

NORTH HERTFORDSHIRE DISTRICT COUNCIL



27 November 2020

Our Ref O&S – 08.12.20
Contact. Committee Services
Direct Dial. (01462) 474655
Email. committee.services@north-herts.gov.uk

To: Members of the Committee: Councillors David Levett (Chair), Kate Aspinwall (Vice-Chair), Val Bryant, Sam Collins, Terry Hone, Tony Hunter, Jim McNally, Lisa Nash, Sue Ngwala, Adem Ruggiero-Cakir, Claire Strong and Tom Tyson

Substitutes: Councillors Clare Billing, Ruth Brown, Bill Davidson, Morgan Derbyshire, Gerald Morris, Sam North and Helen Oliver

NOTICE IS HEREBY GIVEN OF A

MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

to be held as

A VIRTUAL MEETING

On

TUESDAY, 8TH DECEMBER, 2020 AT 7.30 PM

Yours sincerely,

Jeanette Thompson
Service Director – Legal and Community

****MEMBERS PLEASE ENSURE THAT YOU DOWNLOAD ALL AGENDAS AND REPORTS VIA THE MOD.GOV APPLICATION ON YOUR TABLET BEFORE ATTENDING THE MEETING****

Agenda **Part I**

Item	Page
1. WELCOME AND REMOTE/PARTLY REMOTE MEETINGS PROTOCOL SUMMARY Members are requested to ensure that they are familiar with the attached summary of the Remote/Partly Remote Meetings Protocol. The full Remote/Partly Remote Meetings Protocol has been published and is available here: https://www.north-herts.gov.uk/home/council-and-democracy/council-and-committee-meetings .	(Pages 5 - 6)
2. APOLOGIES FOR ABSENCE	
3. NOTIFICATION OF OTHER BUSINESS Members should notify the Chair of other business which they wish to be discussed at the end of either Part I or Part II business set out in the agenda. They must state the circumstances which they consider justify the business being considered as a matter of urgency. The Chair will decide whether any item(s) raised will be considered.	
4. CHAIR'S ANNOUNCEMENTS Members are reminded that any declarations of interest in respect of any business set out in the agenda, should be declared as either a Disclosable Pecuniary Interest or Declarable Interest and are required to notify the Chair of the nature of any interest declared at the commencement of the relevant item on the agenda. Members declaring a Disclosable Pecuniary Interest must withdraw from the meeting for the duration of the item. Members declaring a Declarable Interest, wishing to exercise a 'Councillor Speaking Right', must declare this at the same time as the interest, move to the public area before speaking to the item and then must leave the room before the debate and vote.	
5. PUBLIC PARTICIPATION To receive petitions, comments and questions from the public.	
6. URGENT AND GENERAL EXCEPTION ITEMS The Chair to report on any urgent or general exception items which required their agreement. At the time of printing the agenda, the Chair had not agreed any urgent or general exception items.	
7. CALLED-IN ITEMS To consider any matters referred to the Committee for a decision in relation to a call-in of decision. At the time of printing the agenda, no items of business had been called-in.	

8. **RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE** (Pages 7
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER - 12)
- To consider the outcome of Overview and Scrutiny Committee resolutions.
9. **OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME** (Pages
REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER 13 - 32)
- To consider the issues that the Overview and Scrutiny Committee plans to review at future meetings and the activities of its sub-groups.
10. **ANNUAL REVIEW OF SAFEGUARDING AND PROTECTING CHILDREN AND ADULTS (2019-20)** (Pages
REPORT OF THE COMMUNITY HEALTH AND WELLBEING TEAM LEADER 33 - 62)
- To receive and comment on the annual report of progress made against the Council's fulfilment of the statutory duty to maintain an effective safeguarding function with regard to children and adults at risk.
11. **INFORMATION NOTE: HALF YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)** (Pages
INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER 63 - 70)
- To update members of the Committee on the half year position in regards to the Comments, Compliments and Complaints (3Cs) for the Council and the Contractors that provide services on the Council's behalf.
12. **PRIORITIES FOR THE DISTRICT - KEY PROJECTS HALF YEAR MONITORING** (Pages
REPORT OF THE CONTROLS, RISK AND PERFORMANCE MANAGER 71 - 88)
- To receive the Q2 Update on Projects to support the Council Plan.
13. **2ND QUARTERLY PERFORMANCE AGAINST PIS** (Pages
REPORT OF THE CONTROLS, RISK AND PERFORMANCE MANAGER 89 - 100)
- To receive the Performance Monitoring report for Q2 2020/21.
14. **MEMBERS' QUESTIONS**
To receive and respond to any questions from Members either set out in the agenda or tabled at the meeting.
15. **UPDATE OF THE COMMERCIAL DIRECTORATE'S PROGRESS AND FUTURE WORK PROGRAMME** (Pages
REPORT OF THE SERVICE DIRECTOR – COMMERCIAL 101 - 108)
- To provide the Committee with an update on the progress of the Commercial Directorate and set out plans for the future work programme.

16. EXCLUSION OF PRESS AND PUBLIC

To consider passing the following resolution:

That under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting on the grounds that the following report will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the said Act (as amended).

**17. UPDATE OF THE COMMERCIAL DIRECTORATE'S PROGRESS AND
FUTURE WORK PROGRAMME PART II REPORT
REPORT OF THE SERVICE DIRECTOR – COMMERCIAL**

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114

To provide the committee with an update on the progress of the Commercial Directorate and set out plans for the future work programme.

REMOTE/PARTLY REMOTE MEETINGS PROTOCOL SUMMARY

A protocol regarding remote meetings has been devised as a result of The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority Police and Crime Panel Meetings) (England and Wales) Regulations 2020 No.392 ('the Regulations') to provide guidance for the conduct of any remote meeting of the Council, and its various Committees and Sub-Committees, held under the provisions of the Regulations and subsequent changes to the Constitution.

The full Remote / Partly Remote Meetings Protocol has been published and is available to view on the Council's website via the following link: <https://www.north-herts.gov.uk/home/council-and-democracy/council-and-committee-meetings>

The Council's adopted Constitution will continue to apply to meetings of the Council and its various Committees and Sub-Committees. Where there is a conflict between the protocol and Constitution the Constitution takes precedence.

The protocol applies to this meeting. It outlines processes for conducting remote meetings. Some key points are highlighted here for guidance:

- Prior to the start of a meeting the Committee, Member and Scrutiny Officer/Manager ('The Officer') will confirm the meeting is being streamed live. They will confirm that they can see and hear all participating Members, Officers and/or members of the public at the start or upon reconvening a meeting.
- Any person attending the meeting remotely should join no later than 15 minutes prior to allow for technical checks. They should ensure that their name on screen appears in the agreed format, as indicated in the Protocol. They should mute their microphone when not speaking. Their background should be nondescript or virtual/blurred if possible. Headsets are recommended to reduce audio feedback.
- Remember to stay in view of the camera. While on camera everything you do is visible; please observe as far as possible the etiquette you would as if attending a meeting in person.
- Be careful to prevent exempt or confidential papers being seen within the video-feed. When a meeting is in private session there should be only those entitled to be present in the room. The live stream will continue with a holding card displayed.
- If a Member wishes to speak, they should use the raise hand function. Please wait to be invited by the Chair to address the meeting. The normal procedure rules with respect to debate and speaking times will apply as per the Constitution.
- If a Member has declared a Disclosable Pecuniary Interest and is required to leave the meeting during the consideration of an item, they will be placed in the waiting room. It is the responsibility of the Member in question to remind the Chair at the start of such item. The Officer will remind the Chair to return the Member as appropriate.
- Members will need to use the tools in the "Participants" function to vote: using a green tick to indicate 'for', a red cross to indicate 'against', or the "raise hand" tool to indicate an abstention. Where a Member has had to dial into the meeting by telephone, the Chair will ask for verbal confirmation as to how they wish to vote. Leave the vote in situ until told otherwise by either the Chair or Officer.
- The Officer will clearly state the result of the vote and the Chair will then move on.
- Details of how Members voted will not be kept or minuted unless a Recorded Vote is requested or an individual requests that their vote be recorded, although voting may be seen and/or heard on the video recording.
- If there are Part 2 (confidential) items Members will be invited to join a breakout room for these items. You must accept this invitation.
- Once Part 2 (confidential) discussions have concluded Members will need to leave the breakout room. Please do not leave the meeting.

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RESOLUTIONS OF THE OVERVIEW AND SCRUTINY COMMITTEE

COMMITTEE RESOLUTIONS

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
	Recycling and Waste		
Sept 18 Min 37 (4)	<p>That the following issues be referred to the Task and Finish review mentioned in (1) above:</p> <p>(i) Why a decision was made to mobilise the contract in an unreasonable timescale;</p> <p>(ii) Why, when there was such a short mobilisation period, was a decision made to make major changes to the service in what were already challenging circumstances, rather than delay the implementation of changes to the service for one year;</p> <p>(iii) Why sufficient staff resources were not made available prior to implementation of the contract;</p> <p>(iv) What happened when high volumes of calls were received in terms of systems and staff;</p> <p>(v) Consider the differences between area where the service worked well and those where the service was poor.</p>	To be included within the Task & Finish Scope	In progress
Mar 19 Min 11 (2)	That the Scrutiny Officer be requested to ask Group Leaders for nominations to a Task and Finish Group review of the Waste Contract.	<p>The Committee, Member and Scrutiny Officer has contacted Group Leaders asking for Panel Members and Chairs for the 2 proposed T&F Groups.</p> <p>Conservative nominations are awaited.</p>	In progress
Mar 19 Min 13 (2)	That the Scrutiny Officer be requested to schedule a review of the Waste Contract Implementation and draw up a draft scope upon completion of the SIAS audit.	<p>The SIAS Report was circulated to Members on 6 September 2019.</p> <p>Drafting of scopes for the Task and Finish Group on the Waste Contract continues to be delayed due to the pressures on both Waste and Committee Officers due to the Covid-19 pandemic. Once Council business is able to</p>	In progress

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
		return to a more normal structure and pressures are reduced, a draft scope will be prepared	
July 19 Min 17 (2)	That the Committee, Member and Scrutiny Manager be asked to liaise with the Chairman to schedule in the Task and Finish Group on Waste to start as soon as the current Task and Finish Group is concluded;	At the meeting held on 16 June 2020 the Committee discussed the difficulties of effective engagement with other organisations and members of the public regarding this task and finish group under the current circumstances. The effects and impacts of Covid-19 on all services of the Council has resulted in a delay in the ability for officers to prepare and organise Task and Finish Groups. Officers will draft a scope as soon as the business of the Council returns to some normality. The commencement of this task and finish group is likely to be delayed some time.	In progress
Sept 19 Min 38 (3)	That the Task and Finish Group for the Waste Contract be divided into two separate groups: (i) Tender and Contract; (ii) Community Engagement	At the meeting on 16 June the Committee agreed that the scope of the proposed Task and Finish Group on communication in relation to the Waste Contract be widened to encompass Communication and Engagement generally.	In progress
Sept 19 Min 39 (4)	That the Scope for the Task and Finish Group on the Waste Contract be approved by the Chairman of that Task and Finish Group, and the Chairman of the Overview and Scrutiny.	Please see the comments above regarding the preparation of draft scopes.	
June 20 Min 9 (1)	That the Task and Finish Group on the Waste Contract continue to be undertaken, but consideration be given to timing in light of Covid 19 and the need to engage with the community.	Please see the notes above	In Progress
	Task and Finish Group on Community Engagement		
June 20 Min 9 (3)	That the scope of the proposed Task and Finish Group on communication in relation to the Waste Contract be widened to encompass Communication and Engagement generally.	Please see notes above	In progress

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
	Task and Finish Group Protocol		
June 20 Min 9 (2)	That the Committee, Member and Scrutiny Manager be requested to prepare a proposed Protocol on Task and Finish Reviews, taking into account research and the Peer Challenge report and that it be presented to the Committee as soon as is practicable.	It is aimed that the proposed Protocol on Task and Finish Groups is presented to the Committee on 8 December 2020	In progress
	STAFF		
Jun 19 Min 10 (5)	That the Chairman be requested to discuss sickness data with the Head of Paid Service with the aim of identifying what breakdown of figures would be available to the Committee and to identify any problem areas and the reasons for those issues	Update pending.	In progress
	PERFORMANCE MONITORING		
Sept 19 Min 44 (2) Page 9	That whilst it had been reported to the Committee that the Local Plan had been marked as complete, following consideration by the Inspector, there was still further work to be prepared. The Controls, Risk and Performance Manager was requested to continue to report to the Overview and Scrutiny Committee on the Local Plan.	Local Plan hearings commenced on 23 November 2020 and are due to complete on 11 December 2020	In progress
	COMMERCIAL UPDATE		
Sep 20 Min 42 (2)	That the Service Director – Commercial be requested to attend the Overview and Scrutiny Committee meetings in March and December annually to provide an update; (3) That the Managing Director be requested to provide a report and update on Devolution and Recovery at the meeting due to be held on 19 January 2021.		
	DEVOLUTION AND RECOVERY		
Sep 20 Min 42 (3)	That the Managing Director be requested to provide a report and update on Devolution and Recovery at the meeting due to be held on 19 January 2021.	The Managing Director has advised that the White Paper regarding Devolution and Recovery has been delayed. Therefore his attendance should be deferred until such time as timescales are more clear	To be held in abeyance until the appropriate time

REF	RESOLUTION	RESPONSE/OUTCOME	STATUS
	CARELINE FUTURE PROVISION		
Sep 20 Min 47	<p>RECOMMENDED TO CABINET:</p> <p>(1) That the Overview and Scrutiny Committee did not believe that the project was ready for delegation and that Cabinet consider the comments and recommendations contained in the Part 2 Minute;</p> <p>(2) That the recommendations contained in the Part 2 referral be considered.</p>	<p>Cabinet considered this referral on 15 September. Having taken into account the comments made by the O&S Committee they agreed the following:</p> <p>“That the Service Director – Customers and Service Director - Resources in consultation with the Executive Member for Housing & Environmental Health and Executive Member for Finance and IT be authorised to continue discussions with Hertfordshire County Council and to enter into a formal agreement for the expansion of the Careline Service, provided this remains cost neutral for the Council.”</p>	<p>Complete To be removed</p>

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**OVERVIEW AND SCRUTINY COMMITTEE
8 DECEMBER 2020**

***PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT: OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME
FOR 2020/21**

REPORT OF THE COMMITTEE, MEMBER AND SCRUTINY MANAGER

EXECUTIVE MEMBER: NOT APPLICABLE

COUNCIL PRIORITY: BE A MORE WELCOMING AND INCLUSIVE COUNCIL / RESPOND
TO CHALLENGES TO THE ENVIRONMENT / ENABLE AN ENTERPRISING AND CO-
OPERATIVE ECONOMY

1. EXECUTIVE SUMMARY

- 1.1 This report highlights items scheduled in the Overview and Scrutiny Committee's work programme and items that may be considered in 2020/21. It includes details of those items that have yet to be assigned to a specific meeting.
- 1.2 The work programme includes both items previously agreed by the Committee and those that the Committee is required by the Constitution to consider.

2. RECOMMENDATIONS

- 2.1 That the Committee prioritises proposed topics for inclusion in the work programme attached as Appendix A and, where appropriate, determines the high level form and timing of scrutiny input.
- 2.2 That the Committee, having considered the Forward Plan attached as Appendix B, suggests a list of items to be considered at its meeting on 19 January 2021 and beyond.
- 2.3 That the Corporate Peer Challenge Action Plan Extract as attached as Appendix C be considered.
- 2.4 That the Committee consider and approve the revised Task and Finish Group Protocol, as attached as Appendix E.

3. REASONS FOR RECOMMENDATIONS

- 3.1 To allow the Committee to set a work programme which provides focussed Member oversight, encourages open debate and seeks to achieve service improvement through effective policy development and meaningful policy and service change.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1 The Committee has varied its approach to overview and scrutiny activity over recent years. Currently it seeks to enter the process of policy development at an early stage and consequently may consider items associated with service action plans.
- 4.2 The need to observe Constitutional requirements and monitor the Forward Plan for appropriate items to scrutinise remains a key aspect of work programming.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

- 5.1 Each Committee meeting includes the opportunity for Members to comment on and input to the Committee's work programme.

6. FORWARD PLAN

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.
- 6.2 The Committee is asked to review the Forward Plan at each regular meeting to identify potential issues for inclusion in the work programme. Identification of a focus for the Committee's future activity should be identified at this stage wherever possible.

7. BACKGROUND

- 7.1 In line with the recommendation of the Corporate Peer Challenge 2020 Executive Members are invited to present reports that fall under their remit and to make presentations on specific issues that the Committee wish to consider.
- 7.2 The Committee now considers a wide range of issues, where appropriate, commencing its reviews early in the policy development process. By doing this it seeks to ensure assumptions are challenged at an early stage, mistakes are avoided and eventual outcomes provide optimal benefit to the community.
- 7.3 The Committee seeks to ensure that consideration of agenda items minimises additional burdens on staff resources. Wherever possible, requests are made for the presentation of documents already in existence rather than the production of new documents specifically for the Committee.

8. RELEVANT CONSIDERATIONS

Work Programme

- 8.1 The Committee's work programme for the year requires reviewing at each meeting and direction is sought from the Committee on the items they wish adding. Appendix A contains the work programme for 2020/2021.
- 8.2 When considering additional topics, their risk assessment and prioritisation will ensure that the most appropriate items are taken forward to the work programme.

Crime and Disorder Matters

- 8.3 The Committee's Terms of Reference in the Constitution states at Paragraph 6.2.7 (g) states that one of its functions is:

"To consider a local crime and disorder matter, (including in particular forms of crime and disorder that involve anti-social behaviour or adversely affecting the local environment, or the misuse of drugs, alcohol and other substances), referred to it by any member of the Council or by Cabinet pursuant to the requirements of the Police and Justice Act 2006 (as amended).

- 8.4 Last year the Community Safety Manager and Chief Inspector, Hertfordshire Constabulary gave a presentation on knife crime and County lines.
- 8.5 The Crime and Disorder meeting is scheduled to take place at the meeting due to be held on 19 January 2021.
- 8.6 Members are asked to email the Committee, Member and Scrutiny Manager with suggestions for this year's topic, which will again be presented by the Community Safety Manager and the Chief Inspector, Hertfordshire Constabulary

Forward Plan

- 8.7 The Forward Plan for 16 November 2020 is attached at Appendix B for consideration.

Corporate Peer Challenge

- 8.8 The Committee agreed at the meeting held on 14 July 2020 that the actions regarding the Overview and Scrutiny Committee included in the Corporate Peer Challenge Action Plan be appended to all future reports in order to:
- Act as an aide memoire when considering the work programme;
 - Consider any actions that need further work;
 - Asses the effectiveness of changes made.
- 8.9 The Committee is asked to consider the Action Plan and any updates provided at Appendix C.

Task and Finish Group Protocol

- 8.10 As discussed at previous meetings, the current Task and Finish Group Protocol was agreed in March 2016 (see Appendix D) and is now out of date and needs to be reviewed and updated.
- 8.11 The Committee, Member and Scrutiny Manager has undertaken some research regarding other Council's protocols
- 8.12 A suggested revised Protocol is attached at Appendix E for consideration

9. LEGAL IMPLICATIONS

- 9.1 Under Section 6.2.5 of the Constitution, the Committee is responsible for setting its own work programme. However, it must ensure it retains sufficient capacity within the programme to meet its statutory obligations.
- 9.2 Section 6.2.7 (u) of the Constitution allows the Committee “to appoint time limited task and finish Topic Groups to undertake detailed scrutiny work and report back to the Overview and Scrutiny Committee to make recommendations to the Cabinet.”

