

Cabinet Lead Reports – Full Council 11 July 2018

Councillor Lulu Bowerman: Cabinet Lead for People and Communications

Marketing and Communications

Serving You:

The latest edition of the council's magazine, Serving You has been designed and printed and will be distributed during July. This edition features 'paid for' advertising which is one way the communications team is generating income for the council.

Serving You goes to every house and business in the borough and features an array of stories in this issue including:

- A guide to becoming a councillor
- Meet the new Mayor
- A guide to how council tax is spent
- An update on the draft local plan
- An article and infographic to encourage residents to recycle their rubbish correctly which will be an ongoing feature

LGA strategic communications resource:

The communications team has been selected to contribute to a strategic communications resource which has been developed by the Local Government Association, SOLACE and LGA Comms. This is being launched this month at the LGA conference to help other local authorities ensure communications has a strategic role in their organisations.

Communications team is now generating income with e-newsletters and councillors will now be seeing adverts appearing in press releases and e-newsletters sent out by the communications team which is another new income stream

Creative and innovative videos:

The communications team is exploring more innovative and creative ways to engage residents and businesses. One of the ways it is achieving this has been by creating videos such as showcasing Hayling Island being awarded Blue Flag status. Videos can be found on the Facebook page - [Facebook.com/havantboroughcouncil](https://www.facebook.com/havantboroughcouncil)

Countryfile filming:

The Eastern Solent Coastal Partnership was featured on BBC's Countryfile. Please click the link to view the programme on BBC iPlayer . ESCP's piece is approximately 46 minutes into the programme.

<https://www.bbc.co.uk/iplayer/episode/b0b3jyf2/countryfile-hampshire>

Press releases have included:

Boost to infrastructure:

<http://www.havant.gov.uk/news/funds-infrastructure>

Stay onside for recycling:

<http://www.havant.gov.uk/news/stay-onside-your-recycling>

Honouring our Armed Forces:

<http://www.havant.gov.uk/news/honouring-our-armed-forces>

Funding to reduce flood risk at Langstone

<http://www.havant.gov.uk/news/havant-borough-council-secures-funding-address-flood-risk-langstone>

Extra services for bank holiday

<http://www.havant.gov.uk/news/extra-services-extra-hot-bank-holiday-weekend>

Councillors meet with concerned residents

<http://www.havant.gov.uk/news/councillors-meet-concerned-residents>

Blue Flag flies high over Hayling

<http://www.havant.gov.uk/news/blue-flag-flies-high-over-hayling>

New council leader for Havant

<http://www.havant.gov.uk/news/new-council-leader-havant-0>

Most viewed press releases online

Press release title	Link	Views
Local election results	https://www.havant.gov.uk/news/local-election-results	274
Royal wedding street parties	https://www.havant.gov.uk/news/royal-wedding-street-parties	236
Vintage vehicles on show for the annual Classic Vehicle Run	https://www.havant.gov.uk/news/vintage-vehicles-show-annual-classic-vehicle-run	208
Proposed development in Bedhampton to be discussed	https://www.havant.gov.uk/news/proposed-development-bedhampton-be-discussed	199
First draw winners for Havant Borough Community Lottery	https://www.havant.gov.uk/news/first-draw-winners-havant-borough-community-lottery	189

Customer Insight

Residents' Survey. Biannual survey of Residents' views which contributes to our understanding of the Council's performance and the perception of local residents of their local area and different services. Questionnaires were delivered to a random sample of 3,500 residents on 4 June 2018. As at 19 June, 586 questionnaires have been returned to date. The deadline for returns is 30 July. Following data entry and analysis, a final report will be completed by 29 October.

Leigh Park Engagement. Customer Insight are working with Andrew Biltcliffe, head of Regeneration to consult the local community in order to explore the redevelopment of the Leigh Park community centre site, an area of Bondfields ward. There is a need to find out what services the local

community want and need in a potential new Health and Wellness hub to ensure that the new building is used by the community. Insight will be gained through indepth research with these communities, including an audit of local community groups, 1-2-1 interviews with local community group leaders and discussion groups with local residents.

