### **Place Directorate**

Sarah Kingsley – Service Director



### Leisure

- North Herts Leisure Centre
- Letchworth Outdoor Pool
- Fearnhill Sports Centre
- Hitchin Swim Centre and Archers Fitness
- Royston Leisure Centre (RLC)

Stevenage Leisure Limited (SLL) deliver the leisure Contracts on our behalf, contracts end 31 March 2024.

#### **Projects**

- NHLC sauna steam refurbishment
- RLC solar thermal
- Environmental improvements



### **Greenspace**

- Grass cutting Parks, cemeteries, highways, conservation, public open spaces
- Playgrounds inspection and maintenance at 49 sites
- Outdoor sports football, cricket, bowls, tennis, rugby, multi use games areas
- Shrub borders 57,500 square metres
- Four Splash pads open daily from early May to Mid September

- Cemeteries and Burials maintain 7 cemeteries and undertake approx. 400 burials annually.
- Local nature reserves maintain 7 sites
- Rivers and culverts ensure that rivers and culverts are free flowing to mitigate the risks of flooding
- Grounds contract by John
   O'Conner Grounds
   Maintenance Ltd from 1 April
   2022 31 March 2027.



## Waste, Recycling & Street Cleansing

- Shared service with East Herts provides collections to approx. 126,000 households. (59,000 in North Herts)
- Collect and transfer 26,000 tonnes of mixed dry recycling and separated paper from the Buntingford depot annually.
- Collect 55,000 tonnes of residual waste and transfer 32,000 tonnes from Buntingford depot annually.
- Collect 24,000 tonnes of garden waste and 5000 tonnes of food waste annually.
- Estimated North Herts recycling rate for 2021/22 57.75%
- Contract delivered By Urbaser until 2025



## Waste, Recycling & Street Cleansing

- Government is consulting on Resources and Waste Strategy implementation
- Significant changes to waste services delivery and funding over the next 5 years.
- Could include:-
  - ■Collection of plastic film
  - Need to collect cardboard as well as paper separately
  - ■Free garden waste





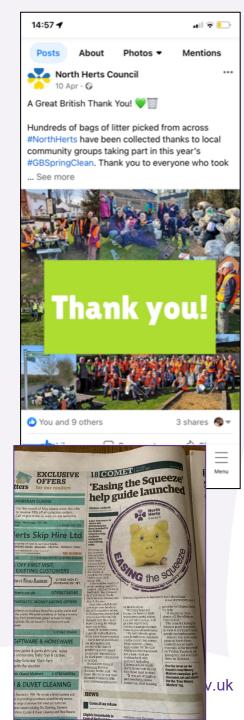
#### **Communications**

- Press office
- Website / Social media
- E-newsletters
- Outlook magazine
- Resident engagement & consultation

Internal comms to staff and

members





#### Resilience:

# **Emergency Planning & Business Continuity**

- Deliver Resilience arrangements that are compliant with the Civil Contingencies Act.
- Review, update and test Resilience plans.
- Deliver Resilience training & exercising programme.
- Regular campaign of warning and informing messages to our communities.
- Involvement in multi-agency Resilience arrangements, through Herts Local Resilience Forum.



### **Commercial Directorate**

# Steve Crowley Service Director – Commercial

May 2022



# Overview of Commercial Directorate

- Commercial Services
- Cultural Services
- Estates & Asset Management



#### **Commercial**

- Service Manager Chloe Gray (3 ½ full time equivalents
  - ■Commercial opportunities (internal and external)
    - ■Set up and manage property company
    - ■Launched the Community Lottery
    - ■Bid for and manage large acquisitions
  - Hitchin Market
    - Oversee the contract and future development of the market



#### **Cultural Service**

- Service Manager Robert Orchard (15 full time equivalents and bank of casual staff)
  - Hitchin Town Hall
    - ■Events (Weddings, functions, comedy nights, exercise classes)
  - ■North Hertfordshire Museum
    - ■New building £5m project high spec
    - ■35k visitors per annum
    - ■Touring exhibitions (Paddington)
    - ■Commercial functions



### **Estates & Asset Management**

- Service Manage Christopher Robson (2 ½ full time equivalents)
  - ■Circa £105 million worth of property assets managed.
  - ■Circa £26.4 million of these are investment assets generating approximately £1.2 million per annum.
  - Ongoing land disposal programme to provide capital receipts for Council (projected £15.5 million total receipt over next 5 years).
  - Exploring options to retain & develop land, thereby yielding longterm revenue stream for Council.



