

Cabinet Lead Reports – Full Council 27 February 2019

Councillor Lulu Bowerman Cabinet Lead for People and Communications

Although much of my recent work has been taken up with ensuring clear and accurate communication for the Local Plan, it has also been a busy time working with the new project called The Havant Business Partnership with Havant and South Downs College Business Growth and Innovation department which is linked to the Regeneration strategy. The first meeting will take place on 14 March and will be attended by key local businesses with an introductory talk from the MP for Havant, Alan Mak.

This Partnership will work with local employers to offer support and future development while also promoting the Borough as a destination for investment and employment for new businesses.

The next stage of this work will be to identify skills training that can be delivered to identified groups across the Borough, for those in work and also for those needing to gain new skills to improve their employability.

Marketing and Communications

Havant regeneration:

We are currently developing a communications and marketing strategy for this project which will include a new website and promotional material.

Local plan:

The Full Council meeting for the Local Plan on 30 January was Live streamed on Facebook, providing interactive access which was successfully managed by members of the Communications team

An easy-to-understand guide for the Local Plan has been created to accompany the guide to giving appropriate feedback and make it as easy as possible for residents when they attend the consultations being held in the Borough until 9 March. There has also been extensive work done in order to promote these latest consultations to guarantee involvement and feedback from local residents.

Customer Services

The Garden Waste renewals (10,000) were all sent as planned in January. Take up has been good, and Capita are keeping pace with customer contact. As at 13th Feb – 5,190 have renewed – 35.6% renewing using the improved on-line facility (up from 29.6% in 2018) 174 new customers have also signed up since January.

A Take-Up campaign will commence in March with an advert in 'Serving you' and a leaflet going out with all Council Tax bills.

Initial work is also being carried out regarding Direct Debits and how alternative arrangements for signing up for garden waste at other times of the year could be introduced.

Website/Social media

Update on “visits: to Havant.gov.uk

159,361 website visits last quarter

397,357 website pages viewed last quarter

When compared to the same quarter from last year (2017-18), the number of website visits has increased by 52,347 and the number of pages viewed has increased by 53,045.

Where do users look at the website from?

The HBC website is mainly viewed from Portsmouth (22%) and Havant (16%).

Website improvements:

There are on average 30 updates made to the website each day to ensure it remains fit for purpose and continuously gives users the latest (and correct) information.

- * Improved homepage for getting urgent communications out to residents
- * All local plan pages updated to reflect current position
- * Work on emergency advice section to ensure it is relevant

Page title	Number of views
Bin collection	28,561
Havant	18,834
Search and comment on planning applications	18,261
Council tax	13,195
Contact us	12,740
Rubbish and recycling	10,357
Planning services	10,320
Christmas collection changes	10,091
Weekly list of planning applications and appeals	7,488
Public Access dashboard (planning application portal)	7,000

“Have * with Havant” website

Work has started on the ‘Have * with Havant’ website. The Communications team is working with the planning team to develop this around the target audiences, the customer journeys, imagery and content. We are working towards having the website ready to go live this spring.

- * will include use of words such as Success, Business, etc

Social media highlights

Campaigns and events

- * #ThereButNotThere
- * #OurDay
- * Get up and Go
- * Advent alphabet
- * Recruitment

Facebook

55 new likes = 2,931 likes in total

Top post

Housing authorities are required to ensure that there is provision in place for rough sleepers during periods of extreme weather.

The Severe Weather Emergency Protocol (SWEP) has now been triggered.

This is due to the night time temperature being forecast by the Met Office to be zero degrees Celsius or below for three consecutive nights. Find out more on our website: <http://www.havant.gov.uk/rough-sleepers-advice>

Twitter

Nine new followers meaning = 3,180 total followers

Top tweet

We have been working with local contractors on the @hantsconnect funded project at Barncroft Lane, Havant. Tarmacking has been the latest stage and the teams have been hard at work.

The road is due to reopen later on today! #roadworks #havantborough

Instagram

This channel was launched in September 2018 and currently has 126 followers.