10. FINANCIAL IMPLICATIONS

- 10.1 Dependent on how they are applied in practice, the scope of the options presented in Sections 7 and 8 have the potential to be wide reaching. As detailed Section 14, Human Resource Implications, the wider the reach, the more significant the impact on officer time in terms of report writing, data analysis and committee meeting attendance. Given recent funding pressures and the consequent reduction in officer numbers, significant requests to support scrutiny work will limit officer time available to spend on activities such as identifying and delivering cost reductions, income generation and project management.
- 10.2 Although not significant, a committee attendance allowance of £25.17 per officer per evening meeting is payable to officers in attendance. This is in addition to providing time off in lieu, or overtime as an alternative.

11. RISK IMPLICATIONS

- 11.1 Effective overview and scrutiny of policy, administrative, service delivery and expenditure decisions helps reduce the risk of an inappropriate decision being made. The scope and time frame for scrutiny interventions should be considered in the light of the potential impact of inappropriate scrutiny leading to decisions not being made, inappropriately made or not made at the right time.

12. EQUALITIES IMPLICATIONS

- 12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 There are no direct equality implications arising from the report. Effective scrutiny is an essential part of ensuring that local government remains transparent, accountable and open which ensures that the delivery of public services benefits all aspects of the community, where practical.

13. SOCIAL VALUE IMPLICATIONS

- 13.1. The Social Value Act and “go local” requirements do not apply to this report.

14. HUMAN RESOURCE IMPLICATIONS

- 14.1 The widening of the reach of scrutiny reviews has the potential to significantly impact on officer time in terms of the reprioritisation of already agreed projects, their scope or timetabling and resources. There is also the potential for additional resource requirements in relation to report writing, information collection and analysis and committee attendance. Delivery of service plans to achieve the Council's agreed Corporate Plan objectives might, therefore, be potentially negatively impacted.

15. APPENDICES

- 15.1 Appendix A – Work Programme for Future Committee meetings
- 15.2 Appendix B – Forward Plan for 16 November 2020
- 15.3 Appendix C – Corporate Peer Challenge Action Plan in regard to the Overview and Scrutiny Committee
- 15.4 Appendix D – Current Task and Finish Protocol (March 2016)
- 15.5 Appendix E – Proposed Task and Finish Group Protocol (To be made available as soon as possible)

16. CONTACT OFFICERS

- 16.1 Hilary Dineen
Committee, Member and Scrutiny Manager
01462 474353
ScrutinyOfficer@north-herts.gov.uk
- 16.2 Reuben Ayavoo
Policy and Community Engagement Manager
01462 474212
reuben.ayavoo@north-herts.gov.uk
- 16.3 Legal Services
LegalServices@north-herts.gov.uk
- 16.4 Human Resources
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- 16.5 Ian Couper
Service Director- Resources
01462 474243
ian.couper@north-herts.gov.uk

16.6 Tim Everitt
Performance Improvement Officer
01462 474646
Tim.everitt@north-herts.gov.uk

17. BACKGROUND PAPERS

17.1. Previous reports to the Overview and Scrutiny Committee and forward plans.

PROGRAMME FOR FUTURE COMMITTEE MEETINGS 2020-21

<p>8 December 2020</p>	<p>Resolutions Report Work Programme Annual Review of Safeguarding Priorities for the District – Key Projects Half Year Monitoring 2nd Quarter Performance against PIs 3Cs Half Year Report Commercial Update (December Annually)</p>
<p>19 January 2021</p>	<p>Crime and Disorder Matters Resolutions Report Work Programme RIPA Annual Review</p>
<p>9 March 2021</p>	<p>Resolutions Report Work Programme Annual Report New PIs for 2020/21 Priorities for the District – Key Projects 2020/21 3rd Quarter PIs 3rd Quarter Key projects Commercial Update (March Annually)</p>
	<p>To be Scheduled. Invitations to: Settle LEP</p>

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NORTH HERTFORDSHIRE DISTRICT COUNCIL

Forward Plan of Key Decisions - 16 November 2020

The Forward Plan contains brief details of Key Decisions that the Council is likely to take over the next four month period and beyond. You will also find details of contacts who can provide further information and hear your views. **Please note that the dates of some of the decisions may change from month to month, please check with Committee, Member and Scrutiny Services on (01462) 474655 before deciding to attend a meeting.**

Decision required	Overview and Scrutiny	Decision Maker	Date of Decision	Documents to be submitted to Decision Maker	Contact Officer from whom documents can be requested	Confirmation that other documents may be submitted to the Decision Maker	Procedure for requesting details of other documents
RISK MANAGEMENT UPDATE (14.08.20)		Cabinet	15 Dec 2020		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
INVESTMENT STRATEGY (CAPITAL AND TREASURY) MID-YEAR REVIEW 2020/21 (14.08.20)		Cabinet	15 Dec 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
SECOND QUARTER REVENUE MONITORING 2020/21 (14.08.20)		Cabinet	15 Dec 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
ANNUAL REVIEW OF RISK MANAGEMENT FRAMEWORK (12.11.20)		Cabinet	15 Dec 2020		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6

Decision required	Overview and Scrutiny	Decision Maker	Date of Decision	Documents to be submitted to Decision Maker	Contact Officer from whom documents can be requested	Confirmation that other documents may be submitted to the Decision Maker	Procedure for requesting details of other documents
COMMUNITY LOTTERY (12.11.20)		Cabinet	15 Dec 2020		Steve Crowley, Service Director - Commercial steve.crowley@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
COVID-19 LEISURE CONTRACTS RECOVERY (12.11.20)		Cabinet	15 Dec 2020		Louise Randall, Leisure Contracts Manager louise.randall@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
LAND AT HITCHIN ROAD, WESTON (12.11.20)		Cabinet	15 Dec 2020		Peter Lapham, Interim Property Consultant peter.lapham@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
FUTURE PROPOSALS FOR CHARNWOOD HOUSE, HITCHIN (12.11.20)		Cabinet	15 Dec 2020		Peter Lapham, Interim Property Consultant peter.lapham@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
DRAFT REVENUE BUDGET 2021/22 (16.11.20)		Cabinet	15 Dec 2020		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
AMENDMENTS TO THE COUNCIL'S PROCUREMENT STRATEGY (14.10.20)		Cabinet	26 Jan 2021		Isabelle Alajooz, Legal Commercial Team Manager isabelle.alajooz@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6

Decision required	Overview and Scrutiny	Decision Maker	Date of Decision	Documents to be submitted to Decision Maker	Contact Officer from whom documents can be requested	Confirmation that other documents may be submitted to the Decision Maker	Procedure for requesting details of other documents
LOCAL PLAN - FURTHER MODIFICATIONS (16.09.20)		Cabinet	26 Jan 2021		Nigel Smith, Strategic Planning Manager nigel.smith@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
NORTH HERTFORDSHIRE CONSERVATION AREAS SUMMARY REPORT (14.10.20)		Cabinet	26 Jan 2021		Helen Leitch, Principal Landscape and Urban Designer Helen.Leitch@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
COMMUNITY FACILITIES CAPITAL PROJECTS FUNDS CRITERIA REVIEW (14.10.20)		Cabinet	26 Jan 2021		Reuben Ayavoo, Policy and Community Engagement Manager reuben.ayavoo@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
REVENUE BUDGET 2021/22 (14.10.20)		Cabinet	26 Jan 2021		Ian Couper, Service Director - Resources ian.couper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
CLIMATE CHANGE STRATEGY UPDATE (14.10.20)		Cabinet	26 Jan 2021		Reuben Ayavoo, Policy and Community Engagement Manager reuben.ayavoo@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
DRAFT DESIGN SPD (15.08.19)		Cabinet	23 Mar 2021		Helen Leitch, Principal Landscape and Urban Designer Helen.Leitch@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6

Decision required	Overview and Scrutiny	Decision Maker	Date of Decision	Documents to be submitted to Decision Maker	Contact Officer from whom documents can be requested	Confirmation that other documents may be submitted to the Decision Maker	Procedure for requesting details of other documents
2021/2022 PERFORMANCE MANAGEMENT MEASURES (12.11.20)		Cabinet	23 Mar 2021		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6
RISK MANAGEMENT UPDATE (12.11.20)		Cabinet	23 Mar 2021		Rachel Cooper, Controls, Risk and Performance Manager rachel.cooper@north-herts.gov.uk	Yes	Via the Contact Officer named in Column 6

EXTRACT OF ITEMS ON THE CORPORATE PEER CHALLENGE ACTION PLAN THAT RELATE TO THE OVERVIEW AND SCRUTINY COMMITTEE

		Recommendation	Action	Led by	Timescale	Update
ONGOING ACTIONS						
28	Organisational Leadership and Governance	Peers understand that the full performance report is sent to councillors one month before O&S to provide the opportunity for requesting the appropriate lead executive member and officer to attend O&S to be accountable for questioning. This opportunity has never been requested and should be used in order to strengthen the debate and challenge at O&S.	Agreed. Chair of Overview and Scrutiny to remind committee members of this opportunity	Members of Overview and Scrutiny Committee Controls, Risk and Performance Manager	Ongoing	Members receive the Performance Indicator report one month before the meeting. Members are reminded to contact the Controls, Risk and Performance Manager at least 2 week prior to the meeting date if they wish a particular indicator to be considered in more detail
54	Overview and Scrutiny Committee	Future meetings would benefit from taking a longer-term view of the key issues for the district (not just focussing on the next immediate meeting), fewer, more targeted agenda items, and be focused on key areas informed by performance reports and a forward work plan. Fewer agenda items will support more allocated time for meaningful scrutiny and related debate.	Agreed. To be taken forward as part of the training for the committee members	Chair and vice chair of O+S Scrutiny support	Ongoing	The Committee to bear this in mind when considering the work programme

56	Overview and Scrutiny Committee	It is recommended that all O&S members undertake formal training to ensure a robust base of skills and expertise can be deployed in the O&S environment.	Formal scrutiny training has previously been provided to the Committee, but given changes to committee membership agree it makes sense to put in place further training and ensure that any new members receive training in the future	Chair and Vice Chair of O+S Scrutiny support Member training champions	Pending	
57	Overview and Scrutiny Committee	Use the task and finish programme to support early engagement and involvement with policy making.	Agreed. To be taken forward by the Leader (on behalf of Cabinet) and Chair and vice chair of Overview and Scrutiny, to discuss work programme	Leader Chair and Vice Chair of O+S Scrutiny support	Ongoing	The Chair and Vice-Chair have met with the Leader. The Chair to provide an update
58	Overview and Scrutiny Committee	It is recommended that finish times should be agreed in the constitution and meetings end promptly at those times. There was a concern around individual personal effectiveness, accessibility, external public perception and health & safety / personal welfare of both members and officers from such excessively long and late meetings.	Moving meeting times is not supported politically at the current time due to concerns it may dissuade people with caring responsibilities from standing to be Councillors. Alternative of allowing officers to attend meetings virtually from home to be explored A 'guillotine' provision on committee meetings is not supported politically at the current time due to concerns it might stifle debate. It is proposed that this is considered once the other recommendations have been	Service Director Legal and Community Member training champions	Pending	

			<p>implemented regarding work programme, training and chairing of meetings to establish whether it remains an issue or has been resolved by other action.</p> <p>Training is provided to Chairs and Vice Chairs, but this could be reviewed to ensure that Chairs and Vice Chairs are able to confidently manage meetings to ensure they proceed in a timely manner</p>			
59	Overview and Scrutiny Committee	Peers recommend clarification of the governance arrangements between O&S and cabinet panels.	Proposal to Full Council to clarify relationship	Group Leaders Monitoring Officer	Annual Council (May/June 2020)	
60	Overview and Scrutiny Committee	Ensure the O&S forward work plan includes scrutiny of external partners and contractors as a contribution to the leadership of 'place'.	Agreed as recommendation	Chair and Vice Chair of O+S Scrutiny support	Immediate & Ongoing	The Committee have identified two partner organisations. Further work is needed to consider the format and timing.
COMPLETED ACTIONS						
27	Organisational Leadership and Governance	The peer team were surprised that only low / negative PI's were debated at O&S and those reports were shared publicly. Publishing positive performance alongside	Agreed. Reports will reflect this going forwards	Chair and Vice Chair Overview and Scrutiny Committee Controls, Risk and Performance Manager		The Controls, Risk and Performance Manager is now presenting the complete report to the Committee.

		amber and red performance would provide the public with a rounded summary of performance, allowing NHDC to outwardly celebrate what is being delivered to agreed performance levels.				This can now be marked as complete
53	Overview and Scrutiny Committee	Executive members should lead at O&S and be visibly accountable for decisions and performance.	Agreed as recommendation	Executive Members	Immediate	Executive Members are now presenting reports under their remit This can now be marked as complete
55	Overview and Scrutiny Committee	The current membership of O&S was considered to be too large and would benefit from reducing from 15 members to 11 or 9.	Proposal to Full Council to reduce Committee size to 12	Group Leaders Monitoring Officer	Annual Council (May/June 2020)	The Committee membership was reduced from 16 to 12 at Annual Council on 4 June 2020 This can now be marked as complete

OVERVIEW AND SCRUTINY COMMITTEE PRINCIPLES FOR TASK AND FINISH GROUPS

1. Task and Finish Groups are opportunities for a more detailed gathering of information from both this authority and other similar organisations.
2. The Chairman of Overview & Scrutiny should choose the most appropriate Member for that topic and therefore the Party rotation system should be flexible to best accommodate this.
3. The T&F members should feel like they are driving the process from 'scope to recommendations' to Cabinet/Portfolio Holder.
4. The T&FG will submit their report to O&S so it can be scrutinised before being progressed to Cabinet/Portfolio Holder.
5. Inviting external input into the T&FG should be mandatory. A balance of examples from other relevant Local Authorities and similar public and private sector organisations will be included where possible.
6. A lead officer will be appointed by the authority and will act as the support for the Scrutiny Officer to ensure only that factual/legal discrepancies are resolved.
7. The T&FG members should be encouraged to focus their discussions around the 'abstract' - what could be possible - and not too detail-centric. These recommendations should then flow through the OSC, for changes, and onto Cabinet/Portfolio Holder intact.
8. The Scrutiny Officer must share all drafts of the scope, report and recommendations with the lead officer so that a substantial and addendum parallel report can be produced by the authority's SMT. This is crucial to ensure that the Cabinet/Portfolio Holder are able to make an informed decisions based on 'what could be possible' and 'where are we now that may make some of these recommendations less worthy of immediate adoption than others'.

OVERVIEW AND SCRUTINY COMMITTEE

PROTOCOL FOR TASK AND FINISH GROUPS

Part 1: Choosing topics and drafting the Scope

Constitutional position

- 1.1 Part A, section 6.2.7(u) of the Council's Constitution enables the Overview and Scrutiny Committee:
- To appoint time limited task and finish groups to undertake detailed scrutiny work and report back to the Overview and Scrutiny Committee to make recommendations to the Cabinet.

Choosing Topics

- 1.2 The committee will have a rolling programme of task and finish groups so that the work of scrutiny is not interrupted by the transition from one civic year to the next.
- 1.3 The committee can discuss possible topics at any of its regular meetings. The committee will choose which topics to consider and prioritise them. Subsequently, the committee may decide that a topic is not suitable or timely and may either remove it from the list or leave it pending with a future date indicated dependent on business needs.

Drafting the scope

- 1.4 The committee will ask the scrutiny officer to scope any topics which it has chosen. The committee will indicate which general issues the scope should cover.
- 1.5 The draft scope shall include (but not be limited to) consideration of the following:
- The terms of reference for the task and finish group
 - The nature of the expected outcomes, as far as this is practicable
 - Its timeframe and availability of key officers
 - How it links to the council's priorities, core business, other activities or to the interests of the people of North Hertfordshire
 - Potential witnesses and community engagement
 - Key questions, including costs
 - Green issues
 - Briefing arrangements
 - Whether any visits might be included in the review
 - Its membership, including the possibility of appointing outside members
 - The relevant Executive Members
 - The lead officer
 - The support officer

- 1.6 The lead officer may wish to use the following as a checklist:
- Sources and usefulness of evidence
 - Potential witnesses
 - Where the group might look for best practice
 - Any scheduling issues
 - What officer resources will be required
 - Whether the review duplicates work already being carried out
 - Whether the review might consider other aspects of the subject
 - Any other issues or problems with conducting the review eg timing, availability of information and/or key personnel, or legal issues.
- 1.7 The scrutiny officer will discuss the draft scope with the lead officer and the Chair of the Task and Finish Group.
- 1.8 The review should be completed in a reasonable time and the draft scope will state how long it is intended to last. The review may be conducted by a variety of means to aid efficiency.

Finalising the scope

- 1.9 The Chair of the Task and Finish Group will finalise the scope in conjunction with the Chair of the Overview and Scrutiny Committee.
- 1.10 If the Task and Finish Group wishes to make any further changes to the scope, the Chair of the Task and Finish Group will need to agree them with the Chair of the Overview and Scrutiny Committee.

Part 2 - Organising the task and finish group

- 2.1 The Scrutiny Officer will write to the group leaders seeking nominations for the task and finish group. The principle of political proportionality will apply inasmuch as this is possible within a small group.
- 2.2 It is intended that each task and finish group will be chaired by the best person available whichever party they come from, while still ensuring that over time all parties will take their turn chairing task and finish groups. The Committee will therefore trial a more flexible approach to chairing TFGs. Instead of the chairmanship rotating automatically from one party to the next, group leaders will be asked to indicate whether their nominee(s) would be a good person to chair the task and finish group. If there is more than one suitable member, the Chairman of the Overview and Scrutiny Committee will choose the chair for the task and finish group.
- 2.3 Once nominations are received, the Scrutiny Officer will arrange a date for the first meeting, endeavouring to find a mutually convenient time for all parties.

Handling of the meeting(s)

- 2.4 The Chair of the Task and Finish Group will be responsible for the handling of the meeting. The Scrutiny Officer will record the evidence given to the meeting along with the subsequent discussion in which the committee will weigh the evidence and reach initial conclusions and recommendations.

- 2.5 Sometimes, a Task and Finish Group's work will cause it to discover things which are important but not within the scope of the review. In such cases the Group will either:
- amend the scope of the inquiry with the agreement of the Chairman of the Overview and Scrutiny Committee so that they can be considered during the review; or
 - flag any important issues in the report which were not considered as they were outside the scope so that the Overview and Scrutiny Committee may consider them if it wishes to.

Part 3 – Producing a report and subsequent steps

Drafting the report

- 3.1 The scrutiny officer will draft the report on behalf of the members of the task and finish group, so they are satisfied the report reflects their views and the evidence given.
- 3.2 The scrutiny officer will seek the comments of all witnesses on the recorded evidence making changes as appropriate.
- 3.3 The Scrutiny Officer will share all drafts of the report with the lead officer. The lead officer will seek the comments of the Senior Management Team (SMT) and prepare a report on their behalf which will accompany the Task and Finish Group report to Cabinet.

Consideration by the Overview and Scrutiny Committee

- 3.4 The Chairman of the Task and Finish Group will present the report to the next scheduled meeting of the Overview and Scrutiny committee. The Committee will consider the report and make any changes that it considers appropriate.
- 3.5 The Committee will send the report to Cabinet or Council for its consideration. Reports will normally be sent to Cabinet for consideration but in certain circumstances reports may be more appropriately sent to Council.
- 3.6 The Scrutiny Officer will prepare a covering report for Cabinet. The Chair of the Task and Finish Group will present the report to Cabinet.
- 3.7 The lead officer will prepare a report for the same meeting of Cabinet recording SMT's comments on the report.
- 3.8 Cabinet will consider the report and comment on its recommendations.