# Thank you and your opportunity to ask me any questions



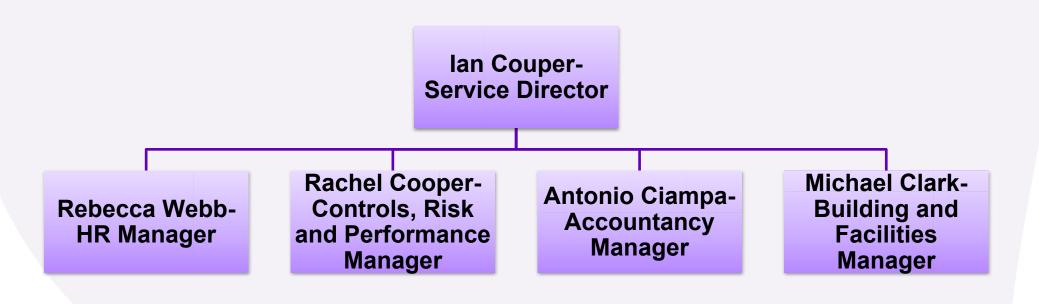
### **Introduction to Resources**

lan Couper, Service Director: Resources

19th May 2022



#### **Structure Chart**





#### **Human Resources**

- Shaping our Future
- Covid-19 Recovery- New Ways of Working
- Joint Staff Consultative Committee
- Employee (and Councillor) Assistance Programme



### **Controls, Risk and Performance**

- Performance and Risk- Council Delivery Plan
- Procurement- moving across
- Assets of Community Value



## **Accountancy**

- Medium Term Financial Strategy
- Budget
- Statement of Accounts
- Finance, Audit and Risk Committee



# **Property Services**

- Community Buildings
- Health and Safety



### **Other**

- Stock transfer
- CCTV Joint Executive



# North Hertfordshire District Council Regulatory Overview May 2022

Building Control – shareholder representative Chair of Safety Advisory Group Service Director – Regulatory

Ian Fullstone

PA Lorrae Hunter

#### Strategic Infrastructure & Projects Manager

**Louise Symes** 

Transport – involvement in strategic, cross boundary & local projects, strategies, and initiatives i.e., expansion of Luton Airport, public transport, walking and cycling, sustainable travel towns. Implementation of EV charge points.

Street Name and Numbering for new developments.

Parking - Enforcement of onand off- street parking, Implementation of Parking Strategy and TROs

Town Centres - reviewing and preparing strategies and action plans

Economic Devt - strategy review, local business support, TC recovery following Pandemic.

Development & Conservation Manager

Simon Ellis

Strategic Planning Manager

Nigel Smith

Environmental Health Manager

Frank Harrison

Strategic Housing Manager

Martin Lawrence

Development
management – processing
all planning and related
applications and appeals
Enforcement –
enforcement of planning
control and development
monitoring
Conservation – all aspects
of conservation of historic
assets, listed buildings,
maintaining
buildings at risk register

High hedge complaints and protected tree applications Local Plan Supplementary Planning Documents & supporting guidance Masterplanning Neighbourhood Plans Developer contributions and infrastructure planning Supporting evidence and studies Liaison and joint planning work with neighbouring authorities incl. North-East-Central Herts Monitoring

Statutory food safety regulation including delivery of food premise inspection programme Statutory public health duties including public health burials Overview of drinking water quality and monitoring of private water supplies Statutory stray dog responsibilities Statutory nuisance duties Contaminated land Air quality management including monitoring Private sector housing Covid pandemic response Ukraine resettlement