Tourism. The Council is looking to commission an in-depth specialist analysis of the tourist economy on Hayling Island, including an economic impact assessment of the seafront regeneration proposals. To reduce the cost of this work Customer Insight have been working with Planning to collate existing data and insight that can contribute to this assessment. New data has been collected from Beachlands Visitor Information Centre to contribute to the evidence base for this assessment so that the Council are only bringing in external expertise where necessary. A proposal is being developed to undertake an audit of visitor attractions, including measuring footfall to those attractions.

Serving You. A questionnaire has been placed in the summer edition of 'Serving You' which is soon to be distributed. This will give us an indication of readers' preferred ways for receiving local news with the aim of developing a 'shift strategy' for increasing the take up of Serving You online.

Website and social media

Social media campaigns and events have included:

Raising awareness of how to reduce water usage during heat (Southern Water)

"Selfie day" – HBC staff took a selfie of themselves or their team and shared it on social media

New Mayor of Havant

Kitesurfing Armada Festival on Hayling

Protecting your plate – Campaign promoting food hygiene inspections

Blue flag reward for Hayling Island beach

Elections on the 4 May 2018.

Facebook

85 new "likes" meaning we are now on 2,652.

Twitter

We now have hit 3,038. followers

Website - <https://www.havant.gov.uk>

Website stats

67,087 website visits

404,770 website pages viewed

Where do users look at the website from?

The Havant website is mainly viewed from Portsmouth (23%) and London (20%).

Most viewed service areas

Page title	Link	Views
Search and comment on planning applications	https://www.havant.gov.uk/search-and-comment-planning-applications	17,438
Bin collection	https://www.havant.gov.uk/bin-collection	14,789
Council Tax	https://www.havant.gov.uk/council-tax	14,444
Planning services	https://www.havant.gov.uk/planning-services	12,166
Havant mapping tool	http://maps.havant.gov.uk	12,162

HR

Strategic Human Resources and Organisational Development

There are a number of Strategic HR and OD projects which continue to be progressed, to support the strategic aims of the Council;

Senior Leadership Development

Executive Coaching is progressing to support self-selected Heads of Service in their development, identifying areas of 'stretch'. This work is being complemented with mentoring where Heads of Service have identified this intervention as a further source of support.

Employee Engagement

Employee engagement continues to be a priority area of work for the Strategic HR and OD team. Four groups of staff are working on four key areas of culture/behaviour change to achieve high performance; Wellbeing, Governance, Productivity and Communications. Each workstream has a number of volunteers from the wider staff group who work with an HR Business Partner to deliver specific outcomes, as well as to consider other areas of focus which emerge over time. Examples of workstream planned outcomes include;

Wellbeing – establishing Mental Health First Aiders in the workplace;

Productivity – promoting productivity tools to colleagues and looking at how the self-service culture can be generated

Governance – roll out of GDPR training and awareness, and raising awareness of decision-making steps

Communications – undertaking employee surveys, attending team meetings to gather feedback from staff members

A number of Heads of Service will support the volunteer members of staff in their activities. The first meeting of Heads of Service 'sponsors' and workstream members took place on 26 June. This session provided an opportunity for open conversations about the employee experience and an exchange of ideas and suggestions.

Learning and Development

HR Skills

Following a successful modular programme for Heads of Service and Team Leaders, a second phase of training will be rolled out to other line managers and supervisors. The programme's objective is to ensure that staff with line manager responsibilities are fully aware of, and able to work with policies and procedures relating to the management of staff. Managers who are able to operate successfully without reference to the Capita HR service will ensure additional costs to the Councils are limited. The second phase of training delivery will be designed and delivered by an HR Business Partner, reducing costs to the Council.

GDPR

A number of training sessions have been delivered to staff and Councillors during May and June by an HR Business Partner, in respect of managing personal information. There will be two additional sessions provided in July. The training session for councillors is on 12 July when the statement for councillor email signatures will be discussed with other aspects and interpretations of the new legislation.

Leadership Development

A successful short programme has been delivered to the senior and middle management staff members between March and June 2018. The programme focused on leading through change, understanding people's reactions to change and the importance of communication style in order to genuinely engage direct reports.

