

LEGAL AND REGULATORY SERVICES - Service Annual Performance Review 2021/22

DELIVERING OUR OUTCOMES – Our case studies help illustrate the positive contribution the Service has made to our communities and provides examples of good service delivery.

Corporate Outcome – People Live Active, Healthier and Independent Lives

Business Outcome BO102: We Provide Support, Prevention And Opportunities To Help People Make Better Lifestyle Choices

Success Measure: LRS102_01-Advice and assistance from Welfare Rights is provided to Clients to ensure they maximise their income.

- a) We worked with service partners to deliver the redesigned advice service to cope with demand from vulnerable and non-vulnerable clients. Advice and assistance from Welfare Rights is provided to Clients to ensure they maximise their income. We achieved 99.2% of targets despite difficult delivery.

Corporate Outcome - People Will Live In Safer And Stronger Communities

Business Outcome BO104: Our Communities Are Protected And Supported

- a) The Trading Standards Team initially maintained a reactive presence, which, as restrictions allowed moved to a proactive planned approach. This despite Covid impacts allowed the Team to deal with a high proportion of all premises identified as high risk.
- b) Developed the Community Safety Partnership Strategy 2021-2023 which underpins the Argyll and Bute Outcome Improvement Plan and sets out strategic priorities in relation to:
- We live in a safe and positive community
 - We encourage safer road and water use
 - Our natural and built environment is protected
 - Our communities are supported and included

It also identifies how key partners including the Council, Police Scotland, Scottish Fire and Rescue Service, HM Coastguard, Health & Social Care Partnership (HSCP), Third Sector Interface (TSI) and local groups will bring together resources to ensure that Argyll and Bute is a safer place to live, work and visit.

Corporate Outcome - Our Economy Is Diverse And Thriving

Business Outcome BO110: We support businesses, employment and development opportunities

- a) The Procurement, Commercial and Contract Management Team provided a strong lead to ensure we continued the percentage of Council spend that is under a contract or service level agreement while also maintaining the percentage of all Small Medium Enterprises that win council contracts. We also worked to improve the delivery of contract management on all high risk contracts.

We effectively planned and coordinated the release of tenders to avoid overwhelming the market, in particular the local market – by issuing invitations to tender where the regulations allowed. For 2021/22, we awarded 151 contracts and of these 119 were Quick Quotes (ITQ's).

Our procurement processes were simplified and streamlined, ensuring that documentation was as straightforward as possible and engaged with local Economic Development colleagues and other collaborative stakeholders, to support emerging priorities that will support the economic recovery within Argyll and Bute.

The percentage of total bids by and contracts awarded to local and SME suppliers is monitored monthly, however, not all requirements can be fulfilled by the local supply market. To gain a better understanding of performance, the number of tenders bid for and subsequently won by local suppliers is also monitored and detailed below.

2021/22 - Total No. of Tenders	2021/22 - Total receiving local bids	2021/22 - Total won by local bidders	2021/22 % Success Rate
151	51	40	78.4%

The level of local spend was monitored in 2021/22, and the overall percentage with our local suppliers was 29.9%.

The team recognises the strategic importance of maximising the economic benefits from directing Council spend to local businesses in terms of benefiting the local economy. Whilst it would not be acceptable to give preference to local businesses during any particular procurement, efforts are made to ensure that local businesses are upskilled so as to have the greatest chance of being successful in winning Council and other public sector business.

Argyll and Bute Council took part in the Meet the Buyer: Live Virtual Event on 8th June 2021.

- b) Civic & Liquor Licensing- we put in place arrangements for continuing to deliver the civic and liquor licensing functions including the holding of virtual Board meetings and a system for the fast tracking of occasional applications for the licensing of outdoor areas. The tri-annual review and renewal of Civic licensing fees took place during 2021/22 and revised arrangements were put in place to facilitate this.
- c) As part of the continuing easing of lockdown measures, agreements were put in place to enable businesses to utilise public spaces identified by the Council.

Corporate Outcome - Getting it right

Business Outcome BO115: **We Are Efficient And Cost Effective**

- a) Delivered 1 local by-election during 2021/22 , a Scottish Parliamentary Election and worked to delivering the Local Government Election in May 2022 all while continuing to meet the electoral performance standards as set by the Electoral Commission. New processes, risk assessments and procedures were devised and implemented to meet Covid-19 responsibilities while delivering a successful outcome.
- b) Increased Elected Member Transactions through paperless processes e.g. improved iPad functionality, arrangements for on-line surgeries and on-line expenses. These arrangements and technological developments facilitated the move to virtual ways of working throughout the year and supported the continued functioning of committees and Elected Member decision making and operating processes throughout the year which placed a heavy reliance on harnessing technology and new ways of working.
- c) Development and Delivery of on-line/ virtual programme of seminars and training events to support Elected Member Development, Elected Member Induction and Election Administration and Delivery.
- d) Supported key Council services to improve process and response times to Elected Members' enquiries through Casebook, the electronic case management system used by Elected Members to record and manage constituent enquiries.

