

Cabinet Lead Reports – Full Council 13 November 2019

Councillor Lulu Bowerman: Cabinet Lead for People and Communications (including Legal and CAPITA)

Communications

Promotion of Hampshire sports conference: posters, social media campaign, press release and delegate packs

Get Up and Go: continued promotion of activities via press releases, photos, video and social media. This campaign has reached more than 2,000 on Facebook and there have also been articles in the Hayling Herald and The News.

Community Lottery: continued promotion of lottery wins and publicity about the additional prizes which are on offer. Promotion has been via press releases and social media. Campaign has reached more than 1,200 with each post on Facebook. Articles also appearing in local press.

Promoting our approach to nitrate neutrality: the communications team has worked with the planning team to develop a feature article in Planning Magazine on our innovative approach to nutrient neutrality.

Content developed for Remembrance Sunday: this work is for the Communities Team and will result in a new publication to highlight local contributions during periods of conflict

Press releases: all council press releases can be found here
<https://www.havant.gov.uk/latest-news>

Internal communications:

Staff: continuing to communicate internally with staff via weekly Serving Us e-newsletter. Readership is now up to 62% this is an increase of 20% from October last year.

Councillors: continuing to communicate with councillors via fortnightly Serving Councillors e-newsletter. Readership is 58% compared to 59% from October last year.

Website and social media

www.havant.gov.uk

Website

July – September 2019

July – September 2018

171,546 website visits last quarter

166,601 website visits quarter

435,132 website pages viewed last quarter 406,908 website pages viewed last quarter

When compared to the same period from last year (2018), the number of website visits has increased by 4,945 (3%) and the number of pages viewed has increased by 28,224 (6.9%).

Where do users look at the website from?

The HBC website is mainly viewed from Havant (20%) and Portsmouth (17.4%).

Most viewed service areas

Home page – 44,822

	Page title	Views		Page title	Views
1	Search and comment on planning applications	20,441	6	Planning applications and appeals	8,380
2	Contact us	17,042	7	Where I live (mapping tool)	7,553
3	Council Tax	16,874	8	Rubbish and recycling	7,276
4	Planning services	12,082	9	Pay your Council Tax	7,090
5	Bin collection	10,226	10	Park safe	6,772

Planning, bin collections and Council Tax were the most viewed services areas since the last report

Website improvements

- New section on the website about mental health
- New section on the website about Brexit
- Improved website usability using the Site Improve tool
- All website links are now underlined

There are on average 30 updates made to the website each day to ensure it is compliant, relevant and up to date.

Social media

July – September 2019

Total social media following:

- Facebook – 3,393 (+248)
- Instagram – 437 408 (+119)
- LinkedIn – 568 543 (+78)
- Twitter – 3,359 (+73)
- YouTube – 10 (+1)

Facebook

Top post – 12,622 people reached

“Havant Borough Council is demanding immediate action from Southern Water to ensure Hayling Island’s beaches are safe for all to use.”

Twitter

Top tweet – 4,062 people reached

“Have you been to @FrontLawnHFA's summer sport mash-up sessions yet? If not, why not?! This is a fantastic opportunity to learn new and enhance existing sporting skills!”

E-newsletters

July – September 2019

222 new subscribers so there are now 7,881 people signed-up to receive our e-newsletters.

Strategic Human Resources and Organisational Development

There are a number of Strategic HR and OD projects which are in progress, to support the strategic aims of the council;

HR Advisory Service

The HR Advisory service returned in-house from Capita on 13 September 2019. The HR Business Partners are currently undertaking a recruitment and selection process and anticipate additional resources being in place by mid November 2019.

The in-sourcing of HR Advisory services is supported by a review of HR policies to ensure managers are able to deal appropriately with low level/low risk employee issues, freeing HR resources for more complex and strategic employee issues.

Occupational Health

A new provider of Occupational Health services, Cordell Health, has been selected for the council through a procurement process. The service is supported by an online referral system, enabling managers to create and track referrals for employees. In-house HR advice will be provided to manage wellbeing and absence cases.

Employee Assistance Programme

An Employee Assistance Programme has been secured for the council through a procurement process. Health Assured will provide a range of services including telephone and face to face counselling. The EAP and Cordell Health will work in a collaborative way to support the council.

