electors to check their qualification to have a permanent proxy by writing out to the electors for further information where necessary

Staff training

At the end of January the team attended the annual 2 day AEA Conference online, the main topics of conversation/updates and training where of course the Elections Bill.

The team have attended an AEA regional meeting and Hertfordshire county group meeting which have included updates and discussions with the Electoral Commission, DHLUC and the cabinet office on the latest information on the forthcoming Elections Bill.

The team attended Xpress (electoral registration/election software provider) half year meeting with users, during which training was given on count modules, users can suggest what upgrades/changes are needed and can give feedback on using the software.

Elections

The team successfully delivered the 3 elections for the Berkhamsted West Ward and Town Council and the Boxmoor Ward on 3 February 2022. Undertaking filling of ballot boxes, postal vote opening and scanning and attending the count which took place in the council chamber.

During March the team have had a large number of calls and emails to respond to as electors have assumed that there were local elections in May in Dacorum, despite information that there were no local elections for the Council being readily available on the elections page of our website and other government websites – the team had previously advised the contact centre in advance and also requested the Communications Team to put out a message to social media.

8. **Procurement**

The Procurement team are currently working on updating procurement forward plan, this will show the forthcoming tenders over a rolling 4-year period.

9. Parking Services

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

2021/22	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	11,499	11,964	12,806	13,388	11,553	11,908	11,350	10,432	9,190	8,116	8,336	9,877
Off Street	59,941	67,054	68,143	70,854	68,332	65,756	69,302	70,389	75,213	63,378	61,171	69,613
Total	70,527	79,018	80,949	84,242	79,885	77,664	80,652	80,821	84,403	71,494	69,507	79,490

2020/21	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	2,066	3,005	7,870	12,737	11,756	13,481	13,178	9,841	8,429	5,880	6,836	9,301
Off Street	12,941	19,988	39,723	58,406	78,878	67,757	71,987	30,318	76,532	23,198	35,349	36,748
Total	15,007	22,993	47,593	71,143	90,634	81,238	85,165	40,159	84,961	29,078	42,185	46,049

2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	16,817	17,681	17,184	18,048	16,144	16,252	17,774	17,423	16,756	16,385	16,044	12,371

Off Street	97,975	105,540	102,656	90,347	88,084	87,541	88,121	86,099	89,501	82,241	79,237	69,231
Total	114,792	123,221	119,840	108,395	104,228	103,793	105,895	103,522	106,257	98,626	95,281	81,602

Difference	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
On street	-5,318	-5,717	-4,378	-4,660	-4,591	-4,344	-6,424	-6,991	-7,566	-8,269	-7,708	-2,494
%	-32%	-32%	-25%	-26%	-28%	-27%	-36%	-39%	-45%	-50%	-48%	-20%
Off Street	-38,034	-38,486	-34,513	-19,493	-19,752	-21,785	-18,819	-15,710	-14,288	-18,863	-18,066	382
%	-39%	-36%	-34%	-22%	-22%	-25%	-21%	-18%	-16%	-23%	-23%	1%
Total	-44,265	-44,203	-38,891	-24,153	-24,343	-26,129	-25,243	-22,701	-21,854	-27,132	-25,774	-2,112
%	-39%	-36%	-32%	-22%	-23%	-25%	-24%	-22%	-21%	-28%	-27%	-3%

Lockdown 1 was from April 2020 to June 2020

Lockdown 2 was during November 2020

Lockdown 3 was from January 2021 to April 2021

Omicron variant commenced in December 2021

The number of parking sessions during Q4 in 2021/22 against 2019/20 (pre-Covid) is running at a 19% reduction. A decrease from the 23% in Q3 & Q2 and from 36% in Q1

PCN's Issued

2021/22	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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On street	478	501	609	557	520	646	662	555	427	427	518	521
Off Street	329	391	367	359	311	335	447	369	227	347	355	303
Total	807	892	976	916	831	981	1,109	924	654	774	873	824

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	-98	-159	-23	-126	-272	22	81	32	70	-56	31	144