LinkedIn

25 new followers = 433 followers in total

This channel has had more focus over the last month. We have been ensuring that all press releases and vacancies are posted to keep interest high and engagement constant.

Gov Delivery

402 new subscribers = 7,481 subscribers in total

27 bulletins were sent with an engagement rate of 85%

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;

Executive Coaching/Senior Leadership Development

Executive Coaching is progressing to support self-selected Heads of Service in their development, identifying areas of 'stretch' and developing personal strategies, to ensure high performance in the role.

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 outcomes to date include;

Wellbeing – calendar of activities developed for 2019/20 including recent 'Time to Talk' day on 7 February 2019 in line with the national initiative.
Governance – focus on compliance with GDPR principles and retention matters, using workstream members' journeys to compliance as in-house case studies
Communications – support in the development of a peer led new starter induction session and 'onboarding' interviews with new members of staff
Performance and Productivity – support in the review of recruitment processes and their efficiency

Learning and Development

The profile of the Council's broad learning and development programme is being raised with support from the Communications team to ensure staff are informed of the development opportunities that exist for them and how these can be accessed

E-learning facilities will be re-procured to source an enhanced offering for the Council with possibility of staff accessing 360* feedback online.

Health and Safety (H&S)

Some members of the Senior Management team recently attended a IOSH leading Safely training course. This enabled officers to have a better understanding of their H&S role and responsibilities.

Mental Health First Aiders (MHFA), are continuing to support many colleagues across both Councils and recently held 'A Time to Talk' day.

The quarterly Safety Champion committee meetings have taken place recently along with the Joint Health and Safety Committee meeting. The accident and incident (violence and aggression) reports over the last quarter were discussed along with many other topics. Attendance at the champion meetings has increased, with most teams represented.

Monitoring from a health and safety perspective continues of the Council's contractors. Recently carried out joint depot audits of our waste, streets and ground contractors Biffa, Ideverde and Norse.

The Corporate Health and Safety teams workplan is under review for 2019/20 Hampshire County Council Health and Safety team carried out a recent audit of the work that the team carries out. The report has highlighted many positives and the key points from this report will be communicated to staff during Q4, 19/20.

Business Continuity (BCP)

A Brexit team has been created to ensure the Council is as prepared as it can be for 29th March 2019.

As part of the Council's preparations for Brexit, teams are being encouraged to carry out a desk top exercise to test their Business Continuity plans. We are also collating information from colleagues to assess the level of resilience required to continue to deliver services should staff be unable to attend the office.

Hampshire County Council Emergency Planning and Resilience Unit are continuing to support the team with Business Continuity.

Emergency Planning (EP)

A programme of EP training has started for both Senior Management and Emergency Centre staff to ensure that the Council can effectively respond in the case of an emergency. This will include Resilience Direct training (which is a computer-based system to enable communication with all partners during an emergency, as well as the sharing of information on a day to day basis) and emergency control room training.

The Emergency Response Plan review has taken place in conjunction with HCC colleagues. This has resulted in an overall emergency response plan being finalised and this will be published soon. In addition to this, a shorter plan is being developed to complement the larger emergency response plan version which will be easy to use in the event of an emergency.

We regularly attend the fortnightly Working on Tuesday training days held at Hampshire County Council offices. Each fortnight there is a different topic, recent sessions have focused on Flooding, Emergency Response Plans, Community Resilience, Severe Weather and Warning and Informing.

We are about to embark on a recruitment campaign for staff volunteers for the emergency centre to increase levels of resilience across the organisation.

Following the review of the EHDC Out of Hours service and agreement from Executive Board to merge the service with HBC. The service merged on the 1st December 2018. All calls for both Council's now go to a single number. This shared arrangement offers a more streamlined service and increased resilience levels.

