

Cabinet Lead Reports – Full Council 22 January 2020

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

Strategic Human Resources and Organisational Development

Strategic HR and OD projects continue to be progressed, to support the strategic aims of the council;

HR Advisory Service

The HR Advisory service returned in-house from Capita on 13 September 2019. In agreement with Executive Board, additional resources were approved to ensure that the council receives appropriate and timely HR advice for staff and line managers. The HR Business Partners have successfully recruited two appropriately qualified and experienced HR Advisors. A third position will be advertised in January 2020.

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

Occupational Health

Cordell Health, the new provider of Occupational Health services, is now in place for managers to be able to refer employees for information, advice and guidance and short term and long-term absence health related matters. The service is supported by an online referral system, enabling managers to create and track referrals for employees. In-house HR advice is also 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 provides 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 and its members of staff. The Mental Health First Aiders continue to offer support to colleagues. There are clear guidelines as to their role and responsibility as they are not trained counsellors so they sign post colleagues to where they can go for support.

Learning and Development

The process of procurement of a provider of learning and development services is now concluded. Premier Partnership is the successful bidder and will be providing a comprehensive e-learning suite of courses to ensure the council meets mandatory training obligations, as well as a range of training

and development opportunities. Premier Partnership will also provide data for the council in relation to learning and development

The learning and development offer will also include Councillor development and support and the Councillor Development Panel will be working with Premier Partnership to discuss relevant and appropriate training at the earliest opportunity

A Learning and Development Strategy and policy has been developed and will ensure the council has clear direction in relation to learning activity and development of employees. The Strategy and Policy have been approved by Executive Board and will be presented at the next Joint Human Resources Committee.

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 has been developed to ensure clear guidelines and practices are in place for recruiting managers. The strategy will be presented to the next Joint HR Committee.

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.

The council continues to support both the Disability Confidence Scheme, and the Veteran's Scheme. These schemes are designed to ensure job applicants with disabilities, and job applicants who are veterans of the armed forces, to be given an interview where the essential criteria for a job role is demonstrated.

Democratic Services

Following the consultation process, the Independent Remuneration Panel has interviewed a number of Councillors to inform the recommendations of its report, which is anticipated to be considered by Council in February. The GAF board (Governance Audit and Finance) will meet on 28 January to discuss the Budget, Serving You and the Corporate Services Contract.

The Councillor Development Panel met on 13 January 2020 to consider the feedback regarding the induction sessions from the new councillors of May 2019 and how this influences plans for the induction sessions for the new councillors of 2020. Panel members will also consider the most effective delivery of 'A Councillor Can' campaign for this year.

Training sessions such as equal opportunities, safe use of social media, digital strategy, the work of insight for all councillors was discussed and the dates for these will be circulated soon.

A meeting with the Chairman of DMC has been arranged to create a programme of training to cover a range of subjects that will inform and assist committee members with their decision making.

An all-day training session for members of the Licensing Committee will be held on 29 January.

Health and Safety (H&S)

Risk assessments, are now complete, stored correctly and signed by all team members.

The monitoring of contractors continues ensuring that compliance is taking place with the HSAWA. During January 2020 an internal audit will be taking place of our monitoring of contractors

We continue to support colleagues with the Beachlands issues at Hayling. These relate to flooding, beach huts and the general environment. We have been supporting beach safety and have been part of the consultation with the RNLI.

The council's out of hours service at EHDC and HBC, continues to offer support, advice and guidance to member of the public and partners when the offices are closed.

Business Continuity (BCP)

All services have been asked to review their BC Plans and we have been supporting teams with this work. Business Continuity awareness training has taken place with some members of the Corporate Management Team and the remainder will be invited to a future session.

Communications and Marketing

- Promotion of Meridian Shopping Centre purchase – video, press release and social media
- Media relations and promotion for the general election on 12th December
- Developed bespoke publication 'Havant Remembers' to commemorate the borough's involvement in conflict
- Continued promotion of Get up and Go scheme
- Material developed for Havant Business Partnership events
- The communications team reached thousands of residents in November by taking part in #OurDay. This was organised by the Local Government Association and is a celebration of people working or volunteering in local public services. We showcased our day-to-day work of staff on social media.
- Launch of new residents' e-newsletter version of Serving You providing interesting and timely information and news directly to inboxes monthly

The link below enables sign up for topics of interest included in Serving You and we would recommend all councillors sign up and encourage their residents to do the same.

- <https://public.govdelivery.com/accounts/UKHAVANT/subscriber/new>

This link appears on almost every page of the council's website.

Website and social media portfolio report Quarter three

www.havant.gov.uk

Quarter three 1 October – 31 December 2019	Q3 1 October – 31 December 2018
186,715 website visits	159,361 website visits
144,470 people who visited the website	119,977 people who visited the website
445,811 website pages viewed	397,357 website pages viewed

When compared to the same period from last year (2018), the number of website visits has increased by 27,354 (17%) and the number of pages viewed has increased by 48,454 (12%).

Most viewed service areas

Home page – 44,409

	Page title	Views		Page title	Views
1	Search and comment on planning applications	29,024	6	Where I live (mapping tool)	11,850
2	Bin collections	27,035	7	Planning services	10,248
3	Christmas bins	19,804	8	Elections	7,083
4	Council tax	15,241	9	Pay your Council Tax	6,656
5	Contact the council	13,050	10	Park safe	5,222

Website improvements

- To meet new accessibility requirements we have changed the website to a darker green
- Revised opening hours and bin collection changes heavily promoted on the website over the Christmas and New Year period
- Website homepage updated in the build up to the election to promote various deadlines and also the results.