%	-17%	-24%	-4%	-18%	-34%	4%	14%	6%	20%	-12%	6%	24%
Off Street	-108	-295	-292	-299	-281	-264	-186	29	-107	-28	29	92
%	-25%	-43%	-44%	-45%	-47%	-44%	-29%	9%	-32%	-7%	9%	44%
Total	-206	-454	-315	-425	-553	-242	-105	61	-37	-84	60	236
%	-20%	-34%	-24%	-32%	-40%	-20%	-7%	7%	-5%	-10%	7%	40%

Lockdown 1 was from April 2020 to June 2020

Lockdown 2 was during November 2020

Lockdown 3 was from January 2021 to April 2021

Omicron variant commenced in December 2021

The number of PCN's issued during Q4 in 2021/22 against 2019/20 (pre-Covid) is running at a 12% increase. An increase from the 2% reduction in Q3, a 31% reduction in Q2 and the 26% reduction in Q1

TRO's

- **Marlowes (North)** – Proposal to introduce Pay to Park bays, No waiting restrictions, No waiting/no loading restrictions, and Disabled badge holder only bays.

The formal consultation has concluded and our consultancy (ADL) have provided their formal consultation report, which is available to view on the [Councils results of completed consultations web page](#) along with documentation in the form of the Statement of Reasons, the Notice of Proposal, the draft TRO, the TRO schedule, and the initial letter with plan.

The decision to progress the scheme has been made, and ADL are putting a design and works package together.

- **Waterhouse Street** - Proposal to reduce the taxi rank from the end of the southernmost bus stop to the pedestrian crossing to be replaced with disabled badge holder only bays restricted to a three hour maximum stay with no return within three hours and also Pay to Park bays.

The consultation has concluded and our consultancy (ADL) have provided their consultation report, which is available to view on the [Councils results of completed consultations web page](#)

Waiting for a decision to be made on how to pursue from the Assistant Director Corporate & Contracted Services in consultation with the Portfolio Holder for Corporate & Contracted Services.

- **Cobbets Ride, Tring** – Proposed scheme for Cobbetts Ride, Barbers Walk and Abstacle Hill, to prevent commuter parking. We have gone with a two hour daytime commuter ban restriction, which are single yellow lines restricted between 11am-1pm Monday to Friday on both sides of the road to prevent all day parking with 'at any time' double yellow lines to protect the junctions for safety.

Notification received that the decision has not been called-in and can now be acted upon.

- **Station Road, Hemel Hempstead** – Proposal to extend the no waiting at any time double yellow lines to protect the grass verge & footpath and for general safety reasons further to Cllr Riddick’s correspondence with Parking Services.

Formally raised an executive decision record sheet, which has been sent to statutory comments. If decision approved we will start the formal (statutory) consultation process. N.B. Parking Services will not be informally consulting first.

- **The Denes, Hemel Hempstead** – Proposal to limit the existing parking bays outside the shopping areas to two hours with no return within two hours Monday to Sunday
8:00am - 7:00pm further to Cllr Maddern’s correspondence with Parking Services.
Our consultancy (ADL) have undertaken a site visit and assessment and have engineered a scheme design that is agreeable to the local stakeholders in the area including no waiting at any time on the junctions of Pinecroft/The Denes, Barnacres Road/Georgewood Road, Barnacres Road/The Denes.
Formally raised an Executive Decision Record Sheet which has been sent to statutory comments to undertake an informal consultation exercise with residents/businesses of the area.

- **Anchor Lane, Hemel Hempstead** - Further to Cllr Allen and Herts Police’s correspondence with Parking Services, Parking Services propose to introduce No Waiting at Any Time (Double Yellow Line) restrictions at the junction with Heath Lane up to the end of the current No Waiting ‘Mon-Fri 8.30am-4.30pm’ (Single Yellow Line) restriction. Also at the junction of Beechfield Road and Anchor Lane the proposal is to introduce additional no waiting at any time restrictions in order to prevent parking close to or on the mini roundabout.