Follow up to the report

- 3.9 Once Cabinet has accepted any or all of the recommendations, the lead officer should draw up an action plan for their implementation. The action plan should be discussed with the Executive Member and the Chairman of the Task and Finish Group.
- 3.10 The Executive Member should attend the Committee approximately six months after Cabinet's consideration of the recommendations and report on the progress of the action plan to the Committee.

**OVERVIEW AND SCRUTINY COMMITTEE
8 DECEMBER 2020**

***PART 1 – PUBLIC DOCUMENT**

TITLE OF REPORT: ANNUAL REVIEW OF SAFEGUARDING AND PROTECTING CHILDREN AND ADULTS (2019-20)

REPORT OF THE COMMUNITY HEALTH AND WELLBEING TEAM LEADER

EXECUTIVE MEMBER: EXECUTIVE MEMBER FOR COMMUNITY ENGAGEMENT

COUNCIL PRIORITY: BUILD THRIVING AND RESILIENT COMMUNITIES

1. EXECUTIVE SUMMARY

- 1.1 The Council has robust procedures in place that govern how staff and members deal with concerns about children and adults at risk in order to maintain our statutory duty to safeguard their welfare. Work is ongoing to ensure that these procedures are understood and followed throughout the organisation.

2. RECOMMENDATIONS

That the Committee be recommended to:

- 2.1 Receive and comment on the annual report of progress made against the Council's fulfilment of the statutory duty to maintain an effective safeguarding function with regard to children.
- 2.2 Receive and comment on the annual report of progress made against the Council's fulfilment of the statutory duty to maintain an effective safeguarding function with regard to adults at risk.
- 2.3 Agree that sufficient and robust processes are in place at NHDC for application and review of safeguarding processes, and that an annual review and presentation to this committee should continue.

3. REASONS FOR RECOMMENDATIONS

- 3.1 The recommendation(s) contained within paragraphs 2.1, 2.2 and 2.3 are made due to this being the best course of action that can be accommodated within the approved budget and officer resources, that will fulfil our statutory and lawful obligations but also ensure that a regular, corporate review exists.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1. None applicable.

- 5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**
- 5.1 The Executive and Deputy Member for Community Engagement and Senior Leadership Team have been consulted and have endorsed the content of the report.
- 5.2 Note that an update on the Modern Slavery Charter and Action Plan was presented to Cabinet (together with an external SHIVA review undertaken in June 2020) on 21 July 2020, who resolved that further updates would be provided as part of the Annual Safeguarding Report to Overview & Scrutiny¹.
- 6. FORWARD PLAN**
- 6.1 This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.
- 7. BACKGROUND**
- 7.1 Section 11 of the Children Act 2004 places a duty on all statutory agencies working with children and young people to 'safeguard and promote their welfare'. The duty means that key people and bodies must make arrangements to ensure their functions are discharged with full regard to the need to safeguard and promote the welfare of children. This also includes responsibility to monitor sufficient arrangements in services they contract out to others.
- 7.2 The Care Act 2014 came into effect on 1st April 2015 and places a statutory duty on top tier local authorities to provide services to meet the needs of adults who require care and support. A duty to establish a Safeguarding Adults Board in every local authority area was introduced and a duty placed on Districts Councils and other local organisations to cooperate fully with the board. This duty involves both referring concerns and providing information when requested to assist with investigations.
- 7.3 The Modern Slavery Act 2015 places specific duties on local authorities under sections 43 and 52 of the Act, to refer child victims or consenting adult victims through to the National Referral Mechanism (NRM), or to make a duty to notify referral (DtN) to the Home Office for a Single Competent Authority (SCA) assessment.
- 7.4 Section 26 of the Counter Terrorism and Security Act 2015 places a duty on local authorities to have due regard to the need to prevent people from being drawn into terrorism.
- 7.5 District Council representation is maintained at the Hertfordshire Safeguarding Adults Board, Hertfordshire Safeguarding Children Partnership and Hertfordshire District and Borough Councils Safeguarding Group.
- 7.6 Our statutory function remains that of referring concerns to the relevant agency for necessary action. When making a formal referral, the Council should receive notification as to whether the referral has met the threshold for further enquiry or not. An officer who has significant dealings with the victim could be asked to contribute to further proceedings and/or provide further information. Concerns that do not meet the threshold for a statutory investigation will be passed back to the organisation. Officers have a duty

¹ [Cabinet 21 July 2020](#) click here

to offer those individuals / families information and support including contact details for organisations who can provide further advice and guidance. Concerns that do not meet the threshold for statutory investigation are logged on a central database enabling officers to see if the ongoing reporting of additional concerns should trigger a future referral.

- 7.7 The Overview and Scrutiny Committee receive an annual report detailing safeguarding activity undertaken by the Council over the previous year and significant actions that will be undertaken in the coming year.

8. RELEVANT CONSIDERATIONS

8.1 Safeguarding children:

8.1.1 Between April 2019 and March 2020 the Council made referrals for one hundred and eight children to relevant agencies where there was a reasonable belief that the child(ren) was experiencing abuse. The difference in the number of children referred from 2018/19 was just two.

8.1.2 Thirty-one children were referred to social care due to concerns that they were experiencing abuse. These involved 17 different families and involved physical, emotional or sexual abuse and/or neglect.

8.1.3 Twelve children (from four different families) were referred to social care because a decision was made that their parent/carer was intentionally homeless. This referral is automatic when a family is deemed to be intentionally homeless and children are present in the household.

8.1.4 The remainder of the cases relate to domestic abuse and are discussed in 8.3 of the report.

8.1.5 No modern slavery or Prevent (radicalisation) referrals were made during 2019/20 for children.

8.2 Safeguarding Adults:

8.2.1 Between April 2019 and March 2020 the Council made referrals for seventy-three adults to relevant agencies where there was a reasonable belief that the adult was experiencing abuse. The difference in the number of adults referred from 2018/19 was just one.

8.2.2 Fifty-eight adults were referred to social care due to concerns that they were experiencing abuse. To make this referral an adult must provide consent unless the referring professional believes the adult lacks the mental capacity to make an informed decision.

8.2.3 Fifteen adults were referred to the Hertfordshire Single Point of Access (SPA) due to a concern that they had an unmet mental health need. Unless the adult is deemed to lack mental capacity they must consent to this referral. SPA will also deal with any associated safeguarding concerns.

8.2.4 No adult referrals were made to the Prevent Channel panel due to concerns around radicalisation during 2019/20.

8.2.5 No modern slavery referrals were made during 2019/20 for adults.

8.3 Domestic Abuse:

8.3.1 During 2019/20 a new partnership was piloted between NHDC's Housing team and Survivors Against Domestic Abuse (SADA). Between November 2019 to March 2020, SADA took responsibility for domestic abuse referrals for clients of the housing team, whilst all other departments continued to make direct referrals. The figures below reflect ALL domestic abuse cases, whether they were handled directly by NHDC officers or passed to SADA and thus give a complete picture of the referral rates linked to NHDC's services. Due to the success of the pilot, since April 2020, SADA have managed domestic abuse referrals for all NHDC departments.

8.3.2 Nine referrals were made to the Hertfordshire Multi Agency Risk Assessment Conference (MARAC) by NHDC or SADA concerning individuals at the highest risk from domestic violence. These referrals must have the consent of the adult.

8.3.3 Seven referrals were made to a Hertfordshire Independent Domestic Violence Advisor (IDVA) concerning individuals at medium risk from domestic violence. These referrals must also have the consent of the adult.

8.3.4 In cases where domestic abuse is evident but the current risk level is assessed as low or the individual does not want to be referred (and children are not involved), advice and guidance is given about organisations that can offer victim support such as Herts Sunflower. Eighteen cases met these criteria during 2019/20.

8.3.5 Sixty-five domestic abuse notifications were made by either NHDC or SADA where children were referred to social services because they were present in a household where domestic abuse was taking place. Thirty-two different families were affected. This referral is automatic and does not require the consent of the parent/carer and happens regardless of the level of domestic abuse.

8.4 Safeguarding concerns that do meet the threshold for a referral:

8.4.1 In addition, officers logged concerns about 3 children and 34 adults that did not meet the threshold for a referral. Early help will have been offered to individuals or families and/or referrals made to other agencies who can offer early intervention and support. These could include Homestart, Hertswise, Citizens Advice, Hertshelp, Careline and Herts Independent Living Services amongst others. All concerns are logged in a central database, allowing us to cross reference new concerns and make a referral if and when the threshold is reached.

8.5 Referral analysis:

8.5.1 As shown in figure 1. below, NHDC has seen to see a steady increase in reported concerns and referrals since 2014 when centralised records began which has started to plateau in the last two years. Across the same period, referral rates into external statutory agencies have remained relatively static, tending to fluctuate up and down between quarters with no substantial changes from one year to the next. Developments at the Council such as the introduction of a central database of referrals, mandatory corporate safeguarding training and numerous awareness raising campaigns since April 2017 have resulted in both an increased awareness and confidence amongst staff as well as improved corporate oversight about the safeguarding actions undertaken across the organisation. The result is an increase in our referral rates. Now that we are maintaining these practices, reporting rates within the Council are more similar from year to year.

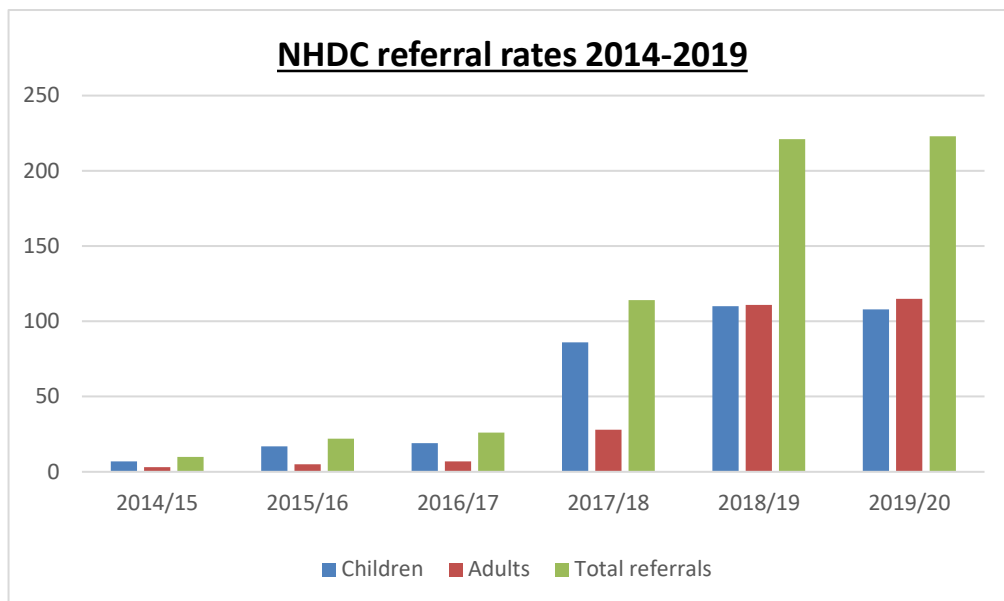


Figure 1: NHDC referral rates 2014-19

8.5.2 Safeguarding Adults at Risk – Hertfordshire Safeguarding Adults Board data analysis 2019-20: the following information was provided to us by the Hertfordshire Safeguarding Adults Board and is included in the report to provide wider context to our referral data.

- During 19/20, a total of 1333 (14% of the Hertfordshire total) safeguarding concerns about an adult in North Herts were received out of a total of 9663 concerns across Hertfordshire. Of these 1333 concerns, 625 (52%) progressed to a further enquiry.
- The top three primary reasons for adults needing support in North Herts were physical support 44% (53% across Hertfordshire), mental health support 24% (19% across Hertfordshire) and learning disability support 12% (15% across Hertfordshire).

- 60% of concerns in North Herts involved a female and 40% a male. In Hertfordshire the population is 52% female and 48% male.
- 39% of concerns in North Herts related to 18-64 year olds and 61% to individuals aged 65 years +. Of those 61%, 43% were aged 75-94 years.
- As shown in figure 2. below, types of concerns about adults across North Herts are statistically very similar or the same as across Hertfordshire:

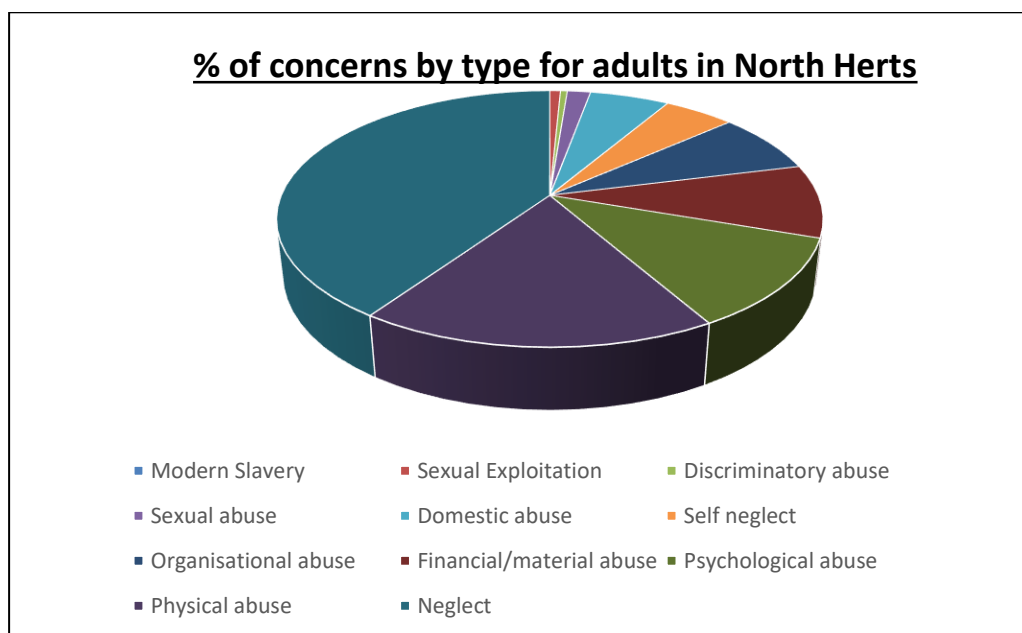


Figure 2: % of concerns by type for adults in North Herts 2019/20

- Analysis of numbers of concerns per 10k population, places North Herts with the second highest number of concerns in Hertfordshire. However, the district also has the third highest number of care homes and third highest number of service users of actively commissioned care and support services.
- 8.5.3 Safeguarding Children – Hertfordshire Safeguarding Children Partnership data analysis 2019-20: the following information was provided to us by the Hertfordshire Safeguarding Children’s Partnership and is included in the report to provide wider context to our referral data.
- In 19/20, there were 453 referrals into social care for children living in North Herts. This is a decrease from 491 in 18/19. HSCP consider the decrease to be in line with normal referral fluctuations from year to year.
 - During 19/20 North Herts had a referral rate of 155.1 per 10,000 population. The average across Hertfordshire was 199.8 referrals per 10,000 population. As shown in figure 3. below, when ranked by referral rate, North Herts is 7th out of the 10 Districts.

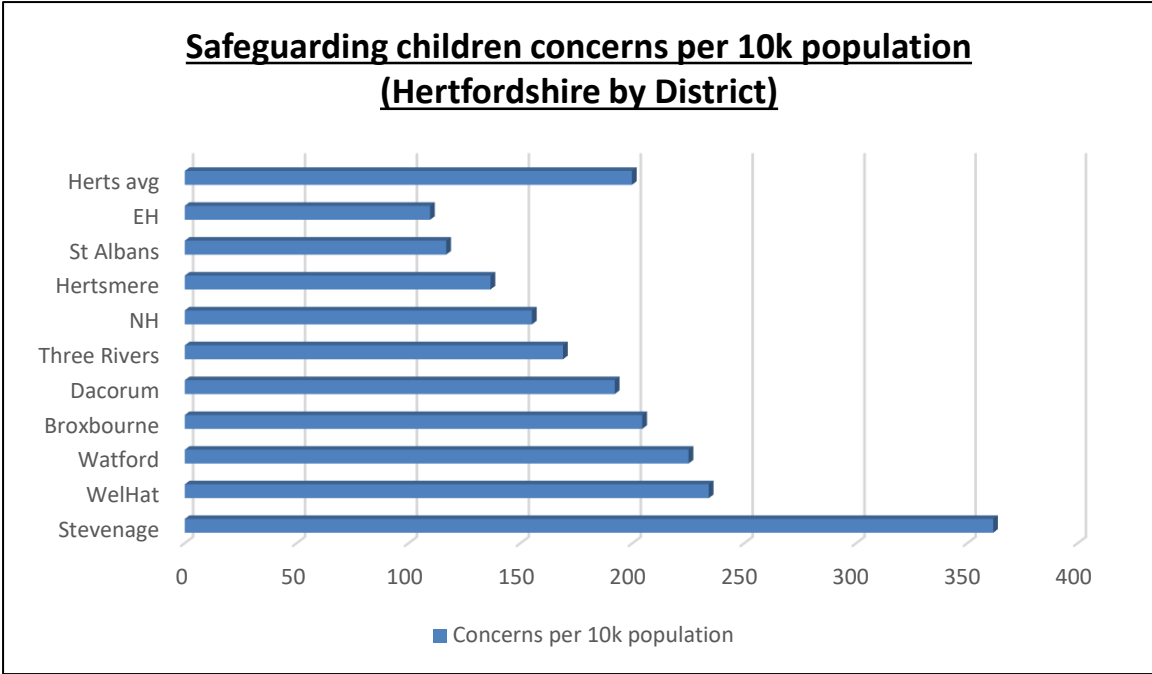


Figure 3: Safeguarding children concerns per 10k population ranked by Hertfordshire district

As shown in figure 4. below, the reasons for child referrals in North Herts are broadly statistically similar to Hertfordshire:

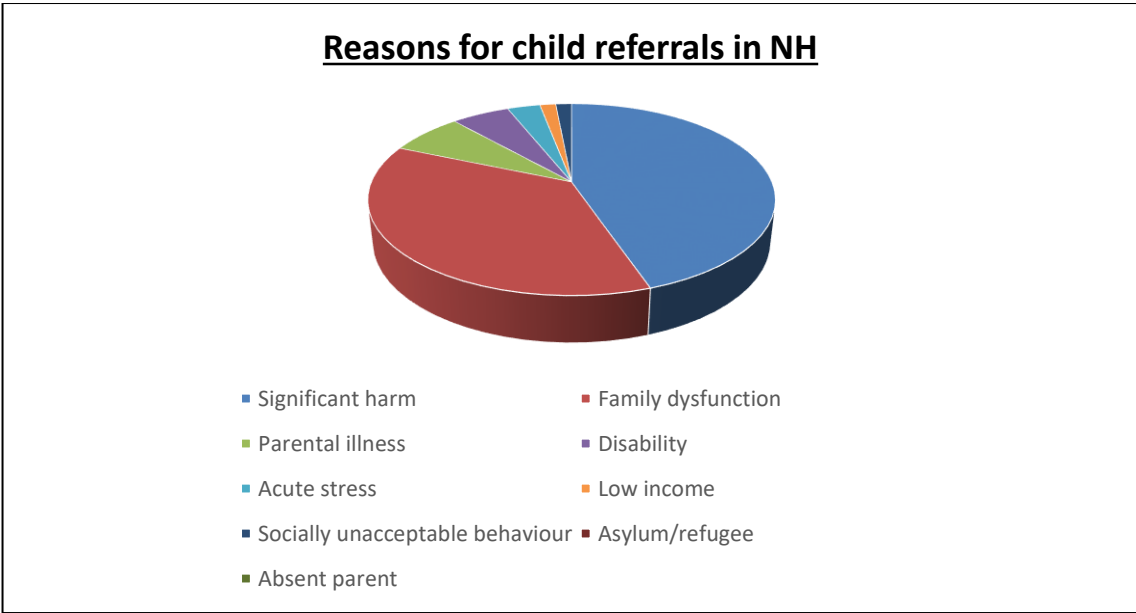


Figure 4: Reasons for child in referrals in North Herts 2019/20

8.6 Actions completed April 2019 to March 2020:

- 8.6.1 Basic, level one and two safeguarding training has been delivered to all officers due new or refresher training. Last year the Overview and Scrutiny Committee recommended all members complete NHDC's child and adult e-learning providing a basic level of safeguarding training. To date 21 members have completed this training.
- 8.6.2 Representation has been maintained at the Hertfordshire District and Borough Council Safeguarding group which brings together all ten districts and the adults board and children's partnership.
- 8.6.3 The Corporate Safeguarding group which brings together all NHDC Designated Safeguarding Officers with the Named Safeguarding Officer (Service Director - Legal and Community) met in June 2019, February 2020 and November 2020.
- 8.6.4 Continued attendance at the Hertfordshire District Safeguarding Group and Learning Hubs.
- 8.6.5 Ongoing representation at Domestic Homicide Reviews (DHRs) involving North Hertfordshire residents.
- 8.6.6 Continued delivery of corporate safeguarding learning and development programme to ensure all new starters receive a first day information sheet and undertake a learning needs analysis, corporate induction safeguarding briefing and the relevant level of training.
- 8.6.7 Continued maintenance of the corporate safeguarding database, including responses to Section 17 and 47 enquiries for children and Section 42 information sharing requests for adults as well as subject access and freedom of information requests.
- 8.6.8 Completed 2019 annual audit from the Hertfordshire Safeguarding Adults Board (see action plan in appendix A).
- 8.6.9 A briefing for all senior managers and Designated Safeguarding Officers on County Lines and Prevent was delivered in September 2019.
- 8.6.10 Council approved the Modern Day Transparency Statement and became a signatory to the Charter against Modern Slavery in July 2019. Key performance indicators from this were presented to Cabinet in June 2020 and will be included in this annual review from 2021 onwards. The Modern Day Slavery Action Plan 2020 to 2021 can be found in appendix B.
- 8.6.11 Newly presented separate policies for Safeguarding Children and Safeguarding Adults at Risk were approved in October 2019.

