

## **Cabinet Lead Reports – Full Council 26<sup>th</sup> February, 2020**

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

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#### **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. HR resources are in place to support line managers with a range of people matters including but not limited to recruitment and selection, performance, capability, job evaluation and absences.

##### **Learning and Development**

Premier Partnership are now the new provider of learning and development services and the Strategic HR and OD team are in the process of preparing a corporate learning and development offer for approval. Premier Partnership will support in the launch and also the communications around the corporate training offer, which includes a suite of e-learning courses. It is anticipated that the corporate training offer will be launched in April 2020. The Councillor Development panel have asked to meet with Premier Partnership in the next month to discuss councillor training opportunities and different formats for the next municipal year.

##### **Project Support**

The Strategic HR and OD team continues to provide specialist technical support on a range of corporate projects, such as service reviews, service redesign and digital transformation.

##### **Annual Leadership Conference**

Another successful Leadership Conference has been designed and facilitated by the Strategic HR and OD team. This year's conference enabled leaders at all levels in the council to explore approaches to transforming the council and the role they will play in ensuring meaningful change.

#### **Health and Safety and Business Continuity**

##### **Health and Safety (H&S)**

Contractors' monitoring continues ensuring that compliance is taking place with the HSAWA and the internal audit of this took place in January looking at

how we monitor our contractors for compliance. The outcome of this will be reported in due course. Support is being provided to colleagues with the NORSE health and safety aspects, ensuring documentation is in place and being monitored

Heads of Service 6 month catch ups continue, where we advise them of important issues to consider and bring them up to date with the work of the Corporate Health and Safety team. The Corporate Health and Safety teams workplan is progressing and preparations are underway for 2020/21 workplan.

Training continues to take place with all new starters receiving an initial building induction followed by Basic Health and Safety training ideally within six weeks of commencing employment. During this training awareness of wellbeing is raised, reminding of a healthy work life balance.

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, they sign post colleagues to where they can go for support. We are also in discussions with MIND regarding support they can offer to the MHFA's, along with additional training and awareness campaigns.

Future projects coming up include: Lone Working (a review of all the teams' procedures), driving (awareness, assessments, document checking, vehicle defect checks) and the annual risk assessment review.

We continue to support colleagues with the Beachlands issues at Hayling, These relate to flooding, beach huts, beach safety and the general environment.

### **Business Continuity (BC)**

All services have been asked to review their BC Plans and we have been supporting teams with this work. This is now completed with all services having an up to date plan. Line managers were asked to carry out a desk top exercise and we will continue to repeat this exercise.

Business Continuity awareness training has taken place with some members of the Corporate Management Team and the remainder have been invited to a future session. Training is being rolled out to Managers and Team leaders, so they have a better understanding of why we need to have BC Plans.

### **Democratic Services**

Democratic Services are working with the Councillor Development panel on a guide to services and current information for all councillors and this will be distributed in hard copy and will also be available on line via Mod Gov. It will be finalised in time for Annual Council on 20 May.

## **Councillor Development**

The all-day training session for members of the Licensing Committee held on 29 January received very positive feedback from attendees. This training ensures that members who take part in these important quasi-judicial meetings are expert in the area and fully up to speed with legislative changes.

The Councillor Development Panel will be meeting on 24 February to discuss this year's Training Needs Analysis, the Councillor Induction Programme and the work required in advance of the review of the Charter for Elected Member Development which is due in December 2020.

Councillors will have received an invitation to attend a workshop on 4 March which has been designed to explore digital design and customer access.

A presentation to all members with the latest news about the Capita contract is scheduled for 17 February.

Other training sessions such as Equal Opportunities, safe use of social media, and the work of Insight for all councillors are being arranged for the next few months.

A meeting has been arranged with the chairman of DMC and the head of planning in order to set up a programme of up to date and relevant training for all DMC members and standing deputies

## **Scrutiny**

The three Scrutiny Boards have each been tackling different issues. The Business and Commercial Services Board has looked at the Plaza Building as an asset for the Council and are going to scrutinise the Council's Website at the next meeting to take place on 3 March

Meanwhile, the Operations and Place Shaping Board received an update about Nutrient Neutrality from the Planning Policy Team following on from their initial Scrutiny of the subject in October 2019. The upcoming Scrutiny will be concerning different parking issues facing the Borough.

The Governance Audit and Finance Board has successfully completed its review of the Members Allowances and the Budget, which are subject to a decision by Full Council on 26 February. The board has also carried out a further review into Serving You and the best way for it to be continued and the format. Additional information will be presented to the board in the next month or so for consideration.

## **Communications and Marketing**

- Final development of the new 'Have with Havant' website and launch
- Press release and promotion about business event held at the Meridian Shopping Centre on 4 February
- Promotional material developed for council tax letters – focusing on 'getting recycling right' This was achieved in collaboration with Head of Customer Services – Brian Wood, Cllr Hughes and Strategic Procurement Project manager Carl Mathias from NORSE

- Second edition of the new residents' e-newsletter –Serving You
- Promotion of 'Get up and Go' activities
- Promoting Holocaust Memorial Day

**\* Website and social media portfolio report quarter three – Please note that these figures are unchanged from January as Quarter 4 figures are not due until April 2020**

[www.havant.gov.uk](http://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

### 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

Planning, bin collections and council tax were the most viewed services areas in quarter three.

### Website improvements

- To meet new accessibility requirements we have changed the website to a darker green
- A new accessibility statement has been written which outlines how we will comply with the new accessibility requirements - <https://www.havant.gov.uk/accessibility>.
- Emergency advice information (flooding, out of hours, emergency contacts) has been updated so it is relevant for the upcoming winter season

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

### Have with Havant website

On Tuesday 5 February 2020, Havant Borough Council revealed its long-term regeneration vision for Havant town centre.