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

Social media

Quarter three 1 October – 31 December 2019

Social media following:

- Facebook – 3,474 (+81)
- Twitter – 3,402 (+43)
- LinkedIn – 606 (+38)
- Instagram – 507 (+70)

Facebook

Top post – 10,780 people reached

“The Google [#DigitalGarage](#) Bus is coming to town! ☐

Havant Borough Council has partnered with Google to offer digital business and vocational skills training.

The bus will be stopping outside St Faith's Church on Friday 8 November from 9am. There will be one-to-one sessions and three bookable workshops to take part in.”

Twitter

Top tweet – 5,271 people reached

“We are ready for the Hampshire Sports Conference tonight introduced by [@gailemms](#) MBE! The conference is all about thinking and delivering coaching differently and includes specialist workshops led by industry experts. You can follow all the action on our Facebook page tonight.”

E-newsletter

Quarter three 1 October – 31 December 2019

453 new subscribers so we now have 8,334 subscribed to receive our updates.

99 bulletins were sent with an engagement rate of 82.4%.

Following the questions raised at Full Council on 13 November 2019 with regards to the current status of the number of editions of Serving You, I am pleased to confirm that this matter will be reviewed by the GAF board on 28 January. The online version of Serving You can be accessed via a link to select topics of interest

<https://public.govdelivery.com/accounts/UKHAVANT/subscriber/new>

I am also intending to work with the Communications Team to look at its work with social media and the website.

Digital

In December the Cabinet was briefed on the draft Digital Strategy for the future which aims to create a 'digital council' where our staff and councillors are digitally aware and competent and our services are designed so they are accessible and convenient for our customers to access in a way that suits them. Full training to staff and councilors will be delivered in preparation. To build awareness and understanding of digital as a tool to transform services and the importance of maintaining customer access, officers are now preparing to deliver an all-councillor workshop in the next month or so. Following this, the strategy and policy will come forward for formal approval.

Alongside this, Cabinet was also updated on the draft Customer Access Policy which sets out how we will design and deliver our services to meet customers' needs within the challenging context of 21st Century public service.

Legal

Legal Services continues to change to meet the new requirements of the council. Legal texts are moving to a full online subscription which will give greater accessibility to all staff and reduce the need to be in the office to access source materials and the reduction of paper files continues with 10 metres of shelf space being identified for clearance. We are pleased to welcome Mr Daniel Toohey who will be the new interim Legal Services manager.

The constitution review continues to progress, although the last subcommittee was cancelled due to the general election, the next meeting will be held on 23 January 2020.

On governance, Councillors will note that the reports in the agenda are now numbered and this is intended to improve the report identification, accessibility for the public and ease of reference for councillor and officers going forward.

CAPITA

Discussions continue with Capita on ensuring the contracted services meet the council's needs as part of the two year review.

Following on from the members briefing on the Capita contract at the end of November 2019, a further update will be provided to members later this month.

Dawn Adey, a Havant Borough Council member of staff and the Client Relations Director for the Capita contract is leaving the council and from 15th February she will become the Director of Corporate Services at Somerset West and Taunton District Council. Dawn has worked tirelessly on the transition of the contracted services for all of the councils in the contract and has continued to ensure the proper governance of the contract. She will be missed by all at the council and we wish her well in her new role.

Election services

The Electoral Services Team has successfully run the unscheduled UK parliamentary election on 12 December. This created great difficulties concerning the timing and that it came during the annual canvass but I am pleased to report that the election ran smoothly and I would like to thank Jayne Day and her team for their hard work for running all three of the elections in 2019!

They are now turning their attentions to the May elections which will include the Local and PCC elections on 7 May. Canvass Reform is starting and this has to be implemented by the summer. This will involve a great deal of preparation of data ready for data matching and also a new set up in IT to enable this to happen. More details will be known later in January.

Customer Services

Purple Tuesday on 12 November, the national event to promote customer service for people with disabilities, was a great success at the council. This is the first year that we have taken part and is something we can build on for next year.

Preparations are underway for the garden waste renewals. 11546 renewal letters have been produced and will be sent out on a phased basis throughout January. Customer Services has already started receiving calls from those interested in taking up the service.

Revenues and Benefits

- Single Persons Discount review completed – 2,338 high risk cases were reviewed and 446 removed – a success rate of 19.08%
- Preparation for annual billing of Council Tax is well underway and on track and collection at the end of December is 0.6% ahead of the same time last year.

- The 'TelSolutions' system which sends messages to prompt residents in arrears with their council tax to make payments is proving successful and a significant number have now been paid.

Insight

The team is currently producing a presentation about the Havant Economic Profile for the Economic Development team aimed at providing the latest information on the key areas of the borough's economy; including employment figures, business numbers with strong performing sectors, and work commuter flows. Where possible, these will be broken down into sub-areas within the borough to provide an economic picture of the distinct locations within our boundary, while also comparing at regional and national levels.

Just before Christmas the insight team conducted a focus session with the first group of women coming through the New Directions program which is a joint initiative between Horizon Leisure Centres and HBC. The program is specifically designed to encourage physically inactive women aged between 35 -54 years of age back into an active lifestyle. The group helped us to understand what worked well and what challenges still need to be addressed in this program. It was an inspiring evening which has provided us with a clear picture of how we can continue to support this section of our community towards a more active and therefore healthier life.

Following on from the Insight Team's work with the Community Team's Get up and Go program, which is aimed at encouraging an active lifestyle in the over 55s, we have been challenged to help them understand in greater depth what it is about the program which encourages lifestyle changes and why it works well for some participants but not for others. In order to explore this further we are asking participants to fill out a diary so we can track their activity and feelings whilst they engage with the program.