

# 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

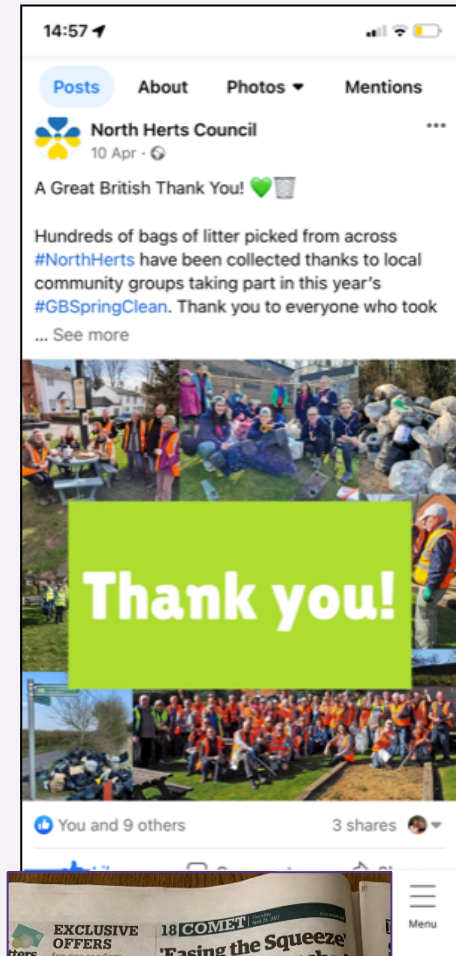
# Waste, Recycling & Street Cleansing

- 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

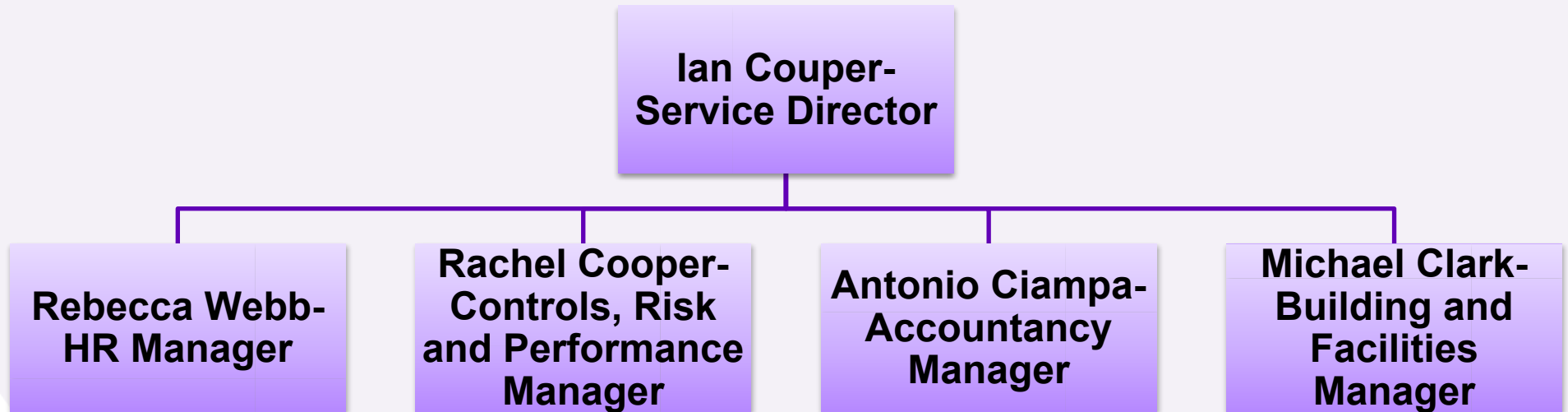
- Service Manage – Christopher Robson (2 ½ full time equivalents)
  - Circa £105 million worth of property assets managed.
  - Circa £26.4 million of these are investment assets – generating approximately £1.2 million per annum.
  - Ongoing land disposal programme to provide capital receipts for Council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

**Thank you and your opportunity  
to ask me any questions**

# Introduction to Resources

Ian Couper, Service Director: Resources  
*19<sup>th</sup> 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