Learning and Development

Procurement of a provider of learning and development services is being finalised. The successful bidder will be providing a comprehensive e-learning suite of courses to ensure the council meets mandatory training obligations, as well as a full Learning Management System which will enable employees to source, book and track learning events. The LMS will also provide the council with data in relation to learning and development to inform future decision-making.

The learning and development offer will also include Councillor development and support.

A Learning and Development Strategy, supported by a Learning and Development Policy, will ensure the council has clear direction in relation to learning activity and development of employees. The Strategy and Policy have been approved by Joint Human Resources Committee.

Employee Engagement

An in-house event was organised for all line managers which focused around employee engagement. The event took place on 16 October 2019. The aim of the event was to raise awareness and understanding of employee engagement, how line managers influence engagement of their teams and strategies for improving engagement. The event supported the creation of an Employee Engagement Strategy. The council will also create a public case study from the experiences of raising and embedding employee engagement practices.

Recruitment and Selection

Effective recruitment and selection remains a focus of Strategic HR and OD work to ensure the council attracts and recruits the right people into the right jobs with the right behaviours to support the council strategy. A Recruitment Strategy will be developed in the coming months to ensure clear guidelines and practices are in place for recruiting managers.

The corporate induction for new employees has been successfully revised to ensure an interactive and engagement session is provided for new employees. The current format will be extended to cover all essential governance matters in the New Year.

Pay and Reward

There is on-going work to support the Capita payroll and pensions administration service and complete the necessary returns for the Hampshire LGPS office.

Capita are now implementing the agreed changes to the payroll in line with the 2019-20 pay award and it is anticipated that this can be applied in November pay and any backdated pay due to staff included.

Business Continuity (BCP)

A recent audit of BC plans, identified a number were out of date and work has been progressing to ensure that this issue was addressed. All teams were asked to review their plans and update and this has been progressing well.

Each team were also provided with an exercise template to test the content of their plan and to ensure they were robust. Completed exercises are currently being reviewed.

Democratic Services

Independent Remuneration Panel for councillor allowances – the data from the questionnaire sent to all Councillors has been collated and forwarded to the panel to inform their deliberations. The panel will soon be arranging interviews with councillors to further inform the recommendations of their report, which will be considered by Council in early 2020.

Upcoming workshops – There are a number of area specific CIL Neighbourhood Portion Workshops being held in the coming weeks, which councillors are encouraged to attend.

Scrutiny –

The Operations and Place Shaping Board's Report on Parking Issues in the Borough was considered by Cabinet on 23 October and the recommendations were approved. The Board undertook a Challenge Session on the subject of Nutrient Neutrality on 28 October with representatives from Natural England and the Environment Agency present. Future items for scrutiny by this board include the Homelessness Strategy and Southern Water.

The Business and Commercial Services Scrutiny Board's draft report on litter is being finalised and Challenge Sessions will be held on the bulky waste collection service and the Norse Annual Statement.

The Governance, Audit and Finance Board's report on councillor allowances has been drafted and upcoming topics include a Challenge Session on Revenues and Benefits and scrutinising the draft 2020/21 Budget.

Elections

Due to the announcement on 29 October that a General Election is now taking place on Thursday 12 December, the Election services team are now booking rooms and halls and recruiting staff for polling stations and the count etc. Additional support will come from other members of Brian Wood's service area if required

Annual Canvass –it is now coming towards the end of the door knocking stage of the canvass, with one more weekend to go. So far 9 of the 37 canvassers have completed the work and others are well on the way.

To date (24/10/19) there have a total of 46542 responses (83.7%) out of 55552 properties canvassed. We still have 9002 outstanding (16.3%).

Digital

Along with over 150 local authorities, we have signed up to the Local Digital Declaration. This is a commitment to collaborate across Councils on digital initiatives on the basis that we share common challenges in designing digital solutions and have ideas and resources which will have a greater impact if they are taken forward collectively.

More information can be found here: <https://localdigital.gov.uk/declaration/>

In parallel, the Digital Strategy for the Council is under development and will be considered by Cabinet in December and Full Council in January 2020. The workplan underpinning the delivery of the strategy will focus on The Way we Work, The Way we Deliver and The Way we Engage seeing activity across the following themes:

- Personalised services
- Secure and trusted solutions
- Using data to inform design and service provision
- Integrated and inter-operable systems to improve productivity
- Solutions which enhance regeneration plans in our area
- Collaboration

As we become more digital, it is increasingly important that we are cyber-aware to reduce the risk of data loss and data breaches. All Councillors have access to e-Learning, named Dojo, which takes you through the important considerations of data security and GDPR.