Mandatory Learning and Development

The Strategic HR and OD team have continued to work with Council staff members and external providers of e-learning to ensure appropriate training is provided on an ongoing basis. This will cover corporate matters such as safeguarding, data protection, public disclosures and equality and inclusion.

The general induction for new members of staff is being reviewed to ensure each person has a basic induction, including meeting the Chief Executive, and a tailored induction designed by line management to meet individual needs.

IT Skills

An external company has been engaged to provide training sessions in respect of Office 365, following the introduction of this package. This training will focus initially on using Outlook including calendars efficiently and will be available to all members of staff. Further training will be linked to an agreed Document Management Strategy, currently being reviewed.

Governance and Organisational Development

Health and Safety (H&S)

The Corporate Health and Safety team have been auditing teams across HBC over the last few weeks. Focussing on:

Risk Assessments – are these complete, stored correctly and signed by all team members.

Safety Culture – what do teams do to promote a positive safety culture.

Business Continuity - are plans in place, if so have they been reviewed recently. Contractors - do they use contractors, what documentation is in place and how do they monitor their contractors

Agency staff – awareness that we treat agency colleagues the same as permanent colleagues, in particularly around Health and Safety.

Training continues to take place with all new starters receiving initial induction followed by Basic Health and Safety training.

Wellbeing – we have many colleagues who have volunteered to be Mental Health First Aiders, offering support to colleagues. There are clear guidelines as to their role and responsibility as they are not trained counsellors. They sign post colleagues to where they can go for support. This is a really positive way to support colleagues at work who may be having a difficult time (whether work related or not).

A recent survey has taken place asking questions relating to work patterns and wellbeing, the results are currently being analysed and the high level results will be reported in a later report to Councillors.

Monitoring of our contractors from a health and safety perspective continues to ensure H&S is as important to our contractors as it is to us.

Attendance at a number of countywide meetings relating to Health and Safety has been helpful to inform work plans of the team.

The Corporate Health and Safety teams workplan has been recently updated and posted on to Skoop for all colleagues to view.

There have been meetings relating to flooding, beach huts and the general environment taking place regarding the Beachlands car parks at Hayling,

A joint exercise was held with Hampshire Fire and Rescue Service at the Plaza to test the fire evacuation arrangements. A smoke machine was used to make the exercise as realistic as possible and a local fire tender arrived on scene. There were no serious issues to report or actions to take as a consequence. This proved to be a good learning exercise for all concerned.

Business Continuity (BCP)

As part of the audits with Heads of Service and Managers we have carried out a review of BC plans across the organisation and where an update is required, these are in the process of being reviewed and updated by teams.

Emergency Planning (EP)

In preparation for our annual EP exercise in October, we have been carrying out a number of training and planning sessions with colleagues who assist in the Emergency Control Centre. Regular meetings are taking place with our County colleagues to discuss the scenario and arrangements on the day.

We are continually monitoring the weather situation and where required passing on relevant information to key parties.

We have recently attended a mass casualties exercise with colleagues from a number of services and Mosquito training, as there is a concern that in the future we may have an incident of foreign Mosquitos coming in to this Country as we are close to ports and an airport.

The Emergency Response Plan is under review and we have been part of the working group looking at the plan and the layout. The plan is too big in its current format, we have been working on a 'short plan' that will sit at the front of the current plan and will be easy to use in the event of an emergency.

We recently exercised our Parallel Bridge plan and check list, to test the robustness of the plan. This involved a scenario relating to the Queen and Prince Charles, this raised a few weaknesses which have now been resolved.

Attendance has continued at the fortnightly training days held at Hampshire County Council offices. Each fortnight there is a different topic to discuss. Recent sessions have been Flooding, Emergency Response Plans, Community Resilience, Severe Weather and Warning and Informing.

A review took place recently of the current Out of Hours service at EHDC and a report was taken to Executive Board to make some changes, which are currently being consulted on. These changes propose to move to a joint service with HBC, to offer lone working service for officers working out on site out of hours, payment structure and a recruitment process. This will add resilience to HBC for any incidents that arise out of hours.

Democratic Services

Scrutiny

The Scrutiny Boards are currently acclimatising themselves to the new scrutiny arrangements approved by the Annual Council on 9 May 2018.

