

Cabinet Lead Reports – Full Council 22 September 2021

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Leader of the Council

Corporate Performance

The 2021/22 Quarter 1 Performance Report has now been issued and discussed at Cabinet on 8 September 2021. It will be available to the public via the Havant Borough Council website.

Headlines from the Quarter 1 performance report are as follows:

- Planning permission has been granted for the Havant Thicket Reservoir which will safeguard water supply in the borough for decades to come, as well as providing a recreational asset for local residents to enjoy.
- The Local Plan for Havant borough has entered a significant new stage in its development, with the first independently managed hearings being arranged for early in Q2.
- We continued to help more than 700 local businesses by distributing Covid-related support grants as the country came out of lockdown
- The Beachlands area of Hayling Island has retained its prestigious Blue Flag Award following a ‘mystery shopper’ style visit from the organisation that awards the status.
- The local elections in May were run smoothly despite the additional Covid-19 safety requirements.
- Due to driver shortages significant parts of some waste collection rounds were not carried out to schedule and collection days were delayed. Customers were asked not to report these as missed bins, however, so that the service could focus on the individual missed collections that they were otherwise unaware of.
- The mobilisation phase of Shaping our Future has been completed, following the all member briefings, overview and scrutiny meetings and approval of the business case and associated resources by Cabinet.

County Deal

Hampshire County Council (HCC) has now formally sent an expression of interest to Government on the County Deal. Following this, I've had several phone calls and meetings with Cllr Keith Mans, Leader of HCC to discuss the matter. At the moment HCC has not outlined its key asks to Government and HBC will continue dialogue with them.

Digital

Many will be aware that we have experienced a number of phishing attacks in the last month. World-wide, the instances of cyber crime are becoming more common and attacks more sophisticated. We must all be on our guard to

protect the Councils systems and the data of our residents. To support Councillors and Officers in keeping ahead of the game when it comes to the fight against cyber-crime, a new e-learning solution will be launched in October. In addition, all external emails that are now sent to officers and Councillors have an automatic header to remind users that they came from outside the organisation.

Progress is also being made on providing new IT for Councillors. An initial paper has been drafted which outlines the costs and benefits with discussion taking place with Cabinet colleagues in the coming month as well as being looked at by an O&S Scrutiny Panel.

Communications and Marketing

Website update

Since the start of this year, the website has had:

- More than 240,000 visits
- Bin collections was the most viewed service area
- The website was mainly viewed from Havant and Portsmouth
- 56% of users access the website from a mobile device

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

Website changes

Coronavirus

The website has been updated to reflect the legal restrictions being lifted (step 4 of the roadmap). Although restrictions have lifted, there is still a strong emphasis on managing the risk to ourselves and others. In the top six boxes, we have added tabs on 'coronavirus testing' and the 'vaccination programme.'

The 'coronavirus testing' page includes information such as the different types of tests available and the reasons to get tested.

The 'vaccination programme' page includes how to book your vaccine and how to avoid scams.

There are also many links to the GOV.UK website and the NHS website which provides additional information.

Supporting Afghan evacuees

A new page has been created on the website to outline the council's role in helping Afghan evacuees - <https://www.havant.gov.uk/supporting-afghan-evacuees>

Our housing team is doing everything it can to work with partners to help house Afghan families.

New bin collection pop up

When you visit the 'bin collections' page on the council website, you will now see a pop up which asks if you would like to sign up to our bin collections mailing list.

Since going live in July, we have had 100 new signups through the pop up. The bin collection mailing list now has more than 4,200 subscribers.

Accessibility update

New accessibility regulations came into force in September 2020 which ensures the website can be used by as many people as possible. The last accessibility test was on Tuesday 24 August 2021. The test was carried out by [Site Improve](#) who gave this website an accessibility score of 91.5/100.

Social media

Since the end of the first quarter of 2021-22, our social media channels have continued to grow.

During the summer holidays, we have been sharing information about local events, for example the Marine Funday on Hayling Island. We have also had a lot of winners recently on the Havant Borough Community Lottery, so we have been encouraging residents to sign-up.

In mid-August we posted about my bin round with a Norse crew. With this content, we posted our first Tik Tok and reel on Instagram – a reel is a short video which remains on the profile as opposed to an Instagram story which only last 24 hours. The reel has been viewed more than 3.3k times, which is more than three times the number of people who follow the account. As a Council we will continue to explore how we can post access different types of residents through new forms of social media.