

Cabinet Lead Reports – 9 December 2015

Councillor Mike Fairhurst - Cabinet Lead for Marketing and Development

Customer Insight

Face to face services:

A review of the Plaza atrium space has been carried out to ensure access to our services is as easy as possible. As a result we now have new signage showing all the services at the Plaza rather than just those of HBC (Havant Borough Council).

The review also showed that the leaflet racks were not being fully filled by our partners, and what is there is often poor quality. So the free standing racks have gone and there are more wall mounted leaflet holders.

Communications

On Wednesday 18th November the Council took part in #OurDay on twitter, which is a yearly tweetathon (if anybody doesn't understand this piece of jargon please feel free to ask) for local government to show what it does in a typical day, <http://www.local.gov.uk/our-day>. Our tweets included:

- #OurDay Preparing several sports pitches, including one for a rugby game at Hooks Lane.
- A few vehicles serviced in our workshop 3 taxis for safety plate tests, 2 refuse vehicles, street sweeping truck, 4 big lawn mowers #OurDay
- An autumnal day in one of our cemeteries #OurDay

Change and Transforming Services - Service Futures

Service Futures continues to be our way to organise and report on the key projects which will delivery the Council's Corporate Strategy. The most significant areas of work from August to November have been:

- the development of Personalisation,
- the Norse Joint Venture Company and other projects in Operational Services,
- the 5 Councils procurement, and
- a project to transform ways of working in the Planning Service.