- e) Review of the Charitable Trusts and Bequests and Trust Funds to simplify and update processes where possible and ensure ongoing compliance with charity regulations and the original terms of the bequests. The review took cognisance of the fact that a large number of the charitable funds managed in trust by Area Committees were established many years ago, and as a consequence of changes in society over time the intended beneficiaries of the bequests are no longer easily identified.
- f) Provided a strong Governance presence which allows the Council to continue to meet target response times where possible for Freedom of information requests, subject Access Requests and complaints resolved at Stage 1. All of which have been impacted by Covid and high volumes of requests.
- g) The review and improvement programme of Pecos, which aids the user experience, increase PECOS usage, improves control arrangement, governance and contracted spend.

Business Outcome BO116: We Engage And Work With Our Customers, Staff And Partners

- a) Continue to lead the Council's Tactical Group and provided a co-ordinated response across Legal & Regulatory Support Teams who lead on Health & Safety and the implementation of Council Wide suite of emergency and resilience plans throughout 2021/22 presence which allows the Council to continue to meet its ongoing obligations.
- b) Extended the Customer Service Excellence Award to include all aspects of the Legal and Regulatory Support service. Accreditation was achieved with a number of additional criteria being upgraded to compliance plus. Achievement of this nationally recognised external accreditation demonstrates our commitment to positive and constructive relationships with customers and partner and how we use this to drive continuous improvement in our services.
- c) The Governance Team extended the provision of governance and committee support to the Integrated Joint Board and the meeting reports and minutes for key strategic committees are all hosted on ModGov. In addition arrangements were put in place to support virtual meetings and undertake recorded sessions which are also posted on ModGov.

SIGNIFICANT CHALLENGES – These are the significant challenges faced by the Service during 2021/22. These challenges either created pressures on the Success Measures or impacted on delivery. Specific additional activity or mitigating actions were carried out to reduce the negative impact on service delivery.

Corporate Outcome - Our Economy Is Diverse And Thriving

Business Outcome BO110: We support businesses, employment and development opportunities

- a) Additional requirement at short notice to administer 3 separate Taxi Support Fund tranches in addition to business as usual. Required new forms, procedures and appeals process with around 250 plus applications dealt with. All processed and paid within the deadline.

Corporate Outcome - Getting it right

Business Outcome BO115: We Are Efficient And Cost Effective

- a) Delivered 1 local by-election during 2021/22 and Scottish Parliamentary election while continuing to meet the electoral performance standards as set by the Electoral Commission. New processes and procedures were devised and implemented to meet Covid-19 responsibilities while delivering a successful outcome. This was completed while the Election Team were also putting arrangements in place for the Local Government Election in 5th May 2022. A significant volume of works was undertaken in relation to the planning arrangements.

Business Outcome BO116: We Engage And Work With Our Customers, Staff And Partners

- b) Review and redevelop the Elected Member Induction Programme ahead of the 2022 local government elections. The Elected Member induction programme underwent a review based on feedback arising from the previous local government elections and this provided the basis for the development of a virtual programme to support election of three new Councillors during 2021/22.

CONSULTATION AND ENGAGEMENT - WE ASKED, YOU SAID, WE DID....The following are all the consultations and resulting actions that the Service has carried out during this period.

- a) A review of Taxi Fares was conducted during 2021/22. In terms of Section 17 of the Civic Government (Scotland) Act 1982, the Local Authority requires to fix maximum fares and other charges in connection with the hire of taxis operating in their area and to review the scales for taxi fares and other charges on a regular basis. The review process commenced in summer 2021 and as a result it was proposed that there would be increases to the existing scales. This was advertised with responses invited within a month. Adverts were placed in local newspapers with a deadline given for any responses. After review of the responses the Head of Legal & Regulatory Supports and the Chair of the Planning, Protective Services and Licensing Committee (PPSL) agreed subsequent increases to the current fares.

- b) Procurement, Commercial and Contract Management Team conduct regular Customer and Supplier Surveys. The feedback from our Customers on previous surveys was very positive in areas such as obtaining advice and assistance, awareness of contracts available and goods or services accurately corresponded to requirements. The feedback from our Suppliers was also positive with an increase in supplier satisfaction in knowing where to find contract opportunities, clearly defined performance measures, attending regular meetings to ensure effective contract delivery and happy with the way the Council engages with their business over the term of the contract.

- c) Procurement, Commercial and Contract Management Team carried out wide consultation on the Council's Procurement Strategy – received wide ranging responses and addressed each one in reporting to Council on refreshed Strategy.