Democratic Services

The budget scrutiny review has now been completed by the Budget Scrutiny Panel and Governance, Audit and Finance Board and the recommendations arising from this review have been submitted to Cabinet. With regard to its non scrutiny work, the Board has received an internal audit progress report and considered the Annual Certification Letter and a recommendation to grant dispensation for councillors to determine the setting of the Council Tax precept and councillor allowances.

The Business and Commercial Services Board has held a confidential challenge session on the performance of Norse SE in January. A panel of this Board is in the process of reviewing the issue of littering in the borough.

The Operations and Place Shaping Board held a very informative challenge session recently with the Environment Agency which gleaned some key information to inform its ongoing investigation into the discharges into Langstone Harbour and the pump failure at the Stoke Pumping Station on Hayling Island.

Councillor Training

The work of the Councillor Development Panel continues, with the focus turning to the next Council year.

The key consideration at a recent meeting of the Panel was the Councillor Induction Programme, and ensuring this is a robust and effective introduction for the new members following the May elections. Central to the Panel's considerations was the feedback from those Councillors elected in May 2018 and their experiences from last year's induction sessions. The Panel were pleased to note that the feedback was largely positive, with some good ideas to improve the programme for future years.

Another key part of the Councillor Induction Programme is Councillor mentors, as feedback was very positive from those members who were supported by a current Councillor in the first few months of their term. A call will be put out to all Councillors soon for their help in providing this support.

Another big part of the Panel's work is preparing for the 'A Councillor Can' campaign to lead into the May 2020 elections. Plans are being put in place for events to be held over the summer months, while the Panel also intends to conduct more videos to promote the role of the Councillor following their success last year. Again, all Councillors will be contacted with a request for their help with this campaign.

The Councillor Training Programme continues to provide bespoke training to members on the key subjects being considered by the council. In recent weeks and months, the focus has been on ensuring Councillors have been fully briefed on key topics such as the Local Plan and the Budget. Members are reminded that if there are any areas that require further training, please liaise with Democratic Services

The panel has also agreed that Councillors will have the opportunity to utilise a recently procured 360 degree feedback tool from April as part of their development in role.

Revenue and Benefits

Preparation is underway to produce the annual bills for Council Tax (55,000) and Business Rates (3,300) – This work is planned for the weekend 2nd / 3rd March – bills due to be dispatched 13th March.

Election Services

The recent work carried out by the election services team has been chasing new people for the Register who have not registered under IER so that the canvass is finally completed. Preparations have now started for the Elections in all but the four Leigh Park wards as none of these wards have councillors standing for re-election this year.

Election Services are intending to hold the count at the Plaza on the evening of May 2nd, unless of course a sudden Parliamentary election is called, which will change everything.

Digital

In December 2018, the Cabinet approved funding for the first phase of the Design & System implementation Programme. I am pleased to advise that stage 1 of this programme, which is the redesign of Building Control Services, is running to schedule, with the procurement process for a new software application now drawing to a close. Work has now started on the implementation phase, which will be informed by all the process redesign work already completed. The redesign work for the next service, Planning, is well underway, supported by newly created roles within the Business Solutions Unit.

Cyber Security continues to be high on the agenda for the Council. Councillors have had the opportunity to complete Dojo e-learning on this topic which is a very helpful overview of the risks in this area and what we can do to protect ourselves and our services. On 28th February Managers and Team Leaders across the Council will receive a briefing from South East Regional Organised Crime Unit (SEROCU) www.serocu.org.uk, covering cyber crime and how to manage it.

Every individual and organisation is impacted by an upturn in cyber crime. The lead for Digital Design and the Council, and our Data Protection Officer attend regular meetings of the 5 Councils Security Working Group who manage matters such as cyber security and the controls we have in place to mitigate these risks. In the period December-January the 5 Councils IT service blocked 700 malware attacks, 13250 Phishing attempts and out of the 384,000 spam emails entering our systems 337,000 were blocked.

Meanwhile, the proposal for a new print solution has been agreed by Executive Board. This will see a return to pull (print on demand) printing for all staff, which is more secure and less wasteful. The proof of concept of the new solution is complete, and the team are now finalising the contracts.