- 8.6.12 Safeguarding guidance for the recruitment of volunteers was produced.
- 8.6.13 The corporate safeguarding e-learning programme was expanded to include information on modern slavery and county lines.
- 8.6.14 Referral mechanisms to Hertfordshire County Council for both child and adult abuse went online leading to improved speed and efficiency.
- 8.6.15 The Housing Team successfully piloted a partnership with Survivors Against Domestic Abuse (SADA) leading to SADA taking all domestic abuse referrals.

8.7 Work planned for April 2020 to March 2021 (some already completed):

- 8.7.1 Continue to carry out any ongoing or outstanding actions from the Modern Day Slavery Action Plan 2020-2021 including promoting campaigns including Labour Exploitation Week 14th-18th September and Anti-Slavery Day October 2020.
- 8.7.2 Continuation of all ongoing day to day safeguarding functions: training for new staff and refresher training for existing staff; maintenance of database and information sharing requests; representation on relevant networks and partnership groups; coordination of Corporate Safeguarding Group with twice yearly meetings; data retention compliance.
- 8.7.3 Staff e-survey to assess safeguarding knowledge scheduled for November to March 2021.
- 8.7.4 Raise organisational awareness of the Council's Prevent duty to protect and support individuals at risk of radicalisation. A campaign will begin in November 2020 to include articles in Insight and MIS, new internet and intranet pages, and an external presentation to the Corporate Safeguarding Group.
- 8.7.5 Completion of the Adult Safeguarding action plan agreed following the 2019 self-assessment (appendix A). Actions include increased member training scheduled for November 2020 and January 2021, impact assessment for staff safeguarding training, improved DBS check procedures, a review of the safeguarding component of the contract procurement process, Prevent awareness campaign and a refreshed managing allegations procedure.
- 8.7.6 Continue domestic abuse support through Safer Places initiative and extend the domestic abuse support partnership between housing and SADA to all departments.
- 8.7.7 To continue to support and contribute to supporting the North Herts Community Safety Partnership's 'Protecting Vulnerable People; strategic priority which incorporates domestic abuse and violence. As a priority this encourages all partners to lead and support where appropriate campaigns through social media, exhibition stands and events to highlight issues relating to this. NHDC will continue to promote all national and local support domestic abuse services available.
- 8.7.8 Review of safeguarding referral procedures for canvassers and polling staff.

8.8 Impact of Covid-19 on safeguarding:

- 8.8.1 NHDC's safeguarding team and Designated Safeguarding Officers have worked remotely during the lockdown and referrals into statutory agencies have continued.
- 8.8.2 As shown in figure 5. below, a comparison between adult referrals made from April to September 2019/20 and the same period in 2020/21 identified a decrease in referrals into adult safeguarding, no significant change in referrals for mental health crisis support and a sharp increase in referrals for domestic abuse.

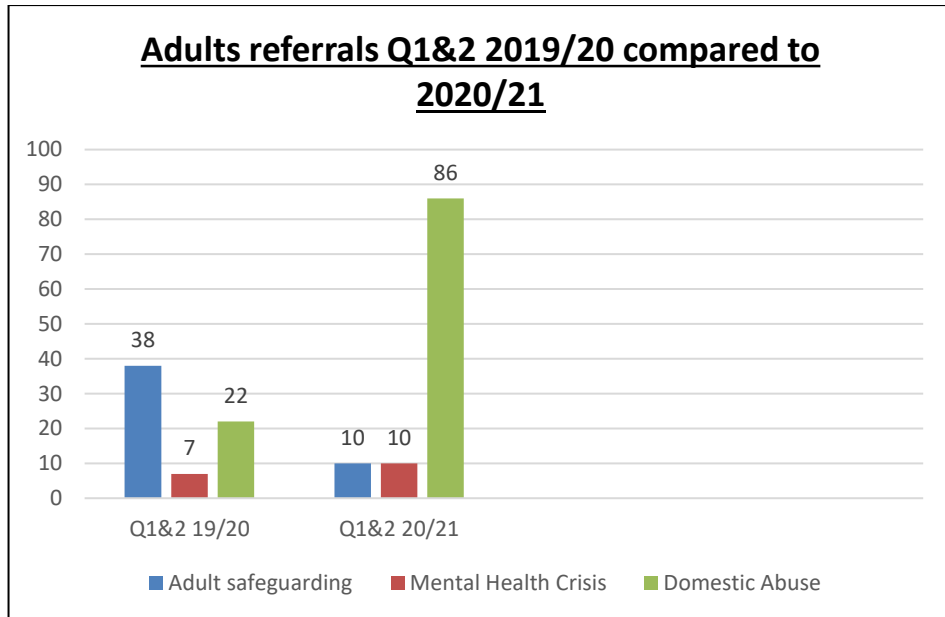


Figure 5: Comparing adult referrals for quarter 1 & 2 in 2019/20 to 2020/21

It is possible that the decrease in adult safeguarding referrals has been caused by the reduction in face to face contact between officers and members of the public.

Due to the Council's duties to support homelessness, our housing teams are the first point of contact for many people fleeing unsafe homes due to domestic abuse. The Council's teams dealt with a surge in demand when requests for support with domestic abuse almost quadrupled. At the same time, local and national charities have reported similar trends which are likely to be exacerbated by the winter lockdown.

- 8.8.3 As shown in figure 6. below, a comparison between child referrals made from April to September 2019/20 and the same period in 2020/21 identified a small decrease in referrals for significant harm which again may be due to the reduction in face to face contact with families. As we would expect following the rapid increase in adult domestic abuse cases, the number of children affected by domestic abuse almost doubled compared to the same period last year.

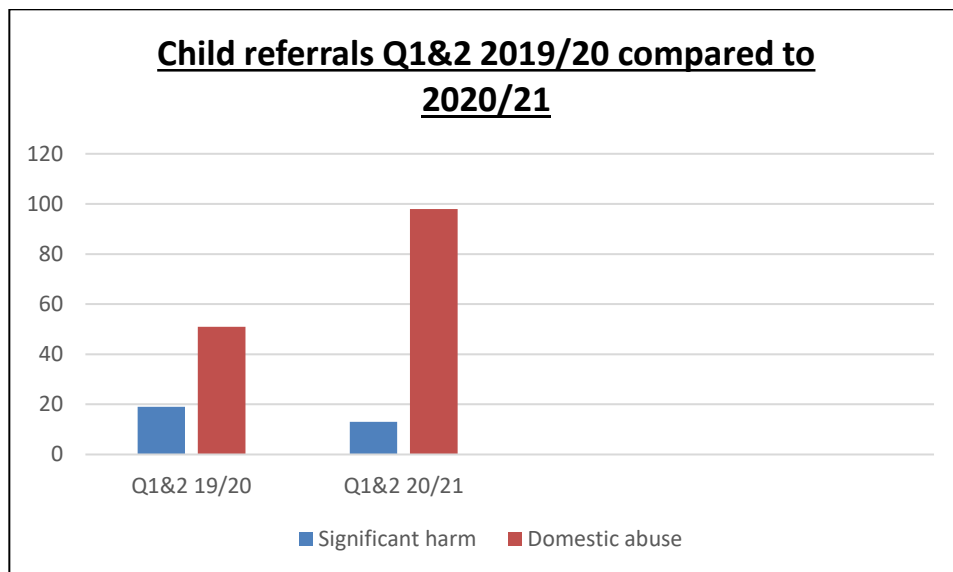


Figure 6: Comparing child referrals for quarter 1 & 2 in 2019/20 to 2020/21

8.8.4 Delivery of face to face safeguarding training has been suspended since March 2020 and the team have provided alternative options to anyone needing new or refresher training including e-learning, procedure documents and telephone and email support. In September 2020, we begin to deliver our normal programme of level one and two safeguarding training with our existing supplier via a virtual training platform and initial feedback has been very positive. Members have also been offered a bespoke virtual child protection course in late November and a follow up session on safeguarding adults is planned for early 2021.

9. LEGAL IMPLICATIONS

9.1 The Council's Constitution at paragraph 6.2.7(y) states that the terms of reference for the Overview and Scrutiny Committee includes to "Consider reports relating to the authority's safeguarding responsibilities".

9.2 The relevant legislation includes the Children Act 2004, the key points of which are:-

- Section 11 places a statutory duty on key people and bodies – including district councils to make arrangements to ensure that in discharging their functions they have regard to the need to safeguard and promote the welfare of children.
- Section 10 outlines the duty to promote inter-agency cooperation between named agencies (including district councils).

9.3 Legislation to reform multi-agency safeguarding arrangements for children formed part of the Children and Social Work Act 2017, which sets out new safeguarding duties. Local Safeguarding Children's Boards (LSCB's) have been abolished and new requirements have been placed on top tier local authorities, the police and health to make arrangements for safeguarding children in their local area. In Hertfordshire, the Hertfordshire Safeguarding Children's Partnership (HSCP) has been established, led by the local authority, police and health with partnership engagement from other organisations including the District and Borough Councils.

- 9.4 The Care Act 2014 came into effect on 1st April 2015 and places a statutory duty on local authorities to provide services to meet the needs of adults who require care and support. A duty to establish a Safeguarding Adults Board in every local authority area was introduced and a duty has been placed on District Councils alongside other local organisations to cooperate fully with the board.
- 9.5 The key responsibility for safeguarding in Hertfordshire lies with the County Council and it is important to remember that it is not the responsibility of any District Council member, employee, volunteer or contracted service provider to determine whether abuse is being experienced, or has taken place, or indeed the nature of any abuse.
- 9.6 The role of the member, employee, volunteer or contracted service provider is to inform and report concerns, not to investigate or judge. A District Council is not responsible for investigating any safeguarding incidents or allegations, involving children, young people or adults at risk, but provides the local 'eyes and ears' to enable a route to report any concerns.
- 9.7 The Modern Slavery Act 2015 places specific duties on local authorities under sections 43 and 52 of the Act, to refer child victims or consenting adult victims through to the National Referral Mechanism (NRM), or to make a duty to notify referral (DtN) to the Home Office for a Single Competent Authority (SCA) assessment. Modern Day Slavery will be treated as falling under the over-arching area of Safeguarding and reported through to the Overview & Scrutiny Committee as part of the annual report accordingly (see 5.2).
- 9.8 Section 26 of the Counter Terrorism and Security Act 2015 places a duty on local authorities to have due regard to the need to prevent people from being drawn into terrorism. As per 9.7 this area also falls within the over-arching area of safeguarding and will be reported through to the Overview & Scrutiny Committee as part of the annual report accordingly.

10. FINANCIAL IMPLICATIONS

- 10.1 Currently, the corporate training budget provides revenue funding for all levels of safeguarding training. It should be noted that when there are increased training needs for both staff and members in response to the national agenda e.g. Child Sexual Exploitation, Prevent, domestic abuse, which may in future place additional pressure on learning and development budgets. In addition, we continue to source training opportunities that are provided free of charge by partners where possible.
- 10.2 There are no capital implications.

11. RISK IMPLICATIONS

- 11.1 NHDC's safeguarding policies and procedures outline the various steps taken by the Council to reduce the risk to employees, children and adults at risk accessing our services, including procedures for safe recruitment, learning and development for employees and reporting procedures for employees with concerns.
- 11.2 These policies and procedures are now established throughout the organisation, with processes in place to monitor, review and report ongoing implementation as a business-as-usual activity. In March 2020, the related Risk Register entry, "Policies for

Safeguarding Children and Safeguarding Adults at Risk of Harm”, was archived in view of the established arrangements in place and the resulting low risk assessment.

12. EQUALITIES IMPLICATIONS

- 12.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 Due to their age, development and dependency on adults including in the delivery of services, children are vulnerable and therefore often more open to abuse. They have a legal right to be protected and for organisations to take appropriate action to prevent and report suspected abusive behaviour. The Equality Act supports the Children Act 2004 to provide this protection to vulnerable children.
- 12.3 Equally, adults who are more vulnerable, either through decreased mental capacity/age related dementia, learning difficulties, or their personal domestic situation i.e. changing from one residential care home to another, have a legal right to be protected and for organisations to take appropriate action to prevent and report suspected abusive behaviour.

13. SOCIAL VALUE IMPLICATIONS

- 13.1. The Social Value Act and “go local” requirements do not apply to this report.

14. ENVIRONMENTAL IMPLICATIONS

- 14.1. There are no known Environmental impacts or requirements that apply to this report.

15. HUMAN RESOURCE IMPLICATIONS

- 15.1 The Human Resources role in safeguarding is, in the main, covered by processes contained in the Recruitment and Selection Policy and the Disclosure Barring Service Employment Checks Policy. HR also assist with learning and development and there are no additional human resource implications to this report.

16. APPENDICES

- 16.1 Safeguarding Adults at Risk – Action Plan for recommendations arising from HSAB Self Assessment Process (September quarterly update)
- 16.2 North Herts District Council Modern Slavery and Human Trafficking Action Plan (Apr 20 to Mar 21)

17. CONTACT OFFICERS

- 17.1 Helen Rae, Community Health and Wellbeing Team leader
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- 17.5 Rebecca Coates, Community Protection Manager
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18. BACKGROUND PAPERS

- 18.1 [Modern Slavery Charter Update](#) – Cabinet report – 21 July 2020 (Minute32)

Safeguarding Adults at Risk – Action Plan for recommendations arising from HSAB Self Assessment Process

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
1.	To work towards introducing a mandatory safeguarding training programme to facilitate a greater take up of safeguarding training by members (carried from previous self assessment action plan).	<p>Approximately 40% of members have now undertaken basic e-learning safeguarding training at NHDC.</p> <p>Increase numbers of members completing e-learning, attending level one adult safeguarding and/or attending themed briefings e.g modern slavery, Prevent, self-neglect.</p>	Service Director – Legal & Community (Safeguarding Lead and Monitoring Officer) - Jeanette Thompson and Democratic Services Manager - Melanie Stimpson	March 2021 – delayed due to Covid-19 and reduced officer capacity.	<p>21/49 members have completed as at 16/09/2020.</p> <p>Safeguarding handout for all members finalised. To be circulated to all existing members Nov 2020 and issued to new members following elections.</p> <p>Virtual safeguarding children session scheduled for Nov 2020 and Safeguarding adults for Jan 2021.</p>
2.	To undertake a survey monkey or similar to ascertain the impact of training (1.3).	To assess the impact of training and the levels of understanding around referral procedures and support sources for vulnerable adults via an online survey.	Community Health & Wellbeing Team Leader – Helen Rae and Safeguarding Support Officer – Gemma Mitchell	March 2021	Survey questions in draft form – to be circulated following next round of safeguarding adults courses competes in Feb 2021.

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
		High percentage of staff know how to 'spot the signs' and refer adults at risk.			
3.	To review the contract procurement process in line with safeguarding policies and procedures and to ensure contract managers place sufficient emphasis on safeguarding within the tender process and subsequent contract monitoring (2.4).	<p>Reinforce and remind contract managers of the importance of safeguarding in the tendering process and subsequent contract monitoring.</p> <p>To support contract managers to ensure existing contracts have adequate safeguarding procedures and policies in place.</p>	Legal Commercial Team Manager and Procurement Officer / Community Health and Wellbeing Team Leader	March 2021	On-going – NHDC safeguarding staff attending Contract Procurement Group Oct 2020. Work ongoing to identify which existing contracts should have safeguarding clauses.
4.	A more robust internal monitoring system is implemented to ensure that DBS checks are undertaken regularly by those who require them (3.2).	<p>Support HR to review our internal DBS procedures. To make DBS subscription update service mandatory.</p> <p>To ensure that there is a robust system in place to review/monitor DBS checks on an ongoing basis.</p>	Corporate Human Resources Manager - Kerry Shorrocks with support from Community Health & Wellbeing Team Leader – Helen Rae	March 2021	DBS checks being outsourced due to low numbers. New policy published – update service now mandatory and certificates from previous employers no longer accepted. Review with HR scheduled for October 2020.

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
5.	Completion of a specific managing allegations policy (6.1)	<p>To draft a specific managing allegations policy to bring together existing processes covered by the Whistleblowing and Managing Misconduct policies with current HSAB procedures.</p> <p>The authority has effective policies and procedures to deal with safeguarding allegations made against staff.</p>	Human Resources senior officers & Service Director – Legal & Community (Safeguarding Lead and Monitoring Officer) - Jeanette Thompson Community Protection Manager – Becky Coates	March 2021	Not yet started – however all safeguarding procedures contain referral route for allegations to staff to go immediately to monitoring officer and senior HR officers.
6.	To refresh our Counter Terrorism (Prevent) training.	<p>Identify an appropriate training package and continue in rolling out the Prevent training to all staff and Councillors.</p> <p>Staff are aware of how to report any counter terrorism concerns/individual against of radicalisation</p>	Community Protection Manager – Becky Coates	March 2021	<p>Internal Prevent awareness raising campaign planned for November 2020 – article in Insight staff newsletter, presentation at Corporate Safeguarding Group.</p> <p>Prevent e-learning content being incorporated into</p>

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
					existing safeguarding e-learning.
7.	To analyse the types of abuse within the safeguarding referrals made by NHDC and to report the numbers and categories to the Council's Top Management Team (Senior Management Team - SMT) on an annual basis in addition to reporting at the Overview and Scrutiny Committee and to the Corporate Safeguarding Group (CSG).	Analyse the different types of abuse within safeguarding referrals made historically in financial years 2017/2018, 2018/2019 and 2019/2020. Moving forward: to monitor numbers and types of abuse within referrals on a quarterly basis and to report on these annually.	Admin Support Officer – Rebecca Galloway, Community Health and Wellbeing Team Leader – Helen Rae and Community Protection Manager – Becky Coates	Analysis of adult referrals completed. Presentation to senior leadership team and CSG being prepared for November 2020. Presentation to Overview and Scrutiny scheduled for Dec 2020.	On-going and up to date.
8.	To refresh awareness of the Mental Capacity Act 2005	To refresh awareness and understanding of the Mental Capacity Act through training for all Designated Safeguarding Officers and frontline staff; and by means of articles on our intranet. To ensure that Mental Capacity Training also includes Making Safeguarding Personal.	Community Health & Wellbeing Team Leader – Helen Rae and Safeguarding Support Officer – Gemma Mitchell	February 2021	Virtual safeguarding adults training organised for October to February 2021 which will cover mental capacity. Article planned for next available issue of Insight staff e-newsletter.