Our consultancy (ADL) have undertaken a site visit and assessment on Friday 22 April 2022 to engineer a scheme design that is agreeable to the local stakeholders in the area. Parking Services are proposing to introduce no waiting at any time (double yellow) lines on Beechfield Road including protection for the Anchor Lane/Beechfield Road junction. Discussions are needed on how far to extend these double yellow lines on Beechfield Road as cars are parking on the grass verge further down.

- **Elm Grove, Berkhamsted (‘F’ Zone)** - Proposal to introduce a residents only Controlled Parking Zone in order to formalise current parking habits to avoid obstruction currently caused by inappropriate parking by commuters visiting the town centre.

Our consultancy (ADL) have undertaken a site visit and assessment on Friday 22 April 2022 to engineer a scheme design that is agreeable to the local stakeholders in the area. Proposed for restricted time to be Mon-Sun 8am-8pm with the zone named 'F'. The proposed 'F' zone would have the same restricted hours as our existing 'C' zone. Therefore, we propose 700 hours of visitor sessions for residents with a maximum of 3 permits per household.

Legislation Changes

- Legislation change - require some urgent updates to our stationery, notices and systems (including PCN letter response templates) as we currently refer to the enabling regulations in our Penalty Charge Notice, Notice to Owner, Notice of Rejection of Representations, Charge Certificates, and Order of Recovery.

Any PCN issued up to and including 30th May 2022 will be subject to the current regulatory regime for parking enforcement.

Any PCN issued on 31st May 2022 and thereafter will be subject to the 2022 regulations. As such, we will need to replace current references to the regulations as shown in Column 1 in the table below, to be replaced as shown in Column 2:

(1) Existing regulations:	(2) To be replaced with:
The Civil Enforcement of Parking Contraventions (England) General Regulations 2007	The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022
The Civil Enforcement of Parking Contraventions (Guidelines on Levels of Charges) (England) Order 2007	
The Civil Enforcement of Parking Contraventions (Approved Devices) (England) Order 2007	

The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007	The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022
The Civil Enforcement Officers (Wearing of Uniforms) (England) Regulations 2007	Any such reference must remain unchanged

- The process to introduce regulation 10 PCNs is in place. Saba/Imperial Solutions have completed the works to introduce regulation 10 PCNs with the go live date set for Monday 23 May 2022.

N.B. - A Regulation 10 Penalty Charge Notice is sent in the post to the registered keep/owner of a vehicle rather than fixed to the vehicle. Regulation 10 Penalty Charge Notices have been introduced to reduce the number of evaded notices and to support CEOs. Motorists who try to prevent a PCN being served by driving away or behaving in a threatening or abusive manner towards a CEO will still receive a PCN in the post. Improving compliance with parking regulations will contribute to improved road safety, reduce public transport journey times and less congestion.

Meeting held with the Saba operational team to ensure PCNs are going to be issued correctly. Explanation of process is now on the parking tickets page of the DBC website <http://www.dacorum.gov.uk/home/community-living/parking-and-travel/parking-tickets>

Parking Service has worked with DBC's Communications team to advertise Regulation 10, who are placing some information on Facebook/LinkedIn/Dacorum Life email and Twitter. The first of those was posted on 17 May 2022, and again next Monday 23 May 2022.

- Dropped Kerb enforcement – Parking Service has worked with Saba operational team to ensure PCNs are going to be issued correctly to vehicles that obstruct residents dropped kerbs. Explanation of process is now on the problem parking page of the DBC website: <http://www.dacorum.gov.uk/home/community-living/parking-and-travel/problem-parking>

Residents will need to contact Parking Services or Saba who will then send a CEO to enforce. Before the CEO issues a PCN, they will knock on the door of the resident for them to sign a consent form, this is to prevent us issuing to the residents vehicle whilst parking over their own dropped kerb, which is something we must promote not penalise as it is an efficient use of the road space.

10. **CCTV**

The CCTV refresh program is on track and we are close to concluding the second year of the program.

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	£113,290	£139,574
Spent	£115,986	£0	£29,944	£5,782	£0
Remaining	£32,055	£89,958	£78,058	£113,920	£139,574

11. **Leisure Contract**

A separate report is provided on this agenda relating to the leisure contract.