



AGENDA ITEM: 8a

SUMMARY

Report for:	Finance and Resources Overview & Scrutiny Committee
Date of meeting:	8 th March 2016
PART:	1
If Part II, reason:	

Title of report:	Quarter 3 Performance Report – Legal Governance; Democratic Services; Commissioning, Procurement & Compliance; and People
Contact:	<p>Cllr Neil Harden, Portfolio Holder for Residents and Corporate Services</p> <p>Author/Responsible Officers:</p> <p>Steven Baker, Assistant Director (Chief Executive’s Unit)</p> <p>Mark Brookes, Group Manager (Legal Governance)</p> <p>Jim Doyle, Group Manager (Democratic Services)</p> <p>Ben Hosier, Group Manager (Commissioning, Procurement and Compliance)</p> <p>Matt Rawdon, Group Manager (People)</p>
Purpose of report:	To provide Members with the performance report for quarter three in relation to Legal Governance; Democratic Services; Commissioning, Procurement and Compliance; and People.
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 Neil Harden, Portfolio Holder for Residents and Corporate Services
Background papers:	Annex 1: Commissioning, Procurement and Compliance Information Annex 2: Quarter 3 Performance Report Annex 3: Quarter 3 Operational Risk Register

- Members will find attached to this report the Corvu performance data for Legal Governance; Democratic Services; Commissioning, Procurement and Compliance; and People, together with the Operational Risk Register, in relation to quarter 3 of 2015/16. What follows is some supplementary information regarding the main activities of these services during the last quarter which may be of interest to Members.

PEOPLE GROUP

HUMAN RESOURCES

Sickness Absence

- Sickness levels are running slightly higher than last year. To ensure we are doing all we can to reduce these, a corporate sickness project has commenced. The key actions of this project will be:
 - Analysing of sickness absence trends
 - Reviewing of staff with high level of sickness absence
 - Benchmarking against other organisations with low levels of sickness absence
 - Drafting a Wellbeing Strategy
 - Delivering Sickness Absence Training
 - Incentivising good attendance
 - Reviewing the Sickness Management Policy

E-Cigarettes

- CMT have agreed that staff and visitors are not permitted to smoke E-cigarettes on Council property. The same rules that apply to cigarettes will also apply to E-cigarettes. Communications will be going out shortly.

COMMUNICATIONS & CONSULTATION

Website Content - Refresh

4. In preparation for the new website launch in early March 2016. A Digital Dacorum project is looking at reducing the content on the website to assist in improving the user experience. The project so far has reduced the amount of web pages by a third and will continue to work with managers to reduce this further over the coming months.

COMMUNITY PARTNERSHIPS

Voluntary Sector Commissioning – Strategic Partner Programme

5. The contract for the Information, Advice and Advocacy service has been put out to tender and a bid was received from the Citizen Advice Bureau. This was the only bid received. This bid has been evaluated and we are working through with CAB some clarification questions with the intention to award the contract shortly.
6. The next service to be tendered is 'supporting the voluntary and community sector', which was advertised mid-February 2016.

Get Set, Go Dacorum Project

7. Year 2 of the project has commenced. The attendances of the sporting activities so far are available for Members to see. The new Project Leader is currently increasing the marketing activities and offering free taster sessions on: 'Family Fun', 'Exercise to Music' and 'Teen Girls' sessions to engage potential participants. The latest round of reporting for year 2 KPIs shows that we are on track to achieve our year 2 targets. Current KPIs on all activities being delivered is around 70% of our annual target. The end of year 2 is September 2016.

LEGAL GOVERNANCE

8. Legal Governance continues to be heavily involved in many of the Council's critical projects. In particular, significant legal support is being provided in relation to the Gade Zone regeneration project. On the 18th December 2015 the team completed legal documentation for the surrender of Arriva's lease on the bus station site in Marlowes freeing up this site for future development and allowing Arriva to utilise the new Bus Interchange.

The Legal Team

9. The Legal Team frequently represent the Council in the courts and tribunals, leading on injunctions, prosecutions and defending employment tribunal cases. In the last quarter the Legal Team were successful in -
 - obtaining a 2 year suspended possession order against a tenant (who had been using Class B drugs at the property) and have since obtained a Closure Order for this property following further drug activity
 - prosecuting and securing a conviction for the unlicensed sale of alcohol at Bovingdon Market. The defendant received a 12 month conditional discharge and £600 costs.

- prosecuting and securing a conviction against two estate agents for the unlawful display of advertising boards. The defendants were fined and ordered to pay costs.

The Licensing Team

10. Licensing Enforcement Officers frequently carry out test purchase operations to ensure that the taxi trade are operating within the law and their licence conditions. One such operation was carried out in January which resulted in no breaches being identified; however, such operations are still beneficial as they ensure that drivers and operators are aware that the Council has an active enforcement unit.

DEMOCRATIC SERVICES

Electoral Services

11. Quarter 3 saw the successful publication of the 2016 Electoral Register on 1st December 2015, after an effective canvass with 92 per cent of households responding, the third highest response rate in Hertfordshire. This year with the end of the Individual Electoral Registration transitional arrangements, just over 2000 entries were removed from the final register. These entries had failed to register individually and had previously been carried forward for the transitional period.

Absent Voting (Postal Votes)

12. In 2007 new legislation came into force requiring absent voters to provide personal identifiers (signatures) as a measure to ensure their votes are safe from electoral fraud. By law, absent voters are required to provide a fresh signature every five years to ensure that our records are accurate. In January 2016, letters were sent to 1200 absent voters requesting fresh signatures. By the time of writing, approximately 1000 forms had been returned. Electors who fail to respond within six weeks lose their absent vote but are able to reapply at any time.
13. Preparations are now underway for the Police and Crime Commissioner Election to be held on 5 May 2016, whilst at the same time preparation for the referendum on Britain's membership of the European Union has begun in earnest now the 23 June date has been set.
14. A poll for the election of a town councillor for the Berkhamsted West Ward was held on Thursday 18 February 2016 the results of which can be found on the DBC website.

Member Support Services

15. Member Development: Personal Development Plans have been arranged for 21 Members who have chosen to take up the opportunity. Three member training sessions were held in Quarter 3 including the Budget Setting Process, Development Control Committee training and Evidence Based Decision Making. These sessions were attended by a total of 43 Members.

16. Mayoral Support: We are currently in the middle of a rolling programme of Mayoral visits to the Parishes and also to our Strategic Partners in the Voluntary Sector.

COMMISSIONING, PROCUREMENT & COMPLIANCE

17. The performance information for Commissioning, Procurement and Compliance is set out in annex 1 to this report.