

Part I

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Wards: ALL

WELWYN HATFIELD BOROUGH COUNCIL  
ENVIRONMENT SCRUTINY AND OVERVIEW COMMITTEE – 10 JUNE 2019  
REPORT OF THE CORPORATE DIRECTOR (RESOURCES, ENVIRONMENT AND  
CULTURAL SERVICES)

CP PLUS PERFORMANCE RESULTS APRIL 2018 – MARCH 19

**1 Executive Summary**

- 1.1 The Council have produced the attached report with details of CP Plus's performance for April 2018 – March 2019, measured against the agreed Key Performance Indicators (KPIs) within the contract.
- 1.2 CP Plus has successfully achieved all nine KPIs for the 12 month period.

**2 Recommendation(s)**

- 2.1 It is recommended that the Committee note the contents of the attached report by CP Plus, as a record of their results April 2018 – March 2019 against the contractual key performance indicators.

**3 Explanation**

- 3.1 The KPI framework is an important element of the contract agreement with CP Plus. This is the second year CP Plus have been monitored against the revised KPIs, which were enhanced to make the KPIs even more challenging for CP Plus to achieve.
- 3.2 The Monitoring Framework for the CP Plus/WHBC partnership was established at the start of the contract. Parking Services work with CP Plus to address any performance issues.

**4 Legal Implication(s)**

- 4.1 There are no legal implications inherent in relation to this report

**5 Financial Implications**

- 5.1 There are no direct financial implications for the Council arising from this report.

**6 Risk Management Implications**

There are no significant risks inherent in this report.

**7 Security & Terrorism Implication(s)**

- 7.1 There are no known Security & Terrorism implications inherent in relation to the proposals in this report.

**8 Human Resources**

8.1 There are no known Human Resources implications in relation to the proposals in this report.

**9 Communication and Engagement**

9.1 There are no known Human Resources implications in relation to the proposals in this report.

**10 Procurement Implication(s)**

10.1 There are no procurement implications inherent in relation to the content of this report.

**11 Health and Wellbeing**

11.1 There are no known Health and Wellbeing implications in relation to the proposals in this report

**12 Climate Change Implication(s)**

12.1 There are no known climate change implications inherent in relation to this report.

**13 Link to Corporate Priorities**

13.1 The subject of this report is linked to the Council's Corporate Priority; Protect and Enhance the Environment and specifically to the achievement of Developing the Provision of Bereavement Services.

**14 Equality and Diversity**

14.1 An EqIA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies

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