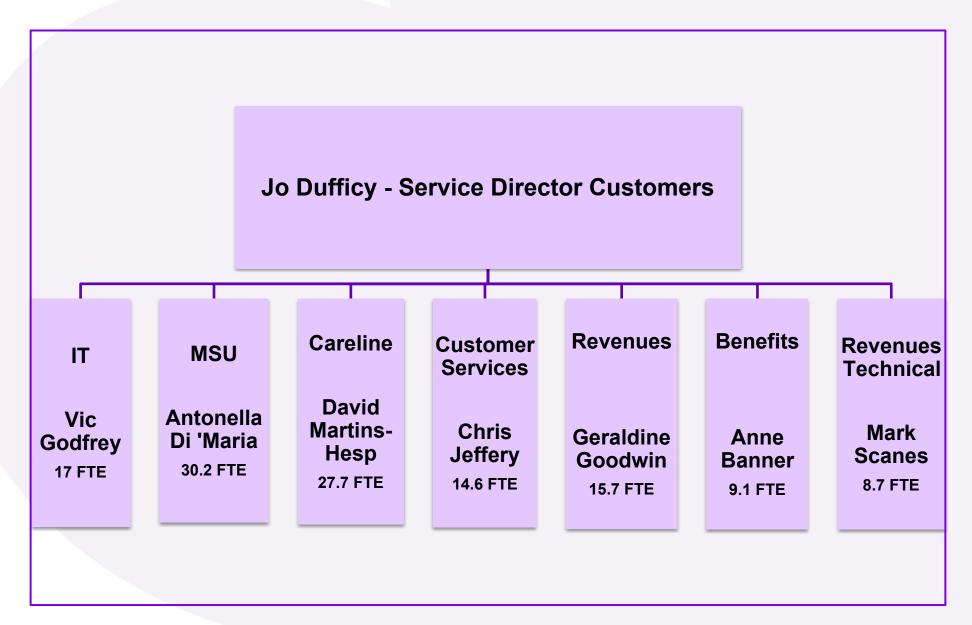
Prevention and Management of homelessness Provision of free housing advice Management of Common Housing Register Facilitate and delivery of new affordable housing units Delivery of Housing Strategy - including homelessness and rough sleeping strategies Nominations to the majority of housing association vacancies Refugee accommodation (50 Syrian, 10 more in 2022) (10 Afghans)

### **CUSTOMERS DIRECTORATE**

**Jo Dufficy** 

**Service Director - Customers** 







### **Our services**

#### Careline

- supports vulnerable adults and children in residential settings
- □ 24/7 operation handling over 500,000 calls a year including out of hours support
- provides services across Hertfordshire and other Counties e.g. Essex and Cambridgeshire
- approximately 17,000 service users supported at any one time

#### The Customer Service team (CSC)

- first point of contact for most Council services across telephone, F2F, Email and social media
- 3Cs management and Local Government Ombudsman liaison
- manage customer and councillor portal
- lead the customer service strategy

#### IT

- ensure the IT technology is always available and secure
- enable technology solutions to deliver services to our customers
- focus on automation using Al



### **Our services**

#### Revenues

Responsible for the administration, collection of Council Tax, Business Rates, BID Levy and other debts owed to the Council

- set the Council Tax Base annually
- recovery of unpaid monies, in line with statutory requirements
- administer ad hoc payment arrangements to assist those in financial difficulty

#### **Benefits**

- administer the Council Tax Reduction scheme
- maintain payment of non universal credit, housing benefit
- recovery of overpayments

#### **Systems and Technical**

- processing & distribution of all income to the Council
- responsible for the annual billing processes in relation to Council Tax, Business Rates and BID Levy
- ensuring that the revenues & benefits system operates efficiently and effectively



### **Our services**

MSU supports systems, projects and administration across the council

- general administration support to Common Housing Register, Legal Support, Local Land Charges, Permits
- □ the full administrative function of managing the Penalty Charge Notices (PCN) including, enquiries, challenges, payments
- supporting projects across the MSU and maintaining the Uniform software that is used by planning and land charges
- Careline administration- processing new installs and maintenance jobs, referrals- basic and complex referrals, hospital discharge customers
- burials, licensing admin, allotments, food hygiene, food registrations,
- community safety e.g. abandoned vehicles, bonfires, dog fouling, licensing e.g. taxi's, temporary event licences



Key Projects	
V3 laptop rollout	Providing the next generation of desktop solution Utilising the current most stable and secure environment to support flexible working, real time collaboration and data security.
Automation using Al	Embedding the transformation skills into IT to progress the delivery of automation projects across the Council
Cyber Security	Ensuring we achieve PSN accreditation and further enhance our cyber skills through Cyber essentials and Cyber accreditation for key IT staff.
Council Tax Reduction Scheme	Full review of the CTR scheme for adoption in 2023
3Cs review	Review and update the 3Cs and unreasonable complainants policy
Grant administration	Complete assurance work for Covid grants





Service Director – Legal and Community MO Safeguarding Lead

Jeanette Thompson

PA to Service Director Chair's Secretary

Penny Copestake

Democratic Services Manager/ Returning Officer

Elections & Committee, Member & Scrutiny

Melanie Stimpson

Policy & Community Engagement Manager

Policy & Community Engagement

Reuben Ayavoo

Legal Commercial Team Manager & DMO

Property, contract & governance work

Isabelle Alajooz

Legal Regulatory Team Manager & DMO

Litigation, regulatory (planning, licensing & environmental)

Nurainatta Katevu

#### Community Protection Manager

Community Safety/ enviro crime/ Health & Wellbeing and Safeguarding

**Becky Coates** 

#### Licensing Manager

(all Council-related Licensing)

Steve Cobb