Action No.	Recommendation agreed with Hertfordshire Safeguarding Adults Board	Full description of task and intended outcome	Responsible officer	Timescale for completion	Status
9.	To continue to disseminate learnings from SARs and DHRs to the relevant staff within NHDC	To disseminate learnings from SARs and DHRs to all Designated Safeguarding Officers (DSOs) via the bi-annual Corporate Safeguarding Meeting. DSOs to disseminate to their officers where appropriate.	Safeguarding Support Officer – Gemma Mitchell and Community Protection Manager – Becky Coates	Ongoing (the next Corporate Safeguarding Meeting scheduled for November 2020)	Ongoing

ACTION & EXPECTED OUTCOME	TIME FRAME	LEAD
1. MONITORING AND REPORTING <i>To have an effective corporate monitoring and reporting process</i>		
1.1 Ensure that our work contributes to and supports the strategic priorities of the Hertfordshire Modern Slavery Partnership: Priority one: To raise awareness of modern slavery and it's effects Priority two: To increase reporting of suspected modern slavery Priority three: To ensure right knowledge, skills and process Priority four: To identify, protect, support and empower victims Priority five: To pursue and catch criminals Priority six: To have effective governance, monitoring and evaluation	Throughout this action plan it is noted which of the six priorities our various avenues of work contribute towards. From 2021, our action plan will be written to align with these priorities,	Corporate Safeguarding Group/Community Protection Manager/Community Health and Wellbeing Team Leader /Service Director: Legal & Community
1.2 Corporate Safeguarding Group (CSG) to oversee and monitor compliance with modern day slavery and human trafficking duties (MDS&HT) requirements and report / make recommendations to Community Protection Manager/ Service Director: Legal & Community on proposed changes. (Priority six) 1.3 Actions completed and planned relating to MDS&HT are included within the Annual Safeguarding report to Overview & Scrutiny Committee (O&S). (Priority six)	1.1 This work will always be ongoing. CSG continue to meet twice a year. 1.2 Annual report due Dec 2020.	Corporate Safeguarding Group/Community Protection Manager/Community Health and Wellbeing Team Leader /Service Director: Legal & Community
1.4 Corporate Procurement Group to establish key performance indicators for implementation of the Modern Slavery Transparency Statement / Charter. Incorporated into Annual Safeguarding Report for 2019/20 review. (Priority six)	1.3 To be reported to Cabinet June 2020 and Overview & Scrutiny annually from April 2021 onwards.	Legal Commercial Team Manager / Procurement Officer / Community Health and Wellbeing Team Leader

2. POLICY AND PROCESS <i>To ensure that legal duties are met and where relevant reflected/ embedded in other corporate policies/ procedures and guidance. Support of victims.</i>		
<p>2.1 Incorporate modern slavery requirements in new separate policies for 'Safeguarding Children' and 'Safeguarding Adults at Risk'. (Priority three)</p> <p>2.2 National Referral Mechanism (NRM) and Duty to Notify (DTN) are now one online form for both children and adults. Links to and guidance on these are available on the Modern Day Slavery page on the intranet and in the guidance documents available on the page. (Priority three)</p>	<p>2.1 Policies adopted October 2019.</p> <p>2.2 Modern Slavery referral process is published on intranet.</p>	<p>Community Protection Manager/ Community Health and Wellbeing Team Leader / Policy & Community Engagement Manager</p>
<p>2.3 A centralised log of all MDS&HT referrals is maintained and monitored – as yet none have been made. One incident has been recorded but upon seeking advice from the Modern Slavery helpline the concern did not warrant a referral. (Priority three & four)</p>	<p>2.3 Modern Slavery page on intranet contains all requirements.</p>	<p>Community Health and Wellbeing Team Leader / Safeguarding Support Officer</p>
<p>2.4 Update procurement and contract procedure rules to ensure, where possible, MDS applicable and compliant (to obtain assurance for MDA compliance for relevant contracts). (Priority three & four)</p>	<p>2.4 Suppliers are required to declare their compliance with modern slavery requirements during tender process.</p>	<p>Contract Procurement Group/ Contract and Procurement Lawyer and Procurement Officer</p>
<p>2.5 The Housing Options and Housing Advice Teams provide potential victims of MDS with advice on their housing options (including homelessness services) and signpost to other specialist support agencies as appropriate. (Priority four)</p> <p>2.6 The Housing Options and Housing Advice Teams support the police and partners in Operation Tropic activities through the provision of an on-site housing options service (including homelessness advice), as required. (Priority four)</p>	<p>2.5 & 2.6 This work will always be ongoing for the team.</p>	<p>Strategic Housing Manager</p>

3. COMMUNICATION AND TRAINING <i>To ensure that employees, Members and the local community have sufficient knowledge to report MDS & HT</i>		
<p>3.1</p> <ul style="list-style-type: none"> - Senior Management Group attended training session; - Councillors briefed through MIS and invited to senior managers training sessions; - Senior Management Team endorsement of Action Plan - All staff invited to attend one hour staff briefings; (Priority one, two, three & four) <p>3.2 Social Media and Insight awareness raising on Anti-Slavery awareness day every October to promote event to both staff and the local community (Priority one, two, three & four)</p> <p>3.3 Update NHDC website Modern Slavery pages in line with recommendations from Shiva Foundation. (Priority one, two, three & four)</p> <p>3.4 MDS&HT is discussed at each Corporate Safeguarding Group meeting. (Priority one, two, three & four)</p> <p>3.5 Ongoing training provided to new starters through:</p> <ul style="list-style-type: none"> - First day welcome safeguarding handout - Corporate induction safeguarding presentation - Safeguarding basic e-learning on Growzone (includes MDS&HT) - Safeguarding level one and two face to face training includes MDS &HT (Priority one, two, three & four) 	<p>3.1 August to October 2018</p> <p>3.2 Anti slavery day 18th Oct annually</p> <p>3.3 New page launched June 2020</p> <p>3.4 CSG meets twice a year.</p> <p>3.5 Ongoing</p>	<p>Community Protection Manager/ Safeguarding Support Officer</p> <p>Communications team</p> <p>Safeguarding Support Officer/ Learning & Employee Engagement Manager</p>

<p>3.5</p> <ul style="list-style-type: none"> - Safeguarding training handout being developed for all Members with information on signs and symptoms of abuse (including MDS & HT), how to refer and sources of advice and guidance. - Members encouraged to complete NHDC safeguarding e-learning which includes MDS & HT. As of 08.06.20 20/49 Members have completed this. - Face to face training session being developed for Members. - Ensure all new members receive safeguarding handout and training options. <p>(Priority one, two, three & four)</p>	<p>In progress – due September 2020</p> <p>Ongoing – last reminder in MIS Apr 2020</p> <p>In progress – final design due September 2020 – then review options for delivery in light of Covid-19.</p> <p>May 2021</p>	<p>Community Health & Wellbeing Team Leader / Safeguarding Support Officer</p>
<p>3.6 Procurement Officer to undertake appropriate procurement and supply modern day slavery training.</p> <p>(Priority one, two, three & four)</p>	<p>Completed</p>	<p>Procurement Officer</p>
<p>3.7 Raise awareness through social media of the impact of MDS & HT during Covid-19 – specifically promote anti slavery day on 18th October and the Labour Exploitation Campaign 14th-18th September 2020.</p> <p>(Priority one, two, three & four)</p>	<p>Ongoing – comms team have promoted modern slavery campaigns on social media & will continue to do so.</p>	
<p>3.8 Raising safeguarding awareness amongst political party canvassers to encourage accurate reporting of concerns</p> <p>(Priority one, two, three & four)</p>	<p>In progress – due September 2020</p>	

4. PARTNERS <i>To ensure links between partner organisations</i>		
4.1 To work with Hertfordshire Modern Slavery Partnership <i>(All priorities)</i> 4.2 To work with the North Herts Community Safety Partnership <i>(Priority five)</i> To work with the Shiva Foundation <i>(All priorities)</i>	Ongoing	Community Protection Manager/ Service Director: Legal and Community / Managing Director
5. EXTERNAL ENDORSEMENT <i>To ensure regular monitoring and evaluation of NHDC's compliance with the Modern Slavery Charter and the Council's Transparency Statement</i>		
5.1 To provide an annual report to Cabinet to evidence compliance with the Modern Slavery Charter and the Council's Transparency Statement <i>(Priority six)</i>	Report to Cabinet due June 2020	Service Director: Legal & Community

ACTION & EXPECTED OUTCOME	TIME FRAME	LEAD
6. MONITORING AND REPORTING <i>To have an effective corporate monitoring and reporting process</i>		
1.1 Ensure that our work contributes to and supports the strategic priorities of the Hertfordshire Modern Slavery Partnership: Priority one: To raise awareness of modern slavery and it's effects Priority two: To increase reporting of suspected modern slavery Priority three: To ensure right knowledge, skills and process Priority four: To identify, protect, support and empower victims Priority five: To pursue and catch criminals Priority six: To have effective governance, monitoring and evaluation	Throughout this action plan it is noted which of the six priorities our various avenues of work contribute towards. From 2021, our action plan will be written to align with these priorities,	Corporate Safeguarding Group/Community Protection Manager/Community Health and Wellbeing Team Leader /Service Director: Legal & Community
1.2 Corporate Safeguarding Group (CSG) to oversee and monitor compliance with modern day slavery and human trafficking duties (MDS&HT) requirements and report / make recommendations to Community Protection Manager/ Service Director: Legal & Community on proposed changes. (Priority six) 1.3 Actions completed and planned relating to MDS&HT are included within the Annual Safeguarding report to Overview & Scrutiny Committee (O&S). (Priority six)	1.1 This work will always be ongoing. CSG continue to meet twice a year. 1.2 Annual report due Dec 2020.	Corporate Safeguarding Group/Community Protection Manager/Community Health and Wellbeing Team Leader /Service Director: Legal & Community
1.4 Corporate Procurement Group to establish key performance indicators for implementation of the Modern Slavery Transparency Statement / Charter. Incorporated into Annual Safeguarding Report for 2019/20 review. (Priority six)	1.3 To be reported to Cabinet June 2020 and Overview & Scrutiny annually from April 2021 onwards.	Legal Commercial Team Manager / Procurement Officer / Community Health and Wellbeing Team Leader
7. POLICY AND PROCESS <i>To ensure that legal duties are met and where relevant reflected/ embedded in other corporate policies/ procedures and guidance. Support of victims.</i>		
2.1 Incorporate modern slavery requirements in new separate policies for 'Safeguarding Children' and 'Safeguarding Adults at Risk'. (Priority three)	2.1 Policies adopted October 2019.	Community Protection Manager/ Community Health and Wellbeing Team Leader / Policy &

<p>2.2 National Referral Mechanism (NRM) and Duty to Notify (DTN) are now one online form for both children and adults. Links to and guidance on these are available on the Modern Day Slavery page on the intranet and in the guidance documents available on the page. (Priority three)</p>	<p>2.2 Modern Slavery referral process is published on intranet.</p>	<p>Community Engagement Manager</p>
<p>2.3 A centralised log of all MDS&HT referrals is maintained and monitored – as yet none have been made. One incident has been recorded but upon seeking advice from the Modern Slavery helpline the concern did not warrant a referral. (Priority three & four)</p>	<p>2.3 Modern Slavery page on intranet contains all requirements.</p>	<p>Community Health and Wellbeing Team Leader / Safeguarding Support Officer</p>
<p>2.4 Update procurement and contract procedure rules to ensure, where possible, MDS applicable and compliant (to obtain assurance for MDA compliance for relevant contracts). (Priority three & four)</p>	<p>2.4 Suppliers are required to declare their compliance with modern slavery requirements during tender process.</p>	<p>Contract Procurement Group/ Contract and Procurement Lawyer and Procurement Officer</p>
<p>2.5 The Housing Options and Housing Advice Teams provide potential victims of MDS with advice on their housing options (including homelessness services) and signpost to other specialist support agencies as appropriate. (Priority four)</p> <p>2.6 The Housing Options and Housing Advice Teams support the police and partners in Operation Tropic activities through the provision of an on-site housing options service (including homelessness advice), as required. (Priority four)</p>	<p>2.5 & 2.6 This work will always be ongoing for the team.</p>	<p>Strategic Housing Manager</p>
<p>8. COMMUNICATION AND TRAINING <i>To ensure that employees, Members and the local community have sufficient knowledge to report MDS & HT</i></p>		
<p>3.5</p> <ul style="list-style-type: none"> - Senior Management Group attended training session; - Councillors briefed through MIS and invited to senior managers training sessions; - Senior Management Team endorsement of Action Plan - All staff invited to attend one hour staff briefings; (Priority one, two, three & four) 	<p>3.1 August to October 2018</p>	<p>Community Protection Manager/ Safeguarding Support Officer</p> <p>Communications team</p>

<p>3.6 Social Media and Insight awareness raising on Anti-Slavery awareness day every October to promote event to both staff and the local community (Priority one, two, three & four)</p> <p>3.7 Update NHDC website Modern Slavery pages in line with recommendations from Shiva Foundation. (Priority one, two, three & four)</p> <p>3.8 MDS&HT is discussed at each Corporate Safeguarding Group meeting. (Priority one, two, three & four)</p> <p>3.5 Ongoing training provided to new starters through: <ul style="list-style-type: none"> - First day welcome safeguarding handout - Corporate induction safeguarding presentation - Safeguarding basic e-learning on Growzone (includes MDS&HT) - Safeguarding level one and two face to face training includes MDS &HT (Priority one, two, three & four)</p>	<p>3.2 Anti slavery day 18th Oct annually</p> <p>3.3 New page launched June 2020</p> <p>3.4 CSG meets twice a year.</p> <p>3.5 Ongoing</p>	<p>Safeguarding Support Officer/ Learning & Employee Engagement Manager</p>
<p>3.5</p> <ul style="list-style-type: none"> - Safeguarding training handout being developed for all Members with information on signs and symptoms of abuse (including MDS & HT), how to refer and sources of advice and guidance. - Members encouraged to complete NHDC safeguarding e-learning which includes MDS & HT. As of 08.06.20 20/49 Members have completed this. - Face to face training session being developed for Members. 	<p>In progress – due September 2020</p> <p>Ongoing – last reminder in MIS Apr 2020</p> <p>In progress – final design due September 2020 – then review options for</p>	<p>Community Health & Wellbeing Team Leader / Safeguarding Support Officer</p>

<ul style="list-style-type: none"> - Ensure all new members receive safeguarding handout and training options. <p>(Priority one, two, three & four)</p>	<p>delivery in light of Covid-19.</p> <p>May 2021</p>	
<p>3.9 Procurement Officer to undertake appropriate procurement and supply modern day slavery training.</p> <p>(Priority one, two, three & four)</p>	<p>Completed</p>	<p>Procurement Officer</p>
<p>3.10 Raise awareness through social media of the impact of MDS & HT during Covid-19 – specifically promote anti slavery day on 18th October and the Labour Exploitation Campaign 14th-18th September 2020.</p> <p>(Priority one, two, three & four)</p>	<p>Ongoing – comms team have promoted modern slavery campaigns on social media & will continue to do so.</p>	
<p>3.11 Raising safeguarding awareness amongst political party canvassers to encourage accurate reporting of concerns</p> <p>(Priority one, two, three & four)</p>	<p>In progress – due September 2020</p>	
<p>9. PARTNERS <i>To ensure links between partner organisations</i></p>		
<p>4.3 To work with Hertfordshire Modern Slavery Partnership</p> <p>(All priorities)</p> <p>4.4 To work with the North Herts Community Safety Partnership (Priority five)</p> <p>To work with the Shiva Foundation (All priorities)</p>	<p>Ongoing</p>	<p>Community Protection Manager/ Service Director: Legal and Community / Managing Director</p>

<p>10. EXTERNAL ENDORSEMENT <i>To ensure regular monitoring and evaluation of NHDC's compliance with the Modern Slavery Charter and the Council's Transparency Statement</i></p>		
<p>5.2 To provide an annual report to Cabinet to evidence compliance with the Modern Slavery Charter and the Council's Transparency Statement</p> <p>(Priority six)</p>	<p>Report to Cabinet due June 2020</p>	<p>Service Director: Legal & Community</p>

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OVERVIEW & SCRUTINY COMMITTEE 8 DECEMBER 2020
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*PART 1 – PUBLIC DOCUMENT

TITLE OF INFORMATION NOTE: HALF YEAR UPDATE ON COMMENTS, COMPLIMENTS AND COMPLAINTS (3CS)

INFORMATION NOTE OF THE CUSTOMER SERVICE MANAGER

EXECUTIVE MEMBER: LEADER OF THE COUNCIL

PRIORITY: RESPONSIVE AND EFFICIENT

1. SUMMARY

This information note is to provide an update on the first six months performance of 2020/2021 regarding the Comments, Compliments and Complaints (3C's) for the Council and the contractors that provide services on the Council's behalf. This briefing note accompanies the 3C's dashboard at Appendix A, showing key 3C's data, including that of our contractors and the breakdown of 3C's by service and type at Appendix B.

2. STEPS TO DATE

The Council has a well embedded policy and procedure for handling customer feedback called the Comments, Compliments and Complaints (3C's) Policy. We welcome feedback from our customers about our services so we can continue to learn about how we can make improvements and what we do well.

The 3C's policy sets out clearly the definition of a comment, compliment and complaint as well as how to escalate a complaint either to stage 2 of the process or the Local Government Ombudsman (LGO). Customers can give feedback in a number of ways and can do this directly to the Council or to the contractors who provide key services on our behalf. The policy was reviewed and updated in 2019.

3. INFORMATION TO NOTE

Between 1st April and 30th September 2020, the combined total of comments, compliments and complaints all decreased in comparison to the same period in 2019. Whilst total 3C's engagements are down year-on-year since 2018, it is worth highlighting specifically the combined number of complaints decreased almost by half (48%).

The Waste Management team took the highest number of complaints (41), with 32 of these taken in quarter two (July (9), August (9) & September (14)). Most of these complaints were in relation to on-going missed bin issues. The second highest number of complaints were logged for Planning (20) which were mostly regarding planning application decisions.

The garden waste sign-up period falls within this reporting period each year. Since 2018, Urbaser have seen a steady decline of complaints logged within this period; with 103 logged this year between April and September compared to 124 in 2019 and 748 in 2018.

Appendix B provides a breakdown of all 3C's received by service and by type. There were 111 compliments received between April and September for various service areas. Careline received 48 compliments and most often these are from family members calling to say thank you for the care provided to a relative. Waste Management received the second highest with 16 and a number of these were residents saying thank you to the crews and the street cleaning teams for their continued service throughout the pandemic.

The number of comments received by Contractors remains steady (259), with 208 of those logged to Urbaser. In July, Urbaser received 69 comments; 51 of those were from new customers not being able to sign up to the garden waste subscription immediately and having to wait until October for collections.

