

Portfolio Holder Report – Council 24 July 2013

By Cllr Michael Cheshire – Marketing & Development

Marketing

The communications team have been focussing on Marketing the Community Open day and Royal visit in preparation for the 16 July.

Marketing promotions include a significant leaflet and poster campaign, a town crier to bring people in on 'the day', advertising the event on Angle Radio and mailings to the businesses on the contact list used by Economic Development.

Havant Borough Council was shortlisted as finalists for two awards for the Municipal Journal. The awards were for 'Delivering better Outcomes' and 'Community Investor'. Although there was no winning award for us on this occasion, however the event highlighted how our work is being recognised nationally and how we are delivering projects with customer benefits that can match services and projects delivered by much larger organisations.

Customer Services

The Customer Service team, delivered through Capita, continues to deliver well, with any complaints being handled in a timely way and are meeting the agreed service level agreement.

Human Resources

The 'People Plan' for 2013/14 has been finalised and identifies the programme of work for the HR team for this financial year.

Key focus in recent times has been on the sourcing of providers for the corporate training programme and the development and implementation of a staff discount scheme which enables staff to access discounts on a variety of products and services [this facility is also available to Councillors].

A review of Occupational Health services and ongoing monitoring of the services provided is planned along with the development of a coaching programme for staff to become trained coaches.

Work continues to streamline HR administration processes and improve efficiency and effectiveness. In addition to this the HR team have developed and implemented HR Service Standards to enable internal customers to be fully aware of the service level agreements in place with regards to the provision of HR service. Monitoring of this will take place by the Service Manager [HR] on a quarterly basis.

Learning & Development

The corporate training plan schedule has been developed and communicated to staff. This enables staff to view the training courses that are available throughout 2013/14. The training plan signals the clear investment the Council is making in staff development. This message has been communicated to staff as part of the roll out of the programme.

Training courses which have been delivered so far include Mental Health Awareness; Appraisal Setting; Job Evaluation; Managing Change and Managing Sickness Absence.

The provision of e-learning continues to be developed. In recent months, HR have developed a 'course of the month' programme which consists of mandatory and non mandatory courses. Topics covered so far have included Equality, Diversity & Customer Care [mandatory]; Data Protection [mandatory]; Display Screen Equipment [mandatory]; Managing Stress [non mandatory]; Appraisals [non mandatory].

A learning & development resources library is now accessible in the HR area of the Plaza for all staff. This allows staff access to learning materials to support their continued development.

A programme of development for Councillors is underway which supports Councillors in the roles they undertake. Sourcing of external providers for the delivery of some elements of the training plan will continue over the coming weeks.

Business Improvement

ICT

The governance arrangements for the IT Partnership are well established and working well. Each Quarter the Team track customer satisfaction, and consider trends on user issues. The last survey, reported in June, highlighted that the satisfaction levels in the majority the IT service areas had improved, which indicates that the new approach to IT is beginning to benefit teams and services across the Council.

Performance Management

At the end of May, the Cabinet considered the Performance Health Check for Quarter 4. The Scrutiny Panel Chairs also considered this information on 1st July. Here are some highlights:

- The number of major **planning applications** determined in 13 weeks has improved every quarter of the year. In the final quarter 80% of applications were processed in this time period, compared to the 60% target;
- Services have continued to provide good customer care ensuring that responses to **customer complaints** in the 10 day target has been met every quarter of 2012/2013. Quarter 4 has shown a further improvement in performance with

Havant Borough Council now responding to 97% of corporate complaints within ten days;

- The amount of **non domestic rates arrears** has exceeded the year end target of £199,000. This has improved from being red in quarter 3 of 2012/2013 to green and meeting target by the end of the year;
- The average number of days for processing **Housing and Council Tax benefit new claims** is 10.82 compared to the 13 day target, despite the pressures of the current economic climate; and
- The number of **Missed Bins** has been below the target of 35 missed bins per 100,000 collected, for every quarter of the year, providing a good quality service for Havant Borough Council residents.

As always, we also take the opportunity to review performance to identify areas to focus on looking forwards. Officers are currently collating all performance data for Quarter 1 2013-2014, and based on our recent review, we will be monitoring the following areas in particular:

- The percentage of **Recycled waste** that was contaminated was 14.36% for Quarter 4 compared to the 12.4% quarterly target. Performance has improved slightly compared to the last 2 quarters of the year. The service is to review and increase future monitoring to reduce contamination more significantly for the next quarter;
- The amount of **Council Tax arrears** has not met the target for the year – whilst good progress has been made in reducing the level of arrears, the economic climate is impacting the ability to recover arrears to the anticipated target. Work continues to recover any arrears in an understanding and flexible way;
- **Homelessness** and the number of households in bed & breakfast has exceeded target of 12. Despite large numbers becoming homeless, prevention work has meant as few as possible have been placed into B&B.

Safer Havant Partnership

About Turn Project Hayling Island

The Safer Havant Partnership have joined forces with the Probation Service and voluntary sector to deliver a project in support of people who are drug and alcohol dependent on Hayling Island. The project which is operated on a weekly basis from Hayling Community Centre has been developed as a result of concerns raised by Police in respect of the Seafront area of Hayling Island where drug and alcohol related Crime and Anti Social Behaviour has been a priority subject for the past year.

The project utilises volunteers and specialist staff to support people in overcoming their addictions – it also gives guidance on key issues such as housing and employment as

well as providing a hot meal for attendees – early indications are positive with up to 12 people attending the weekly sessions.

Divert Project Greywell

The Partnership has commissioned MOTIV8 to deliver a project specifically targeting young people who are most at risk of offending and impacting on the quality of life of both residents and businesses in the Greywell area. The need for the project was identified as a result of Partnership meetings and information sharing which identified a particular group of 12 – 18 year olds who were distressing residents of local flats and targeting the shops in the area. The project will provide a number of activities during the school holidays specifically designed to change the individuals behaviours through visits to prisons and Police custody units as well as providing positive role models as mentors for the group.