

## Finance and Resources OSC Action Points - November

<b>Date of meeting</b>	<b>Action point</b>	<b>Responsible officer</b>	<b>Date action completed</b>	<b>Response</b>
01/11/22	<p><u>Item 8 – Q2 Performance Report, Legal and Democratic Services</u></p> <p>Councillor Stevens referred to paragraph 7 under Electoral Services where it stated ‘Manual checks on the over 76 markers have been completed with 5000 electors records checked and updated accordingly.’ He questioned what a marker was.</p>	M Brookes	02/11/22	If someone has a 76 ‘marker’ on the register it means they are over 76yrs old and therefore exempt from Jury Service.
01/11/22	<p><u>Item 9 – Q2 Performance Report, Commercial Development Service</u></p> <p>Councillor Freedman made reference to the maintenance work provided to other Councils on behalf of HCC and asked if this was being carried out by the internal team or by outsourced teams.</p>	B Hosier	09/11/22	<p>For programmed works, our Tree Maintenance Services contract covers all of our trees / woodlands and all of HCC’s that are within the term agency agreement.</p> <p>Emergency works (out of office hours) on the highway is usually undertaken by the HCC contractor. Those same works in office hours is usually our contractor.</p>
01/11/22	<p><u>Item 8 – Q2 Performance Report, Legal and Democratic Services</u></p> <p>Cllr Freedman referred to animal control and advised of a number</p>	M Brookes	24/11/22	Emailed query to the relevant team to investigate and action.

	<p>of links on the DBC website and those of other organisations that refer issues to the dog warden email address, which then states that the email is not monitored.</p> <p>M Brookes advised that this comes under Environmental Services, though he would pass the comment on.</p>			
01/11/22	<p><u>Item 9 – Q2 Performance Report, Commercial Development Service</u></p> <p>In relation to PCNs, Councillor Stevens asked if the annual monitoring report was still produced.</p> <p>B Hosier confirmed that the annual report was still produced. Last year we were highly recommended in terms of Patrol for how the report was written. The latest report is available on the website, and the 2021-22 report is due to published in the coming weeks. The Chairman asked that the link be circulated to members when available.</p>	B Hosier	09/11/22	<p>The Council publishes an annual parking enforcement report which is available on the following link (along with all previous years reports)</p> <p><a href="http://www.dacorum.gov.uk/home/community-living/parking-and-travel">http://www.dacorum.gov.uk/home/community-living/parking-and-travel</a></p>
01/11/22	<p><u>Item 10 – Q2 Performance Report, People And Transformation</u></p>	M Rawdon	16/11/22	<p><b>Job Vacancy Data – November 2022</b>  <b>Active recruitment/in progress - 68 vacant roles showing</b></p>

Cllr Freedman asked how many current vacancies there were, how long it takes to fill a vacancy on average, and the percentage of vacancies versus total staff numbers.

on establishment list which the HR team is currently working on: either at vacancy approval stage, advertising, offer stage, or awaiting advertising documentation.

**Remain part of establishment:** 79 roles remain part of establishment – reasons below

<b>Reason for position staying open</b>	<b>Count - total</b>
Agency covering position	21
Post should remain in the structure, although there are no imminent plans for recruitment to them. The justification would be due to: a pending restructure, service redesign so holding vacancies to lower staff impact on structural changes, using the salary costs flexibly to support ongoing service provision for peaks in demand, to offer posts as part of saving efficiencies for the forthcoming financial year.	40
Remain in structure - acting up into new position	4
Remain open - Casual role	4
Remain open - employee on secondment	7
Unsuccessful recruitment	3
<b>Grand Total</b>	<b>79</b>

**Establishment** – 757 posts

**KPIs** - The Strategic Leadership Team is currently reviewing all KPIs, and job vacancy KPI data is part of the data being reviewed.

**Staff Turnover** - Over the past 12 months we have had 136 new starters and 132 leavers and staff turnover for voluntary resignations is 10-15% per annum which is considered healthy.

01/11/22	<p><u>Item 12 – Complaints Policy</u>  The Chairman suggested that the point when a complaint becomes a formal complaint be reviewed, noting that members may need to ask residents if they wish to make a formal complaint. The Chairman continued that if a complaint is made online then the 10 days starts at this point, and if a complaint is made by letter then the 10 days starts from the date of the original letter, meaning they are potentially disadvantaged by having a shorter time for investigation.</p>	H Peacock	16/11/22	<p>In the draft Complaints Policy we have stated that if we receive a complaints via letter, they will receive a written acknowledgement within 5 working days of us receiving the letter. Depending on the stage of the complaint, the investigating officer will have 10 working days or 20 working days following receipt of the letter to investigate and respond to their letter.</p> <p>Following discussion at OSC we have added the note below to recognise that there will be a slight disadvantage for customers who choose to provide a physical written complaint.</p> <p style="padding-left: 40px;">1.1 If you correspond with us via letter, postal delivery will add two to three working days to response times for both stage one and two.</p> <p>Due to the challenges of the postal system, we aren't able to build in the 2-3 days it might take to deliver the response into the 10 days / 20 days. It would also make it very difficult for us to track if the officer is keeping to the 10/20 days, if we try and incorporate the timing of the post into our response rates.</p> <p>In terms of total proportion of complaints we receive, the number of letters we receive are very low – and both the policy and our new internet pages will be directing customers towards the e-form as the main way for them to make a complaint. In addition, if in their correspondence, the customer provides an alternative contact method (e.g. telephone / email address), then the investigating officer would be expected to use those to provide updates / send</p>

				through the written response electronically, which would avoid the delay of sending it in the post.
--	--	--	--	-----------------------------------------------------------------------------------------------------