There were 13 Stage 2 complaints, 7 of which were logged for Planning Control and the rest for various service areas. If a complainant remains dissatisfied with our complaints outcome after completing our process, they may escalate their complaint to the Local Government Ombudsman.

The LGO received five complaints during this period; the table below summarises the LGO decisions on those complaints:

Service (as classified by the LGO)	LGO Decision
Planning and Development	Upheld – maladministration and injustice – No further action
Corporate and Other Services	Closed after initial enquiries – out of jurisdiction
Planning and Development	Closed after initial enquiries – out of jurisdiction
Planning and Development	Closed after initial enquiries – No further action
Planning Enforcement	Not investigated – recommended to put through as Stage 2 complaint

- The upheld complaint regarding Planning and Development was in relation to the Council failing to properly determine an application for prior approval of a change of use of buildings next to the resident's home. The Council accepted fault and apologised which was deemed as a sufficient and proportionate remedy.
- The Corporate complaint was one previously handled by the Council's Monitoring Officer, which meant the role of the LGO was limited in Councillor against Councillor complaints and therefore not investigated.
- The second Planning and Development complaint was regarding how the Council dealt with a planning application. The LGO concluded that as the resident received the permission he sought; an investigation would not achieve a further outcome.
- The third Planning and Development complaint was in relation to the way the Council considered and decided a planning application to develop a neighbouring property. There was not enough evidence of fault by the Council in how it made its decision to justify an LGO investigation.
- The Planning Enforcement complaint was regarding a neighbours proposed plans for an outbuilding that was not on the plans uploaded to the Planning Portal. This complaint had only gone through Stage 1 of the 3C's procedure and was therefore recommended to be put through as an official Stage 2 complaint.

4. NEXT STEPS

3C's performance will continue to be monitored and reported to SMT quarterly and Overview and Scrutiny six monthly.

The Customer Service Manager will continue to keep up to date with guidance and case studies from the LGO, sharing any key learning.

5. APPENDICES

Appendix A – Dashboard

Appendix B - Breakdown by Service Area

6. CONTACT OFFICERS

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Customer Service Manager

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Johanne Dufficy

Service Director - Customers

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7. BACKGROUND PAPERS

None.

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3C's Performance Summary - 01 April 2020 – 30 September 2020



3C'S RECEIVED DIRECTLY AT NHDC – 6 MONTHLY COMPARISONS

	2017 Apr - Sept	2018 Apr - Sept	2019 Apr - Sept	2020 Apr - Sept
Number of Comments received	67	155	31	9
Number of compliments received	71	84	66	111
Number of complaints received	85	731	176	99
% resolved within 10 working days	68%	44%	73%	79%
Complaints received by the LGO	6	3	3	5

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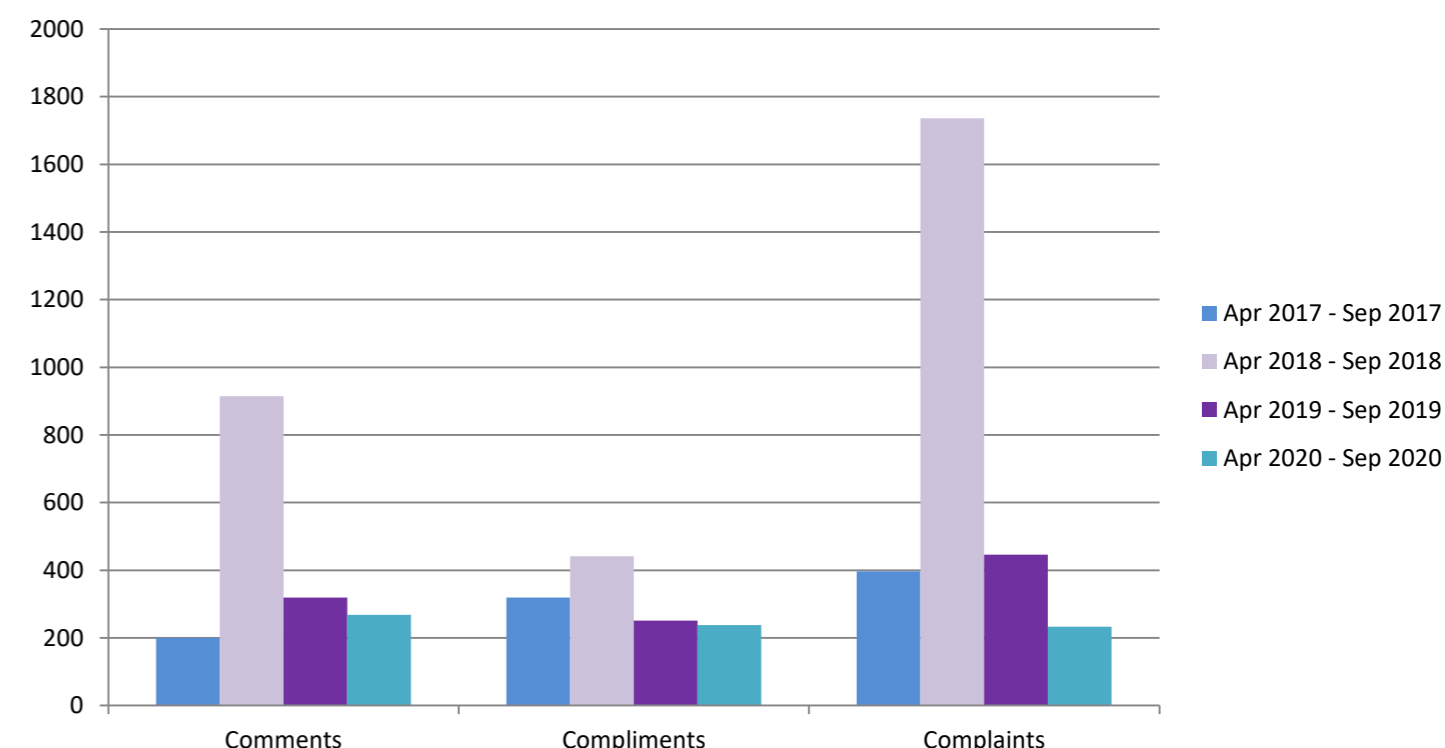
Contractor Complaints Data (all contractors)

	2017 Apr - Sept	2018 Apr - Sept	2019 Apr - Sept	2020 Apr - Sept
Number of Comments received	133	600	288	259
Number of Compliments received	248	210	185	127
Number of Complaints received	312	605	270	134

Combined Totals

	2017 Apr - Sept	2018 Apr - Sept	2019 Apr - Sept	2020 Apr - Sept
Number of Comments received	200	755	319	268
Number of Compliments received	319	294	251	238
Number of Complaints received	397	1336	446	233

Half Year Annual 3Cs comparisons NHDC & Contractor
Combined 01 Apr- 30 Sept 2020



Local Government Ombudsman Complaint Decisions

Service Area (LGO Classification)	LGO Decision
Planning and Development	Upheld –maladministration and injustice - No further action
Corporate and Other Services	Closed after initial enquiries – out of jurisdiction
Planning and Development	Closed after initial enquiries – out of jurisdiction
Planning and Development	Closed after initial enquiries - No further action

Waste and Recycling Data (combined)

	Comments	Compliments	Complaints
April – September 20	212	86	144

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Breakdown of 3C's by service area – 1 April 2020 to 30 September 2020

Resource	Comments	Compliments	Complaints
Property Services	0	1	0
Regulatory	Comments	Compliments	Complaints
Environmental Health – Protection	0	0	4
Housing Needs	0	3	3
Private Sector Housing	0	4	3
Parking Services	0	2	2
Planning Control & Conservation	0	4	20
Planning Policy	1	0	1
Place	Comments	Compliments	Complaints
Leisure	0	1	1
Parks & Open Spaces / Green Space	2	15	5
Waste Management	4	16	41
Customer	Comments	Compliments	Complaints
Benefits	0	2	8
Careline	0	48	3
Customer Service Centre	1	3	1
MSU Post & Administration	0	5	0
Revenues Billing and Recovery	0	1	4
Legal & Community	Comments	Compliments	Complaints
Community Development	0	0	0
Community Safety	0	1	1
Enforcement / Enviro Crime	0	4	0
Commercial	Comments	Compliments	Complaints
Town Hall & Hitchin Museum	1	0	1
Markets	0	1	1
Totals	9	111	99
Contractor Data	Comments	Compliments	Complaints
Waste (Urbaser)	208	70	103
Grounds (John O'Connor)	0	0	2
North Herts Leisure Centre	6	20	11
Hitchin Swim Centre	24	25	9
Royston Leisure	21	12	9
Contractor Totals	259	127	134
Combined Totals	268	238	233

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OVERVIEW AND SCRUTINY COMMITTEE
08 December 2020

***PART 1 – PUBLIC DOCUMENT**

TITLE OF REPORT: 2nd^T QUARTER MONITORING REPORT ON KEY PROJECTS FOR 2020 - 21

REPORT OF: THE CONTROLS, RISK AND PERFORMANCE MANAGER

EXECUTIVE MEMBER: LEADER OF THE COUNCIL

COUNCIL PRIORITY: BE A MORE WELCOMING INCLUSIVE AND EFFICIENT COUNCIL / BUILD THRIVING AND RESILIENT COMMUNITIES / RESPOND TO CHALLENGES TO THE ENVIRONMENT / ENABLE AN ENTERPRISING AND CO-OPERATIVE ECONOMY / SUPPORT THE DELIVERY OF GOOD QUALITY AND AFFORDABLE HOMES

1. EXECUTIVE SUMMARY

This monitoring report provides a 2nd quarter update on the delivery of the key projects for 20/21, first identified to the Committee in March 2020.

2. RECOMMENDATIONS

- 2.1. That delivery against the key projects for 20/21 be noted and commented on by the Overview & Scrutiny Committee.

3. REASONS FOR RECOMMENDATIONS

- 3.1. To enable achievements against the key projects for 2020/21 to be considered

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1. There are no alternative options as this is a monitoring report.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS





- 5.1. No external consultation has been undertaken in the preparation of this report as it is a monitoring report. Members will, however, be aware that a report setting out the key projects was brought to this Committee on 17 March 2020.

6. FORWARD PLAN

- 6.1 This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.

7. BACKGROUND

- 7.1. This report provides details on the status of the key projects for 20/21. It does not include any projects initiated after the document was agreed and is not a full report on all the projects that the Council is undertaking
- 7.2. This report summarises the status of each of the key projects. The following symbols have been used to summarise progress.

Status key	
	Project Halted / funding not available/ Extremely Late
	Project behind original due date/ unlikely to hit original due date.
	Project not due for completion in 2018/19 or has not reached due date
-	Project Pending
	Project Completed.

8. RELEVANT CONSIDERATIONS

- 8.1. The 2nd Quarter monitoring report against key projects for 2020/21 is included in Appendix A.
- 8.2. Appendix A includes the original milestones which were reported to this Committee in March 2020 and progress made against those actions. In addition, updates may have been provided to Executive Members and where relevant through the Members Information Service. Progress against some, will also have been monitored through the Capital monitoring reports to the Finance Audit and Risk Committee and to Cabinet.
- 8.3. For Q2, 14 projects are being reported, 9 with Green Status, 3 Amber, 1 Completed project and 1 project currently showing as pending.
- 8.4. **The Examination and Adoption of the Local Plan- Amber** – All the Hearing Sessions scheduled to be held over three weeks commencing on 28 September 2020 were postponed pending the outcome of the Extraordinary Council Meeting on 8 October. Following the outcome of the meeting, the hearings have now been scheduled to commence on 23 November 2020 for three consecutive weeks.
- 8.5. **Development of a Crematorium in North Hertfordshire - Amber** – The appeal hearing scheduled for 13 May 2020 was cancelled due to Covid19. A further hearing scheduled

for 18 November was also cancelled by the Planning Inspectorate. A new Inquiry date has been set for 22/02/2021. In the meantime, the Statement of Common Ground and Hearing Statement have both been updated to reflect current circumstances and the impact of the virus.

- 8.6. **Designating Air Quality Management areas in Hitchin – Amber** – Due to the current Pandemic, Officer time has been focussed on the response to, and the recovery from this situation. However, some work is still ongoing on a Hitchin Pilot for EV charging through the local MP, a DEFRA bid for funding for a District Wide EV feasibility study, and charging points for new Homes embedded in the planning process.
- 8.7. **Churchgate – Pending** – Officers continue to explore the options around Churchgate, with a report back to Full Council in due course.
- 8.8. Updates on Brexit continue to be incorporated into the regular monitoring reports for 2020/21. Whilst not a traditionally defined project for the Council, it was decided that this would provide the best mechanism to monitor key issues and risk and report back on any actions undertaken

9. LEGAL IMPLICATIONS

- 9.1. No direct legal implications arise from this report. Legal implications for the projects listed in Appendix A are considered as part of those projects and will include (but are not limited to) governance, property, planning and contractual issues. Under the Local Government Act 2000 there is a legal requirement for Councils operating Executive arrangements to appoint an overview and scrutiny committee with remit to review decisions and other actions.
- 9.2. Overview and Scrutiny's terms of reference include at paragraph 6.2.7(s) of the Constitution "to review performance against the Council's agreed priorities and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or service areas". This report gives the Committee an opportunity to comment on progress made against the projects that have been identified for delivery against the Council's objectives.

10. FINANCIAL IMPLICATIONS

- 10.1. There are no specific revenue implications.
- 10.2. The actions identified were resourced through the corporate business planning process cycle for 2020/21 that was undertaken in 2019/20. A number of these projects formed part of the Council's capital programme for 2020/21.

- 10.3 The Council continues to face difficult spending decisions in view of the reduction in government support in future years and the availability of funding continues to impact on the projects that can be undertaken.

11. RISK IMPLICATIONS

- 11.1. The Lead Officer for each project is responsible for identifying any risks to the successful delivery of the Project
- 11.2. Some of these major projects have been identified as Corporate Risks for the Council and these are monitored by Risk Management Group and the Finance Audit and Risk Committee. These include:
- Local Plan
 - Improve use of Council Assets
 - Brexit

12. EQUALITIES IMPLICATIONS

- 12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2. By reporting delivery against the key projects for 2020/21 this provides a means to monitor whether the council are meeting the stated outcomes of the district priorities, its targets or delivering accessible and appropriate services to the community to meet different people's needs. This assists the Council to fulfil a number of obligations arising from the Public Sector Equality Duty.

13. SOCIAL VALUE IMPLICATIONS

- 13.1. The Social Value Act and "go local" requirements do not apply to this report.

14. ENVIRONMENTAL IMPLICATIONS

- 14.1. There are no known Environmental impacts or requirements that apply to this report. Environmental Impact Assessments will be undertaken where required for individual projects.

15. HUMAN RESOURCE IMPLICATIONS

- 15.1.1 There are no additional human resource implications arising from this monitoring report. The resources needed to deliver projects should be considered through the Corporate Business Planning process.

16. APPENDICES

16.1 Appendix A – 2nd Quarter Monitoring against Key Projects for 2020/2021

17. CONTACT OFFICERS

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18. BACKGROUND PAPERS





18.1 None.





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Appendix A – 2020/2021 reporting against Projects identified in the Council Plan – as at 11/11/2020

For **Q2 2020/2021** North Hertfordshire District Council is reporting against 14 ongoing Projects to support the Council Plan 2020 - 25





Key for the Report

Status key	
	Project Halted / Funding not available / Extremely Late
	Project behind original due date/ unlikely to hit original due date.
	Project not due for completion in year / has not reached due date
--	Project Pending
	Project Completed.

Status	Q2	Q1	Summary of Movement this Qtr.
	0	0	
	3	3	
	9	10	
--	1	2	Joint Business case for purpose-built Depot, Transfer Station and Household Waste Recycling Centre deferred until 21/22
	1	0	NHLC Refurb of Gym Members Changing Rooms
Total	14	15	

- Where projects are b/f from previous years, their status is retained until they are complete – to ensure transparency


Projects supporting the Council Plan 2020/2025




	Portfolio	Corporate Objective	Milestones for Completion in 2021 Year	Due Date Where available	Status	Comments
Status – COMPLETE - 1						
NHLC Refurbishment of Gym Members Changing Rooms (capital programme)	Environment & Leisure	Build Thriving & Resilient Communities	Complete Refurbishment	31/10/2020		Refurb Complete. Official handover took place on 25 September 2020. Snagging issues were corrected within the following 2 weeks.
Status – GREEN - 9						
Renovate play area Howard Park, Letchworth (capital programme)	Environment & Leisure	Build Thriving & Resilient Communities	Consultation on Design  Complete renovation	10/08/2020 31/03/2021		Consultation on the design of Howard Park and Gardens renovation closed on 10 August 2020. Groundwork East have completed the designs, which are now being priced in preparation for tendering.
Brexit (Preparation for Brexit - deal or no deal) and implementation / management of those impacts,		Build Thriving & Resilient Communities	Working with regional lead and Local resilience forums to prepare for Brexit (deal or no deal). Work with strategically important contractors to understand the risks they			Withdrawal Agreement and Protocol regarding Northern Ireland. Negotiations are stated to be ongoing until (at this stage) 28 October. The EU has however, issued a legal challenge to the Governments Internal Market Bill – on the




<p>challenges and risks).</p>			<p>will potentially face and to ensure plans are being taken to mitigate those risks if possible.</p> <p>Contribute to countywide preparations for managing potential emergency incidents associated with Brexit, e.g. local food resilience/ strategic co-ordination group and local resilience forums</p> <p>Work with LLG and MHCLG on process mapping for governance/secondary legislation process mapping. Constitution/delegation and warrant checks being undertaken. Relevant managers to check policies for compliance and enforcement post Brexit issues. ✓</p> <p>Draft contract clause to cover data transfer – use of change of law provision to impose ✓</p>		<p>basis that it contravenes the Withdrawal Agreement/ Protocol.</p> <p>NHDC: We are keeping our EU Transition page under review and the Council's communications team has this as a standing item for their bi-monthly meetings.</p> <p>Herts communications group have a standing item.</p> <p>We will be looking at our officer delegations again in November, to see what (if any) updates are required in the next few months to cover off new agreements / legislation (the 'shallow and wide' approach) to arguably cover off where we are, or anticipate where we may be, come 1 January 2021.</p> <p>Emergency Planning Officer and Information Communication Technology Manager had put forward a proposal for extension of the fuel storage at the DCO - the Emergency Planning Officer said not enough resource to take this forward at this time. This will be reviewed by Project Board, given we still have not had the</p>
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			<p>Exceptions and tension monitoring reports to be sent and received.</p>		<p>relevant survey of the site and low staff occupancy of the DCO and further lockdown.</p> <p>Project Board is meeting to discuss and review issues/ oversee matters.</p> <p>Herts Brexit Officers (now EU Transition Officers - ETO)/ EU TCG meetings:</p> <p>One meeting took place of the ETO on 18 June. A new Brexit / EU transition Tactical Co-ordination Group (TCG) has been set up – with the ETO subsumed into that. Supt. Sue Jameson is chairing. Several meetings have taken place, with local Herts Planning assumptions being considered on the back of Cabinet office secure publications on the worst-case scenarios at the border. Meetings are every two weeks going to weekly after 19 November.</p> <p>Herts Strategic Co-ordination Group (SCG):</p> <p>The SCG is the county emergency planning arm and whilst originally this over saw Brexit/ EU Transition, due the covid pandemic this has had to</p>
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					<p>concentrate on that, with EU Transition TCG reporting through to SCG.</p> <p>There was a county-wide EU Settlement meeting on 21 July, with confirmation that approaches to this are different and some being effectively moth-balled because of covid. Herts authorities are now starting to look again at an approach to the hard to reach groups – although accepting that some of the previous CAB direct outreach work will now not be feasible. Government figures indicate that they have received over 4 million applications so far.</p> <p>Business:</p> <p>From an Economic Development point of view, the Council continues to signpost businesses looking for guidance to the Growth Hub, Wenta, Better Business for All and to the LEP schemes. The LEP ran a series of Brexit webinars workshops etc pre covid. New toolkits have been uploaded with advice and guidance to a new Herts LEP and Growth Hub page.</p> <p>Nationally many businesses have not prepared for the EU Transition/ or</p>
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						<p>undertaken risk assessments, as they are grappling with the challenges of the pandemic.</p> <p>If there is no trade deal and the UK has to trade with tariffs, the British Retail Consortium, has predicted a significant impact on the price of food and drink, with an average tariff on imported food being over 20% - and a significant impact on those with lower wages/ unemployed.</p> <p>EELGA/ LGA: No updates</p>
<p>Develop long term museum storage solution</p> <p>To equip the museum service with a sustainable storage solution suitable for the effective management of the collection for the foreseeable future.</p>	Enterprise and Co-operative	Build Thriving & Resilient Communities	<p>Develop Fully Costed Proposal</p> <p>Further Milestones to follow</p>	Nov 2020		<p>Although we are waiting on some clarifications from the Estates team over site boundaries, the expectation is that we will have a fully costed proposal by the end of November 2020. We are looking at a purpose-built facility on the same site as the current buildings. However, this would be condensed into a facility at the back of the existing plot, allowing us to then use the front of the plot for an alternative purpose and to make more efficient use of our assets. The creation of this facility will safeguard the museum collection for the foreseeable future and will allow us to completely vacate the former Hitchin Museum and Letchworth Museum sites</p>