As part of the launch, a new website was created to highlight the opportunities to residents, businesses and investors – [www.havewithhavant.co.uk](http://www.havewithhavant.co.uk).

In its first week since going live, the Have with Havant website has had 3,144 websites visits and been visited by 2,696 people.

**Please note that these figures are unchanged from January as Quarter 4 figures are not due until April 2020**

### **Social media Quarter three 1 October – 31 December 2019**

Total social media following:

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

#### **Facebook**

Top post – 10,780 people reached

The Google #DigitalGarage Bus is coming to town! □

#### **Twitter**

Top tweet – 5,271 people reached We are ready for the Hampshire Sports Conference tonight introduced by @gailemms MBE!

#### **Social media engagement**

**E-newsletters** 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%.

### **Customer insight**

We have completed the Havant sub-area economic profile which provides a snapshot of how Havant's businesses are performing. It identifies our key strengths e.g. the growth of micro businesses in Waterlooville sub area and the growth of advance manufacturing as a key sector for the future but it also illustrates some of areas weaknesses e.g. an ageing population; slow growth in our key sector of manufacturing and projected small growth of employment in the next 15 years (according to the Solent LEP).

Our resident online panel will be responding to a short survey around how energy efficient they feel their houses are and the council as a whole is performing. With climate change a key topic in the news we thought we'd start a conversation with our residents around what they think our role as a council should be in terms of this area. In order to increase our panel numbers, which has recently gone through it's annual refresh, we have put an insert into the annual council tax bills.

Finally, the insight team is getting together with the communications team to explore and create a insight led communication strategy aimed at changing our residents behaviour around recycling.

## **Equalities**

The Councils maintain an overarching Equality Policy that covers employment, service provision, working in partnership and community leadership. The policy reflects the Councils commitment to the Public-Sector Equality Duty.

The Government has written to all Local Authorities encouraging them to adopt the International Holocaust Remembrance Alliance (IHRA) Working Definition of Antisemitism.

The definition is “Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities.”

It is proposed to add this definition to the Glossary that supports the Comprehensive Equality Policy. This was approved by the Executive Board on January 7th 2020 and is awaiting to be approved by the Joint Human Resources Committee.

## **Elections**

Having just got our breath back from the General Election, we are now straight into preparations for the forthcoming Local Elections and Police and Crime Commissioner Election, as well as a Neighbourhood Planning Referendum for Emsworth - all to be held on Thursday 7 May. As the bank holiday (VE Day) is now on Friday 8th, the count for the PCC will take place on Monday 11 May.

We are also carrying out the annual Signature refresh exercise – this is where electors with postal votes are required to give a new signature every 5 years. This year we have had to contact just over 1000 electors and the response is going quite well. Reminders will be sent out during February. At the time of writing there are still 300 who have not responded.

The Canvass Reform is underway, and we have our first data test on 20 February. The results will then be analysed to give us an idea of how things will shape up in the canvass when it starts in August.

## **CAPITA**

Work has continued with Capita on reviewing service provision, with the majority of the services continuing to perform well. A members' briefing took place on 17 February with updates on final negotiations.

## **Governance and Legal**

The team have recently undergone two training sessions on their case management system Iken and they are now all successful using the

programme. Iken stores all of our files electronically and therefore allows other members of the team to pick up each other's work if required and also reduces paper files.

Some members of the team kindly assisted in the weeding of legal files held at the depot and successfully cleared a huge amount of documents, filling two large industrial bins. They will be returning to the depot in the next few weeks.

The team took part in Time to Talk, which is set up to tackle mental health problems and encourages everyone to be more open about mental health. This involved a quiz, snakes and ladders, origami and biscuits!

We are pleased to say that our Trainee Solicitor has now moved into her new development post as an Assistant Solicitor.

We have also had a work experience student with us for the last few weeks. She has gained legal experience in a variety of areas and has thoroughly enjoyed her time with us.

## **Digital**

All Councillors will have received an invitation to attend a workshop on 4 March which has been designed to explore digital design and how customers may be able to access information and services in the future

As a council we are committed to provide our services in line with the needs of our customers, as laid out in our approach to customer access and service design - noting also that digital interaction is now the norm in many areas of our lives.

This interactive workshop will present an opportunity for us to learn more about the design guidelines in the council's draft Digital Strategy and to develop an awareness of how the council will ensure that we design our services through an understanding of customer preferences and needs, both online and paper based

During this session, the draft Digital Strategy for 2020-2024 and the principles surrounding it will be presented, how our customers access their services and how this fits with the draft Digital Strategy. It is also important that residents' requirements are analysed and this information will be sourced from mosaic data and customer insight

## **Cyber Security**

The Council has secured £6,000 LGA funding to provide further support and tools to combat the cyber threat to our organisation. Officers will be ensuring this funding is put to good use to help protect us all. Meanwhile, please do take the opportunity to complete the e-learning referenced in recent Councillor emails and the latest Councillor Newsletter.

Our IT team is reporting a rise in cyber attacks on our email system and a national rise in Ransomware on public bodies, so please make sure you are

vigilant for anything suspicious arriving by email. Mark Gregory from Democratic Services emailed all councillors on 13 February outlining the risks and what to do if you believe you spot a phishing or spoof email or click on a link from your council account or given information about your council account.

If you have not already completed your Dojo Cyber Security training please make sure you do at the earliest opportunity – <https://dojo.gomocentral.com/login>.