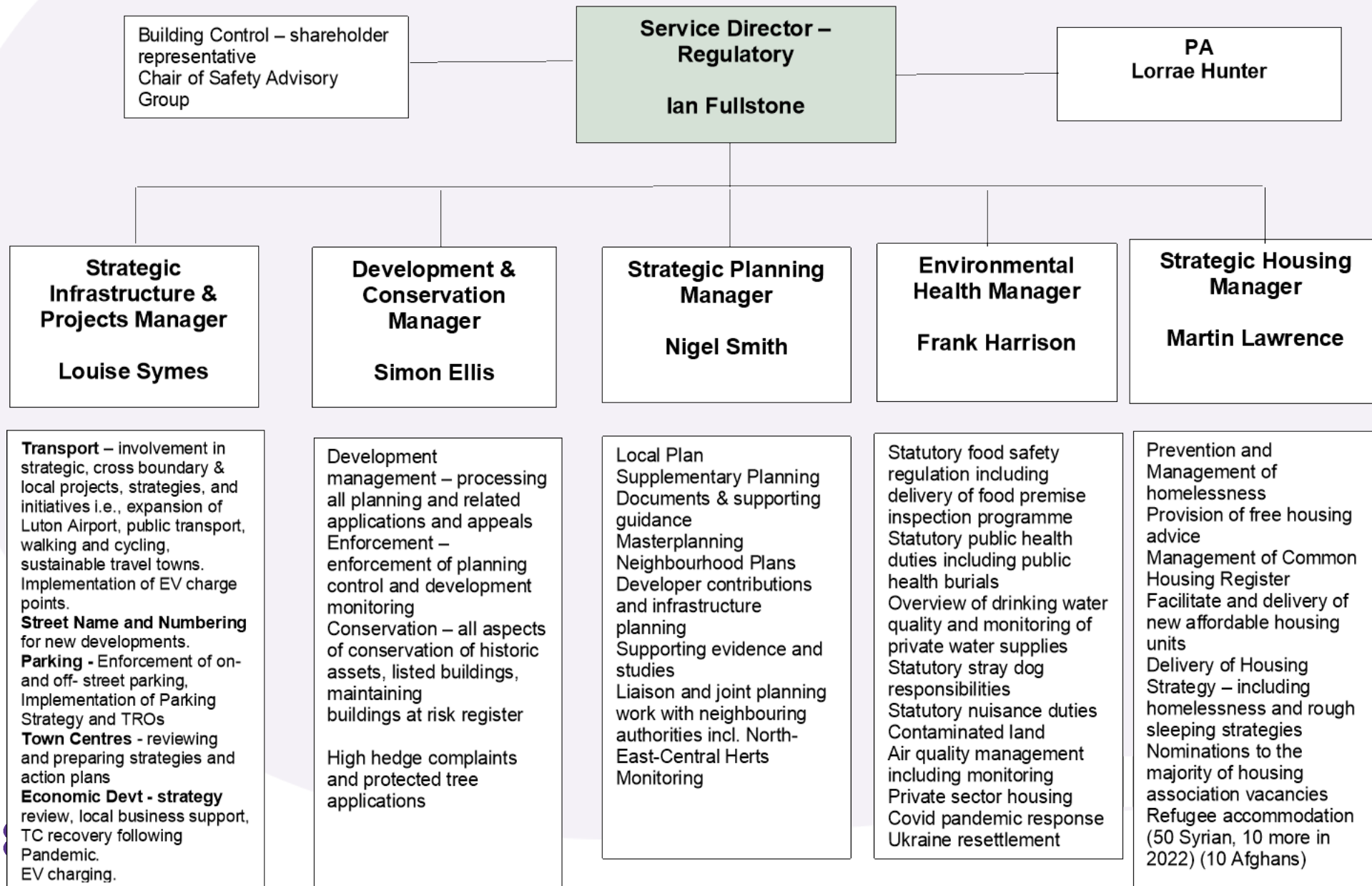
# Property Services

- Community Buildings
- Health and Safety

# Other

- Stock transfer
- CCTV Joint Executive

# North Hertfordshire District Council Regulatory Overview May 2022

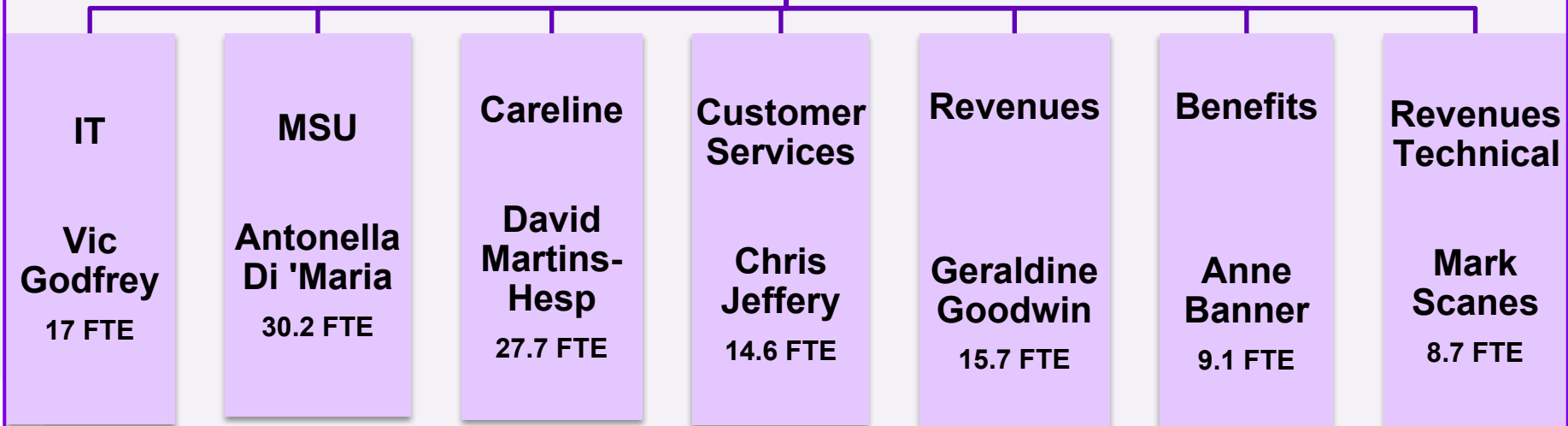


# **CUSTOMERS DIRECTORATE**

**Jo Dufficy**

**Service Director - Customers**

**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 AI



# 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

<b>V3 laptop rollout</b>	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.
<b>Automation using AI</b>	Embedding the transformation skills into IT to progress the delivery of automation projects across the Council
<b>Cyber Security</b>	Ensuring we achieve PSN accreditation and further enhance our cyber skills through Cyber essentials and Cyber accreditation for key IT staff.
<b>Council Tax Reduction Scheme</b>	Full review of the CTR scheme for adoption in 2023
<b>3Cs review</b>	Review and update the 3Cs and unreasonable complainants policy
<b>Grant administration</b>	Complete assurance work for Covid grants

## Legal and Community