(capital programme) Project will span more than 1 year.						of all items from the museum collection and to put these sites to a different use.
Refurbishment of lifts at Lairage Car Park – Project will span more than 1 year (capital programme)	Finance and IT	A More Welcoming and Inclusive Council	Determine requirements Procurement of Contractor Practical completion	Summer 2020  Dec 2020 Oct 2021		Milestone complete Award of contract scheduled for 18 November - Signing of contract scheduled for 3 December 2020
Implement a “customer account” for customers to access specific information relating to them and to enable them to transact with the Council from a single log-on. (council plan)	Leader	A More Welcoming and Inclusive Council	Implement Customer and Member Portals	Dec 2020		Customer Portal – Council Tax – This project is well underway and currently in the testing stage. On track to be delivered by due date. Councillor Portal - This project is well underway and is due to be rolled out to a pilot group in November. On track to be delivered by due date

<p>Delivery of the Climate Change Strategy</p> <p>(council plan)</p> <p>Installing additional electric vehicle charging points in council car parks to ensure that every car park has charging points in at least 5% of spaces, with a minimum of two spaces per car park.</p>	<p>Housing & Env Health</p>	<p>Respond to Challenges to the Environment</p>	<p>Electric Vehicle Charging Strategy Scoping Document supported by the Executive Members and their deputies.</p> <p>Other milestones to follow once strategy adopted.</p>			<p>Strategy document being prepared, meanwhile work is on-going with regard a pilot scheme for EV charging within Hitchin.</p> <p>It should be noted that officer time is currently focused on responding to and recovering from the pandemic.</p>
<p>Disposal of surplus assets</p> <p>(Remove maintenance obligation and generate capital receipts)</p> <p>(capital programme)</p>	<p>Enterprise and Co-operative</p>	<p>Enable an Enterprising & Co-operative Economy</p>	<p>Land adjacent to Hill View, Rushden </p> <p>29 Gernon Road, Secondary Centre & Document Centre, and surrender of Town Lodge lease</p>	<p>30/04/20</p> <p>31/03/2021 (was 31/08/20)</p>		<p>Sold April 2020.</p> <p>Unfortunately, the scheme that the proposed purchaser had in mind has been recommended by Planning for refusal. This has set Estates/Commercial back on progressing towards completion of the disposal and surrender. Estimated date for the disposal (if it goes ahead at</p>

			<p>Land at Clare Crescent, Baldock</p> <p>Land adjacent 1 North End, Kelshall;</p> <p>Land adjacent 9 North End, Kelshall;</p> <p>Land at The Green, Ashwell Road, Newnham;</p>	<p>31/03/2022</p> <p>31/03/2021</p> <p>31/03/2021</p> <p>31/03/2021</p>		<p>all) will be set back now until 31 March 2021.</p> <p>Land at Hawthorn Close, Hitchin: On hold; NHDC not looking to dispose for the foreseeable future.</p> <p>Land at Passingham Avenue, Hitchin: On hold; NHDC not looking to dispose for the foreseeable future</p>
<p>Acquisition of Property investments (capital programme)</p>	<p>Enterprise and Co-operative</p>	<p>Enable an Enterprising & Co-operative Economy</p>	<p>Continue to explore opportunities to improve the financial viability of property letting company and seek to explore other opportunities for trading companies.</p> <p>Explore the Council options for letting or selling Harkness Court.</p> <p>The commercial team will explore acquisition opportunities, if they meet the acquisition criteria each one will require a business case to seek</p>	<p>31/03/21</p> <p>31/03/21</p>		<p>Work is still progressing on investigating ways to improve the financial viability of the Property Letting Company, which could include acquisitions, developments and refurbishments. Officers will report their findings when this work has been concluded. This work has taken a bit of a back seat in light of Covid-19 and it is difficult to put a date against this work as the current priority is to explore the Council options for letting or selling Harkness Court. This work will also assist in the financial viability of the Property Letting Company The aim is to have a financial options appraisal completed by the end of November, which will be presented to the relevant Executive Members.</p>

			approval for the Council to proceed.			
Property conversion at Harkness Court, Hitchin to provide Housing at market rents (service delivery plan)	Enterprise and Co-operative	Enable an Enterprising & Co-operative Economy	Commence works  Completion of works	Aug 20 Feb 21		The Building Contract has now been signed. The contractor's site manager entered site on 28 th July 2020 to familiarise himself with the site. Work commenced on 5 August and completion is estimated for February 2021.
Status – AMBER - 3						
Examination and Adoption of the Local Plan 2011 - 2031 (b/f form previous year)	Planning and Transport	Build Thriving & Resilient Communities	Milestones and dates will depend on the Planning Inspectorate			All the hearing sessions scheduled to be held over three weeks commencing on 28 September 2020 were postponed pending the outcome of the Extraordinary Council Meeting on 8 October 2020. Following the outcome of the meeting, the hearing sessions have now been re-scheduled to commence on 23 November 2020 for 3 consecutive weeks. All information has been added to the Councils website at the link below. www.north-herts.gov.uk/localplan
Development of a Crematorium in North Hertfordshire (b/f from previous year)	Environment & Leisure		Appeal Hearing Obtain outline planning permission from Central Beds Review Options for obtaining detailed planning permission.	13/05/20 Further dates once outcome of hearing is known		Central Bedfordshire refused the outline planning application in March 2019. Cabinet approved funding for an appeal on 26 March 2019 The appeal was submitted in September 2019. The Hearing date was originally set for 13/05/2020, however this was

					<p>postponed due to Covid19. A further hearing planned for the 18th November 2020 was also cancelled by the planning Inspector. A new Inquiry date has been set for 22/02/2021. In the meantime, the Statement of Common Ground and Hearing Statement have both been updated to reflect current circumstances and the impact of the virus.</p> <p>If planning permission is granted, Officers will assess any planning conditions and the options for progressing development.</p>
Designating air quality management areas in Hitchin to address the improvement of the air quality – Stevenage Road and Paynes Park. (5 Year Plan commenced 2018)	Housing & Env Health	Respond to Challenges to the Environment	<p>Work with businesses to reduce emissions from freight deliveries and buses/coaches"</p> <p>Negotiate with developers through the planning process to implement charging points in new homes.</p> <p>Anti-idling campaign to encourage drivers to switch off when stationary, including investigation of enforcement options</p>		<p>Due to the current Pandemic officer time has been focused on the response to and recovery from this situation.</p> <p>However, the following work is still on-going:</p> <ul style="list-style-type: none"> • DEFRA grant bid just submitted to undertake a feasibility study for the District with regard EV charging; • Dependent upon the outcome of this bid (expected Feb next year), existing funding could then be used for the ECO Stars scheme to work with business fleets to reduce emissions;

			<p>Review of on-street parking in air quality management areas</p> <p>Participate in National Clean Air Day</p>	08/10/2020		<ul style="list-style-type: none"> • Work still on-going with regard a Hitchin pilot for EV charging; • Annual return to DEFRA submitted with regard the two AQMA within Hitchin; • Charging points for new homes embedded within the planning process.
Status – RED - 0						
Status – PENDING - 1						
Churchgate	Leader	Build Thriving & Resilient Communities	Explore Options		--	<p>Full Council on 7 February 2019 approved the principle of purchasing the Churchgate Shopping Centre, subject to the economic case. It also confirmed that any regeneration must be a viable investment that maintains a return to the Council.</p> <p>Full Council on 20 March 2019 voted to put Hitchin forward for a “Future High Streets Fund” bid. Unfortunately the bid was not successful.</p> <p>Officers continue to explore the options around Churchgate with a report back to Full Council in due course.</p>



2020/21 Quarter 2 PI Data

For 2020/21, NHDC will report 18 corporate performance indicators. This report presents these indicators and displays data for the latest period that officers have updated and activated on Pentana Risk.

Performance indicator data is cumulative and represents performance between 1 April 2020 and the latest reporting period. Where available, the commentary for an indicator will include national benchmarking data. When annual targets were set, any relevant national minimum requirements were considered.





Key for the Report





Status	
	Data value has met or exceeded the target figure
	Data value has not achieved the target figure, but it is within the agreed tolerance range
	Data value has not achieved the target figure and it is outside the agreed tolerance range
	Data value is for information only and a traffic light status is not applicable





Direction of Travel	
	Data value has improved compared with the same time last year
	Data value has deteriorated compared with the same time last year
	Data value has not changed compared with the same time last year
N/A	A direction of travel is not applicable, as data for the performance indicator commenced in 2020/21



Summaries

Status Summary – Q2 2020/21		Direction of Travel Summary – Q2 2020/21	
	4 (Q1 – 4)		4 (Q1 – 4)
	0 (Q1 – 0)		11 (Q1 – 11)
	6 (Q1 – 6)		3 (Q1 – 3)
	8 (Q1 – 8)	N/A	0 (Q1 – 0)





Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
Executive Member for Finance and IT								
1	RES 1	Electricity and gas energy consumption (kWh)	Q2 2020/21	652,085	976,000		 Q2 19/20 957,269	Electricity = 487,210 Gas = 164,875 Whilst we are happy with the energy consumption figures for the year-to-date, it must be noted that this target significantly relates to energy usage in the District Council Offices. The building has only been in partial use over the period due to Covid-19 and the associated increase in the number of staff permanently homeworking.
2	MI P&R 001	Percentage of raised sales invoices due for payment that have been paid	Sept 2020	72.96%	97%		 Sept 19 93.86%	As at 30 September 2020: Total value of invoices raised by NHDC - £4,976,597 Total value of invoices raised by NHDC that were not due for payment yet - £583,519 Total value of payments received for invoices raised by NHDC - £3,205,374 Recovery processes on Sales Ledger were relaxed due to Covid-19 and the need to support our customers wherever possible during this difficult period. The granting of payment holidays and increased payment terms has meant we are not currently achieving the collection rates we would normally expect at this time of year, although the position is now improving. The debt is being monitored closely by the Corporate Debt Management Group and SMT, with a view to recovering the outstanding debt as soon as possible.


Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
3	BV 9	Percentage of council tax collected in year	Sept 2020	55.98%	55.5%		 Sept 19 56.95%	£51,870,312.75/£92,665,673.31
4	BV 10	Percentage of NNDR collected in year	Sept 2020	50.98%	55.5%		 Sept 19 56.23%	£10,781,924.15/£21,147,839.04 The Covid-19 pandemic continues to have a detrimental effect on Business Rate collection. The suspension of all recovery processes from April to October 2020 coupled with businesses opting to defer their instalments for the period July to March has delayed an improvement in collection rates. The indications are that some businesses continue to struggle and there is increasing evidence of further business failures, which will have an ongoing negative affect on collection rates. The Expanded Retail Rate Relief Scheme has seen a significant drop in the collectable debit with a predicted £20.567M coming to the Council direct from the Government, in the form of a Section 31 Grant. This means that ultimately, the Council needs to collect 94.35% of the remaining collectable debit of £21.144M (figure as at 29 October 2020) to achieve an overall income equivalent to 97% of the gross debit. This is, of course a moving target as circumstances change and this will continue to be monitored.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
Leader of the Council														
5	BV 12a	Working days lost due to short-term sickness absence per FTE employee	Sept 2020	1.25	1.58		 Sept 19 1.49	<p>361.88 FTE short-term sickness days 289.54 average FTEs Data sourced by the manual calculation of absence rates, as the requested Liberata report is still being finalised.</p> <p>National Benchmarking Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities</p> <table border="1"> <thead> <tr> <th>Period</th> <th>NHDC</th> <th>Top Quartile</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>0.8 days</td> <td>0.2 to 0.6 days</td> </tr> </tbody> </table> <p>NHDC ranked joint 21st out of 45 (2nd Quartile) Subsequent benchmarking data is currently unavailable due to Covid-19.</p>	Period	NHDC	Top Quartile	Q2 2019/20	0.8 days	0.2 to 0.6 days
Period	NHDC	Top Quartile												
Q2 2019/20	0.8 days	0.2 to 0.6 days												
6	BV 12b	Working days lost due to long-term sickness absence per FTE employee	Sept 2020	1.28	Not Applicable		 Sept 19 0.20	<p>371.96 FTE long-term sickness days 289.54 average FTEs Data sourced by the manual calculation of absence rates, as the requested Liberata report is still being finalised.</p> <p>National Benchmarking Source: LGA Workforce Survey Latest Quarter - Three-Month Period Sample - Participating English district local authorities</p> <table border="1"> <thead> <tr> <th>Period</th> <th>NHDC</th> <th>Top Quartile</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>0.1 days</td> <td>0 to 0.8 days</td> </tr> </tbody> </table> <p>NHDC ranked 2nd out of 45 (Top Quartile) Subsequent benchmarking data is currently unavailable due to Covid-19.</p>	Period	NHDC	Top Quartile	Q2 2019/20	0.1 days	0 to 0.8 days
Period	NHDC	Top Quartile												
Q2 2019/20	0.1 days	0 to 0.8 days												





Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
Executive Member for Housing and Environmental Health														
7	REG 1	Rate of homelessness prevention	Q2 2020/21	68.47%	Not Applicable		<p>↑ Q2 19/20 57.93%</p>	<p>During Q1 and Q2 2020/21, there were 111 (Q1 - 48, Q2 - 63) cases where a Prevention Duty ended. Of these, 76 (Q1 - 39, Q2 - 37) ended with a positive outcome, i.e. where homelessness was prevented. 18 (Q1 - 2, Q2 - 16) cases went on to be owed a Relief Duty.</p> <p>Hertfordshire Benchmarking Source: HCLIC Percentage of Prevention Duty positive outcomes Rolling average for latest four quarters</p> <table border="1"> <thead> <tr> <th>Period</th> <th>NHDC</th> <th>Hertfordshire</th> </tr> </thead> <tbody> <tr> <td>Q4 2019/20</td> <td>63%</td> <td>42%</td> </tr> </tbody> </table> <p>Note that the above figures are pre-Covid-19 and therefore, this needs to be considered when assessing Q2 2020/21 performance levels.</p>	Period	NHDC	Hertfordshire	Q4 2019/20	63%	42%
Period	NHDC	Hertfordshire												
Q4 2019/20	63%	42%												
8	REG 2	Rate of homelessness relief	Q2 2020/21	30.33%	Not Applicable		<p>↑ Q2 19/20 22.48%</p>	<p>During Q1 and Q2 2020/21, there were 211 (Q1 - 111, Q2 - 100) cases where a Relief Duty ended. Of these, 64 (Q1 - 29, Q2 - 35) ended with a positive outcome, i.e. where the Relief Duty ended because households were successfully rehoused. A further 43 (Q1 - 22, Q2 - 21) cases were subsequently owed a main housing duty, under which the Council must provide suitable long-term accommodation. (In the current Covid-19 situation, also many others are currently still in hotels and being supported by the Council in line with the 'Everyone In' instruction.)</p>						



Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
								<p>Breakdown of the 147 relief cases that ended in a non-accommodation outcome by reason: 56 days elapsed – 105 households Contact lost – 19 Application withdrawn – 18 Intentionally homeless from accommodation provided - 1 No longer eligible – 2 Local connection referral accepted by other authority - 2</p> <p>Final outcomes for the 105 cases where the Relief Duty ended because 56 days elapsed: Main housing duty owed – 43 households Found to be not in priority need – 54 Found to be intentionally homeless – 3 Not homeless – 1 Duty owed but referred to another LA - 1 Refused to cooperate (s193c(4) duty owed) - 1 Lost contact prior to assessment - 1 Application withdrawn – 1</p> <p>Hertfordshire Benchmarking Source: HCLIC Percentage of Relief Duty positive outcomes Rolling average for latest four quarters</p> <table border="1"> <thead> <tr> <th><u>Period</u></th> <th><u>NHDC</u></th> <th><u>Hertfordshire</u></th> </tr> </thead> <tbody> <tr> <td>Q4 2019/20</td> <td>25%</td> <td>27%</td> </tr> </tbody> </table> <p>Note that the above figures are pre-Covid-19 and therefore, this needs to be considered when assessing Q2 2020/21 performance levels.</p>	<u>Period</u>	<u>NHDC</u>	<u>Hertfordshire</u>	Q4 2019/20	25%	27%
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Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
9	LI 035a	Number of households living in temporary accommodation	Q2 2020/21	98	Not Applicable		 Q2 19/20 84	98 households were in temporary accommodation as at 30 September 2020, of which, 23 were in hotel accommodation. Hertfordshire Benchmarking Source: HCLIC Number of households in temporary accommodation at the end of the period <table border="1"> <thead> <tr> <th>Period</th> <th>NHDC</th> <th>Hertfordshire Average</th> </tr> </thead> <tbody> <tr> <td>Q4 2019/20</td> <td>93</td> <td>112</td> </tr> </tbody> </table>	Period	NHDC	Hertfordshire Average	Q4 2019/20	93	112
Period	NHDC	Hertfordshire Average												
Q4 2019/20	93	112												
10	REG 3	Percentage of Environmental Health programmed inspections completed	Q2 2020/21	1.7%	40%		 Q2 19/20 49.8%	9 planned inspections were carried out during the first half of the year out of 516 inspections planned for the whole year. 284 of these inspections were planned for the first half of the year. Throughout 2020, the Environmental Health team has been unable to carry out planned inspections due in part to the full lockdown during Q1, and the ongoing but relaxed restrictions covering most of the target organisations during Q2. For most of this year, the Food Standards Agency had instructed that in order to restrict the burden on food businesses, food inspections were not to take place, and when this restriction was lifted in mid-September, inspections had to follow full Covid-19 risk mitigation measures meaning that fewer than 10% of the inspections due could be carried out; the service is still awaiting the provision of essential safeguarding measures required to carry out the inspections, and until this						

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
								<p>occurs, inspection rates will remain very restricted.</p> <p>During the year to date, Environmental Health has had to respond to an unprecedented increase in complaints and service requests:</p> <ul style="list-style-type: none"> - 324 specific Covid or Covid-related enquiries were responded to; - An increase in new food businesses enquiries (up by approximately 70%) has been managed; - A significant increase (up by approximately 75%) in the number of residential noise nuisance complaints have and continue to be received and investigated; - A business intervention week to help businesses emerge from lockdown was carried out in July; - Several Covid cases and outbreaks were investigated and controlled; - Numerous Covid risk assessments were reviewed, including from NHDC services and partners. <p>The service is currently continuing to work with county-wide partners to manage the current Covid infection rate, including aiming to better target resources and manage additional contractors and volunteers to help manage the infection in our district.</p>
Executive Member for Planning and Transport								
11	DC 001a	Number of planning applications taken to appeal due to 'non-	Q2 2020/21	0	Not Applicable		Q2 19/20 0	No applications were taken to appeal due to 'non-determination'.