The Operations and Place Shaping Board has appointed the Local Plan Scrutiny and Parking Review Scrutiny Panels. In the past month the Local Plan Scrutiny Panel has commenced its scrutiny of the Local Plan and agreed its work programme.

The Parking Scrutiny Panel (Parking Panel) has begun a review into the the issues relating to parking on grass verges, grassed areas and pavements in

the Borough and asked all Councillors to take part in an exercise to map areas where these issues cause a problem. I would encourage all Councillors to complete the maps sent to them and return them to Democratic Services. This information will provide valuable evidence on the extent of the problem and identify hotspots in the Borough. If you have any queries, please do not hesitate to contact Councillor Lloyd,

The other two Boards will shortly hold workshops with Officers to determine their work programme for the forthcoming year.

Councillor Training

The Councillor Development Panel are now fully focused on continuing the good work in embedding new training practices and maintaining Charter standard for development of members.

Members will recall that the annual Training Needs Analysis was circulated shortly after the May election period, asking all Councillors to identify those areas that they feel are in need of further development and any requests for future training. The results are now in and were considered by the Panel on 4 July. Many thanks to those who responded, the answers were very useful and will be used to inform the Councillor Training Programme for the coming year.

Our newly-elected Councillors were also given the opportunity to identify any areas that they feel training would be needed, and these will again inform training for the coming year. In addition, our new members have undertaken a number of induction sessions, covering topics ranging from governance at the Council and local government finance, to enforcement, safeguarding and equality, as well as covering the key areas of planning and licensing. We hope new members found these sessions interesting and informative, and thanks to those Councillor mentors who attended to support the new members.

Looking forward, the Panel has another busy work programme of actions for the 2018/19 Council year. The main activity will be the 'A Councillor Can' campaign, which will be featured in the up-coming version of Serving You. The Panel will run events in the Borough to encourage residents from all backgrounds to consider becoming elected members. There will be further information on these events promoted through the summer, and if you have an interest in taking part, please liaise with Democratic Services.

In addition, the Panel will continue to undertake its regular items, such as monitoring of feedback from training sessions and regular consideration of the training programme to ensure training remains tailored to the needs of our members. If there are any areas a councillor feels need to be covered within the training programme or if they have any suggestions for future development, please liaise with Democratic Services.

The Panel's work is in preparation for a submission to South East Employers in June 2019, which will serve as an informal review prior to the full reassessment in December 2020 against the criteria of the Charter for Elected Member Development.

Revenue and Benefits

Customer Services

Dialogue continues within the 5 Councils IT work stream to enable IT connectivity at Beach lands and the Payment Kiosk at the Plaza. For Customer Services these issues are seen as a priority and have been appropriately escalated.

Revenues (Council Tax)

There were an abnormal amount of complaints recently due mainly to Direct Debits being cancelled incorrectly. We have worked with Capita to resolve these issues quickly for residents and improve training for staff

Corporate Support

The new Finance System (Intergra) was launched in April. The Support Team have supported that implementation by dealing with the majority of invoices to ensure our suppliers are paid. The Team have worked really hard to get to grips with new system and support our front line teams.

Elections

Local Elections were successfully delivered in May, this is due in main to the forward planning and organisation which takes place several months before. We have an experienced team and I would like to thank Jayne Day and her team for their hard work, perseverance and professionalism. The focus of the team now moves to the annual canvas which will commence in the autumn

IT

The IT service fully transferred to Capita on 28th February 2018. Since then, officers have been working with services and Capita to resolve outstanding actions, including ensuring application functionality is in place and the platform is stable.

It has been a challenging few months, however, some progress has been made. A visit from the top Capita executives responsible for IT early in June resulted in a step up in momentum by Capita, with many technical resources from across the country being brought together on site to fix the issues with the service.

As at 29th June 37 of 56 outstanding application issues had been closed, and 157 detailed interviews had been held with services. These 'deep dives' are to ensure ALL issues are known and understood to be sure the Council has a well functioning IT service going forwards.

The officers are being extremely diligent in overseeing Capita's progress; challenging where necessary to be sure the solutions put forward by Capita meet with our expectations and requirements and are timely in their delivery.