Take-up has so far been low and so I urge everyone to work through it to understand more about cyber threats and what you can do to protect yourself – and the Council – from attack.

On the subject of GDPR, Officers are in the process of organising some training and awareness for all Councillors which will be delivered in the coming months.

Revenue and Benefits

Customer Portal – this was launched in January 2018 to enable our customers to access their information on-line.

To date, nearly 4,500 customers have created an account – and in September, more than 1,200 customers used the portal.

A link to the log on / register page is below

<https://revenuesbenefits.havant.gov.uk/publicaccesslive/selfservice/dashboard.htm>

Council Tax – Premium on Long Term Voids (LTV) – the Council has additional discretion to look how we charge LTV's. A report will be going to Cabinet to look at increasing the premium to encourage owners to bring their dwellings back into use. This will link in with the new Empty Property Strategy which our Private Sector Housing team will be bringing forward.

Street Name and Numbering (SNN)

Our SNN Service is run by EHDC and the current arrangements end in April next year. We will be bringing forward a report to look at continuing this arrangement.

The Communications Team will soon be running a Social Media campaign to raise the awareness of the SNN service and how the public can request a House Name change for the cost of around £100. This could tap into a useful income stream, so we will be testing the public's interest in this service.

Garden Waste Renewals 2020 – the first project meeting has been held to ensure that letters are sent in January 2020 for renewal in April 2020 – this year was a great success with over 1,000 new customers, bringing the total up to 11,500.

Customer Services

“Purple Tuesday” will take place on 12th November. It is a national event which the Council will getting involved with for the first time

This is a day to promote customer service for people with disabilities and make at least one commitment.

As this is our first year of being involved, I am proposing two commitments:

- To carry out digital access audits on our web experiences
- Customer service training (disability awareness).

Our Customer Inclusion Adviser, Caren Ransom will be leading this initiative

A Link to the website is below where there is information about the day and downloads

<https://purpletuesday.org.uk/>

Customer insight

Insight's recent focus has been to collect data to help shape Havant Borough Council's strategy for 2020/2021. They have collected data on numerous areas including Employment, Crime and health and well being. Data is currently being presented to the Executive Board to help influence the shape and form of the corporate strategy.

The Residents Panel has now been up and running for a year. We currently have 248 residents who regularly answer quick online surveys about a variety of local issues. The aim of the panel is not to replace traditional methods but to compliment them and ideally gather views from different people across the borough. One lucky panellist has won the prize draw of £150 in gift vouchers just in time for Christmas. Insight plan to build on the success they have had this year and continue this panel into the following year.

Insight continues to support other Havant Borough Council services. Current live surveys are: an evaluation survey monitoring the Get up & Go programme aimed at encouraging the over 55's to take up a more active lifestyle; a Pre Application survey for the planning team aimed at understanding how our customers of this service would like us to deliver our Pre App service

Legal

In July this year Full Council approved a review of the constitution to be overseen jointly with East Hampshire via a sub committee of full council. The subcommittee is made up of 4 cross party members from HBC and the same from EHDC. The subcommittee's first meeting was on 14 October and the Committee approved the approach to be taken for re-drafting the constitution. The monitoring officer and head of legal services, David Brown has been leading on this review which will create a new bespoke Constitution that is uniquely designed to meet the needs of Havant Borough Council. A report will be given at Full Council on 13 November

Legal Services are also pleased to welcome two new team members who will be starting in November. A new legal assistant to ensure the team maintains the correct level of support moving forward and new trainee solicitor to continue our tradition of providing a high quality route to qualification. Legal Services are also looking at creating an apprenticeship scheme to allow an alternative way of becoming a solicitor suitable for someone who may not be able to commit to a full time degree course.

CAPITA

A meeting with all 5 Councils in the Capita contract in attendance was held on Monday 28 October at the Plaza with CEO's and councillors to discuss the 2 year review that is currently taking place. The meeting provided opportunities for open discussions to all attendees with objectives discussed and agreed for the next meeting on 6 January 2020. There will be a presentation to all members of the findings of the 2 year review and this will take place later in November.