2020/21 Quarter 2 PI Data

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
		determination' within the statutory time period, which were allowed						
12	DC 002	Number of planning applications where the fee has been refunded due to the application not being determined within 26 weeks	Q2 2020/21	0	0		 Q2 19/20 0	No fees have been refunded.
13	LI 032a	Number of allowed planning appeal decisions	Q2 2020/21	1	Not Applicable		 Q2 19/20 1	Out of eight appeal decisions made, one was allowed. All the other appeals were dismissed.

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary																								
Executive Member for Environment and Leisure																																
14	MI LI 015	Number of visits to leisure facilities	Sept 2020	84,232	810,000		 Sept 19 802,476	<table border="0"> <tr> <td><u>Facility</u></td> <td><u>2020/21</u></td> <td><u>2019/20</u></td> </tr> <tr> <td>North Herts LC</td> <td>34,292</td> <td>302,233</td> </tr> <tr> <td>Fearnhill</td> <td>158</td> <td>6,916</td> </tr> <tr> <td>Letchworth OP</td> <td>0</td> <td>33,263</td> </tr> <tr> <td>Hitchin SC</td> <td>14,441</td> <td>184,743</td> </tr> <tr> <td>Archers</td> <td>12,149</td> <td>71,396</td> </tr> <tr> <td>Royston LC</td> <td>23,192</td> <td>203,925</td> </tr> <tr> <td></td> <td>84,232</td> <td>802,476</td> </tr> </table> <p>The leisure facilities reopened on 20 July 2020 with social distancing measures in place. Operationally, current usage levels are now being compared with the targets specified in the agreed recovery plan rather than the targets set at the beginning of the year that are included in this report. For August and September 2020, overall usage was below the levels specified in the recovery plan (95,050 for the two-month period), although the October 2020 monthly recovery target was exceeded. The government announcement that a second national lockdown would commence on 5 November 2020 means that leisure facilities will be forced to close again for at least four weeks. Officers are working with SLL to assess the implications for the current recovery plan.</p>	<u>Facility</u>	<u>2020/21</u>	<u>2019/20</u>	North Herts LC	34,292	302,233	Fearnhill	158	6,916	Letchworth OP	0	33,263	Hitchin SC	14,441	184,743	Archers	12,149	71,396	Royston LC	23,192	203,925		84,232	802,476
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Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
Executive Member for Recycling and Waste Management														
15	NI 191	Kg residual waste per household	Q2 2020/21	216kg	164kg		 Q2 19/20 167kg	Reported figure includes estimated tonnages for August and September 2020, and therefore, may be subject to change. National Benchmarking Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <tr> <td>Period</td> <td>NHDC</td> <td>Top Quartile</td> </tr> <tr> <td>Q3 2019/20</td> <td>88.00kg</td> <td>77.80kg to 98.76kg</td> </tr> </table> NHDC ranked 4th out of 36 (Top Quartile) Production of subsequent LG Inform benchmarking data is currently suspended due to Covid-19.	Period	NHDC	Top Quartile	Q3 2019/20	88.00kg	77.80kg to 98.76kg
Period	NHDC	Top Quartile												
Q3 2019/20	88.00kg	77.80kg to 98.76kg												
16	NI 192	Percentage of household waste sent for reuse, recycling and composting	Q2 2020/21	53.53%	60%		 Q2 19/20 59.76%	Reported figure includes estimated tonnages for August and September 2020, and therefore, may be subject to change. National Benchmarking Source: LG Inform Latest Quarter - Three-Month Period Sample - Participating English district local authorities <table border="0"> <tr> <td>Period</td> <td>NHDC</td> <td>Top Quartile</td> </tr> <tr> <td>Q3 2019/20</td> <td>55.02%</td> <td>53.14% to 59.90%</td> </tr> </table> NHDC ranked 7th out of 39 (Top Quartile) Production of subsequent LG Inform benchmarking data is currently suspended due to Covid-19.	Period	NHDC	Top Quartile	Q3 2019/20	55.02%	53.14% to 59.90%
Period	NHDC	Top Quartile												
Q3 2019/20	55.02%	53.14% to 59.90%												

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary												
17	FW 1	Overall tonnage of food waste collected	Q2 2020/21	1,737	Not Applicable		↓ Q2 19/20 2,407	Reported figures include estimated tonnages for September 2020 and therefore, may be subject to change.												
18	GW 1	Overall tonnage of garden waste collected	Q2 2020/21	5,462	Not Applicable		↓ Q2 19/20 5,938	Food waste and garden waste tonnages will be lower than Q2 2019/20 as a direct result of the 6-week service suspensions due to Covid-19 earlier in the year.												
Additional Complementary Management Information for Waste																				
19	PLA 01	Number of collections missed per 100,000 collections of household waste	Sept 2020	113.28	N/A		N/A Pentana data collection commenced April 2020													
20	PLA 02	Number of missed waste collections (valid complaints)	Sept 2020	3,105	N/A		N/A Pentana data collection commenced April 2020	<table border="0"> <tr><td>April 2020</td><td>353</td></tr> <tr><td>May 2020</td><td>518</td></tr> <tr><td>June 2020</td><td>488</td></tr> <tr><td>July 2020</td><td>647</td></tr> <tr><td>August 2020</td><td>508</td></tr> <tr><td>September 2020</td><td>591</td></tr> </table>	April 2020	353	May 2020	518	June 2020	488	July 2020	647	August 2020	508	September 2020	591
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21	PLA 03	Total Number of waste collections Figures vary due to number of collection days in month.	Sept 2020	2,741,014	N/A		N/A Pentana data collection commenced April 2020	<table border="0"> <tr><td>April 2020</td><td>230,630 (suspensions)</td></tr> <tr><td>May 2020</td><td>419,329 (suspensions)</td></tr> <tr><td>June 2020</td><td>522,764</td></tr> <tr><td>July 2020</td><td>546,526</td></tr> <tr><td>August 2020</td><td>499,001</td></tr> <tr><td>September 2020</td><td>522,764</td></tr> </table>	April 2020	230,630 (suspensions)	May 2020	419,329 (suspensions)	June 2020	522,764	July 2020	546,526	August 2020	499,001	September 2020	522,764
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**OVERVIEW AND SCRUTINY COMMITTEE
8 DECEMBER 2020**

***PART 1 – PUBLIC DOCUMENT**

TITLE OF REPORT: UPDATE OF THE COMMERCIAL DIRECTORATE'S PROGRESS AND FUTURE WORK PROGRAMME

REPORT OF THE SERVICE DIRECTOR – COMMERCIAL

EXECUTIVE MEMBER: EXECUTIVE MEMBER FOR ENTERPRISE AND COOPERATIVE DEVELOPMENT

COUNCIL PRIORITY: BUILD THRIVING AND RESILIENT COMMUNITIES / RESPOND TO CHALLENGES TO THE ENVIRONMENT / ENABLE AN ENTERPRISING AND CO-OPERATIVE ECONOMY

1. EXECUTIVE SUMMARY

To provide the committee with an update on the progress of the Commercial Directorate and set out plans for the future work programme.

2. RECOMMENDATIONS

2.1. For the Committee to note the report.

3. REASONS FOR RECOMMENDATIONS

3.1. The report is following the request of the Committee for an update on the progress of the Commercial Directorate work programme and is for information only.

4. ALTERNATIVE OPTIONS CONSIDERED

4.1. None.

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

5.1. The Executive Member and Deputy Executive Member for Enterprise and Co-operative Development have been kept regularly updated on the work of the Commercial Directorate and have been fully briefed on the contents of this report.

6. FORWARD PLAN

6.1 This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.

7. BACKGROUND

- 7.1. The Service Director – Commercial presented to this Committee in January 2020 and provided an update of the work taken place by the team/ s since being in post. This report is to provide an updated position since January, and to outline any key projects that will be taking place in the near future.

8. RELEVANT CONSIDERATIONS – COMMERCIAL UPDATE

- 8.1. This report sets out an update on commercial activity by the Commercial Directorate since the last update in January 2020. It is important to recognise that commercialisation is practiced within the Council to ensure the organisation is constantly evolving and exploring opportunities for the future development and success of NHDC.
- 8.2. **Commercial Strategy** - Upon advice given by an appointed consultant in May 2020 and to ensure NHDC is in line with the changing environment, the Commercial Strategy is being refreshed. The Commercial Manager has led this project, alongside a consultant from East of England Local Government Association (EELGA). The strategy will set out measurables and targets, (an example of these can be found in Part 2 of this report), reference to Covid-19, benefits of taking a commercial approach and a commercial framework. The refresh reflects NHDC's route to success and desire to be more competitive. The measurables and targets will also aim to monitor commercial activity within the Council as a whole. The strategy also demonstrates the value and importance of social impact when investing in the local community. The strategy is currently seeking approval from Executive Members, the Senior Leadership Team and Public Liaison Board before being published.
- 8.3. **Business Partnering** - The Commercial team are now operating under a business partnering approach, whereby each team member is strategically assigned to a service area/s. The benefit of this is to allow the team to work closely with the areas to identify any potential opportunities, savings or efficiencies. The team will act as an added commercial resource into the areas and will encourage/ support commercial thinking, business case writing and project planning.
- 8.4. **Purchasing Annual Leave scheme** – This scheme has been launched and has so far generated £2, 814 net income into the Council. This project is now being managed by the Human Resources team, who regularly update the Commercial team on its progress.
- 8.5. **Community Lottery** – Approval to proceed with this project has been agreed by the Leadership Team and Political Liaison Board. A report will be presented to Cabinet on 15 December 2020. If approved, the aim is to launch the Lottery in February 2021 and is set to reach 0.5% of North Hertfordshire's player population in its first year – achieving over £10,000 per annum for good causes in the local area. By year two the Lottery will aim to generate approximately £4,000 per annum surplus income to the Council and generate approximately £20,000 for local good causes and continue to increase year on year. The lottery provides social impact within the local community by supporting the Voluntary and Charity Sector financially. Further information on this project can be made available via request to a member of the Commercial team.
- 8.6. **Bury Mead site, Hitchin** - The team are working with consultants and architects regarding a potential commercial project located at the Bury Mead site. The work will be

in-conjunction with the new museum storage facility and will be an income generating source. So far, the team have identified several possible ventures including a leisure facility, inclusive of a learner swimming pool and storage solutions. An options appraisal is currently being completed regarding this with an aim to complete by the end of January 2021. This will be presented to Executive Members for consideration and implementation.

- 8.7. **Becoming a more Cooperative Council** - A Cooperative's lead has been assigned within the Commercial team to ensure that NHDC are continuously exploring ways to support or develop a cooperative in the District. We are currently assessing the ideas that have already been submitted or researched by the Commercial team, to identify any potential cooperative opportunities or way of working.
- 8.8. The Council has set up a Cabinet Panel on Community Engagement and Co-operative Development, the panel had its first meeting on 21 October 2020 which included a presentation from Anna Peachey, Economy, Partnerships and Regeneration Manager at Plymouth City Council explaining how Plymouth has a well-established Cooperative approach. The aim is to learn from this approach and work with organisations in North Hertfordshire to explore and implement more Cooperatives.
- 8.9. **Conversion of the former Careline offices at 55 Harkness Court, Hitchin** - This project commenced in August 2020. On completion, the redevelopment will comprise four x 1-bedroom self-contained residential flats. The redevelopment is due to be completed by February 2021. Further information on this redevelopment project is provided in the Part 2 report.
- 8.10. **Thomas Bellamy House, Hitchin** – This project remains under the commercial opportunities portfolio. Due to issues with the property structure, future plans have been put on hold until these are resolved. However, positive, reassuring conversations have been taking place with a potential tenant that will provide income to the Council and will continue whilst the works are being completed. Further information is provided in the Part 2 report.
- 8.11. **Charnwood House, Hitchin** - This project also remains under the commercial opportunities portfolio. The team have been working with a local community group regarding future plans for the site. The Council are acting commercially in order to reach the best possible solution for the property. The aim is to present a report to Cabinet in December 2020 providing an options appraisal for the Council to determine the agreed way forward. Further information is provided in the Part 2 report.
- 8.12. **Town Hall Annexe, Royston** - Negotiations are underway with a major food retailer to lease out the NHDC-owned site currently occupied by the Town Hall Annexe at Melbourn Street, Royston. The proposal is to redevelop the site with a two-storey building comprising convenience store/food retail use on the ground floor and community use on the first floor. Further information on this redevelopment project is provided in the Part 2 report.
- 8.13. **Existing Estates portfolio** - The economic impacts of Covid-19 have presented challenges for managing NHDC's property portfolio since March 2020. The Government's moratorium on commercial lease forfeiture has been a material factor in how those challenges are addressed.

8.14. **Property Disposals** – This financial year the team disposed of land adjacent to 10 Hill View, Rushden (sold in April 2020). Land and property disposals generate a capital receipt to help fund the District Council’s capital programme and acquire and develop new assets. The capital receipt is shown in the Part 2 report.

8.15. **Exchange of contracts** – The Council has exchanged contracts to sell the properties shown in the table below:

Property	<u>Date Contracts Exchanged</u>
Land at Ivel Court, Letchworth Garden City	June 2020
Land off Windmill Close, Barkway	August 2020
Land at The Green, Newnham	November 2020

8.16. The following table shows all sites that the Council is currently looking to dispose of with estimated dates for disposal. These disposals will generate capital receipts to further fund the Council’s capital programme and acquisition and development of new assets. The estimated capital receipts are shown in the Part 2 report.

Property	Proposed Disposal Date <i>End of:</i>
Town Lodge, Bungalow, Document Centre & Store, Gernon Road, Letchworth Garden City	2020-21
Land adjacent to 1 North End, Kelshall	2020-21
Land adjacent to 9 North End, Kelshall	2020-21
Land at The Green, Newnham	2020-21
Land at Ivel Court, Letchworth Garden City	2021-22
Land off Windmill Close, Barkway	2021-22
Land at Clare Crescent, Baldock	2021-22
Land rear of Baldock Road, Letchworth Garden City	2021-22
Land off Templars Lane, Preston	2021-22
Land at Meadow Way, Therfield	2021-22
Site of Former Depot, Icknield Way, Letchworth Garden City	2022-23
Land off Yeomanry Drive, Baldock	2022-23
Land at The Snipe, Weston	2022-23

8.17. **Renewable Energy** remains a priority for the Commercial Directorate. So far, the team have worked alongside a consultant (Public Power Solutions Limited) to identify NHDC owned and private land suitable for a solar farm. Feasibility studies showed that it was not viable for NHDC to invest in this type of renewable energy due to the size and efficiency of the sites identified. However, since then the team have investigated other sources and are continuing to work alongside other Councils in order to pursue the best renewable energy project for North Hertfordshire. The team will be working alongside the Corporate Policy team, who have undertaken research regarding energy efficiencies of NHDC’s estates. Both teams will aim to work with an appointed consultant to review and further investigate NHDC’s options regarding energy, both from an income generation source and using our assets to be more energy efficient.

8.18. **Hitchin Market** - The Commercial Manager continues to contract manage Hitchin Markets Limited. The contract has recently been extended to March 2021 due to Covid-

19 disruptions. All aspects of the contract are being investigated in order to be and act more commercially in support of the market. A Councillor has recently been appointed as a Director for Hitchin Markets Limited, which allows more Council involvement from both a strategic and operational aspect. Generally, the market is operating at a better rate than it was pre-pandemic due to several factors including an increased presence on social media and providing a safe, open air environment for shoppers and traders. The market continues to operate as an important, valuable 'hub' for the local community, providing social impact through its support to the towns recovery post pandemic.

- 8.19. **Hitchin Town Hall & North Hertfordshire Museum** - The town hall has continued to generate income, despite Covid-19 measures with over £3,000 generated from fitness classes alone and a further £1,000 of income so far from weekly community group bookings resuming.
- 8.20. North Hertfordshire Museum reopened at the earliest possible opportunity, enabling income to be generated via sales in the gift shop and café totalling over £10,000 since reopening.
- 8.21. To fill a recent vacancy, Hitchin Town Hall staff have agreed to be temporarily redistributed to backfill museum responsibilities.
- 8.22. Overall, there has been a quick response to changing government guidance which has enabled Hitchin Town Hall and North Hertfordshire Museum to maximise income generation opportunities.
- 8.23. **Working with other Councils** – The team are continuing to work alongside and build partnerships with other Council's such as Stevenage Borough Council. The teams are sharing expertise and intelligence regarding strategy, approach and any potential opportunities to joint venture in the future.
- 8.24. The team have been and will continue to monitor the commercial successes and losses felt by other Council's throughout the pandemic.
- 8.25. In order to be more commercial, it is important that we act business like. To help the Council do this, it is imperative that we collaborate or partner with private sector businesses to support our commercial vision. More information on this can be found in Part 2 of this report.

9. LEGAL IMPLICATIONS

- 9.1. There are various legislative provisions that give Local Authorities the power to trade, such as S1 of the Local Authority (Goods and Services) Act 1970, S95 of the Local Government Act 2003 and S1 of the Localism Act 2011 ('the general power of competence'). As part of the assessment of any proposed trading activity pursuant to the Commercial Strategy, the Council will need to ascertain the most appropriate power and comply with any associated requirements.
- 9.2. The District Council can borrow to acquire or develop property for the purposes of NHDC's functions or for the benefit, improvement or development of its area. In its capacity of local authority, the District Council cannot borrow to acquire or develop property purely in order to profit from the investment of the sums borrowed. However,

this does not necessarily preclude the Council generating a surplus from property acquired or developed pursuant to the Strategy.

10. FINANCIAL IMPLICATIONS

10.1. Financial implications are covered in the body of the report.

11. RISK IMPLICATIONS

11.1. The body of the report has referenced the relevant risks associated with the update.

11.2. There is a Corporate Risk entitled “Income Generation”, which assesses the risks associated with the Council adopting a more commercial approach to service delivery, as well as focusing on the many opportunities and positive benefits it could achieve by delivering the aims and objectives of the Commercial Strategy.

12. EQUALITIES IMPLICATIONS

12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

12.2. The strategy states that all proposed ideas will be of an ethical nature and will be considered to have a positive impact on the community as a basis for consideration. In line with the Council’s commitment to demonstrate due regard the Equality Duty, it will conduct equality impact assessments where required (i.e. any key decisions, major budget implications and any revisions to major service provisions).

13. SOCIAL VALUE IMPLICATIONS

13.1. The Social Value Act and “go local” requirements do not apply to this report.

14. ENVIRONMENTAL IMPLICATIONS

14.1. There are no known Environmental impacts or requirements that apply to this report. Any of the land disposals as noted at 8.16 will consider any individual environmental impacts as they approach their disposal dates.

15. HUMAN RESOURCE IMPLICATIONS

15.1 There are no human resources implications for this report.

16. APPENDICES

16.1 None.

17. CONTACT OFFICERS

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18. BACKGROUND PAPERS

- 18.1 North Hertfordshire District Council's Property and Development Strategy 2020-2026
- 18.2 North Hertfordshire District Council's Commercial Strategy 2020-2023
- 18.3 Business Case – North Hertfordshire Community Lottery.

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