

## **Portfolio Holder Report – Council 16 October 2013**

**By Cllr Michael Cheshire – Marketing & Development**

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### **Marketing**

The Marketing team have produced a Stakeholder Engagement model, aiming to measure stakeholder (Customer) satisfaction. We will be carrying out an extensive set of surveys including the residents survey, on street surveys and opinions carried out by Councillors, focus groups and we have an ambition to have an on-line forum. The results of this survey will provide valuable information on how we, as a Council can do even better and engaging with our residents.

The Marketing team have completed a review of the customer access points needed in the south of the Borough and a recommendation has been prepared for the Joint Executive Board.

I would urge Councillors to keep an eye on forthcoming events as there is a strong possibility that the “Portsmouth Military Wives” will be singing for us in the Atrium around “Remembrance” time.

Councillors will also be pleased to know that the Marketing of the Events Suits is doing well and on track for our income for this financial year.

### **Communications**

Press cover has been largely neutral in tone. We anticipate continued press cover throughout the release of the Core Strategy, the first article already hit the front page of ‘The News on Saturday 28 September 2013. PR will be maintained as positive as ever, always emphasising that the Planning team have carried out thorough the Consultation period thus ensuring that there are no ‘surprises’ in the plan. The Planning team have been commended on their first class approach on this difficult matter.

### **Human Resources**

We continue to work with our strategic ‘People Plan’ as our HR guide and it is proving to be an important tool for the team. Progress on the plan is on target and progressing as expected. We are working towards the streamlining of many of our processes and we are collaborating with our colleagues in Corporate Support in order to enlist resources ensuring that this process is delivered within the agreed time.

In order that we monitor our effectiveness on an ongoing basis, we will be providing our colleagues and ‘internal’ customers the opportunity to give feedback via a questionnaire in the coming weeks. This will ensure important guidance in the areas where our service users require and need our help and support. It should be noted that the portfolio holder assisted with a Customer Exit Survey recently, and there was a unanimous declaration by those who he survey how friendly the staff were, how light, modern and airy the Atrium is and how modern and 21<sup>st</sup> Century the whole Council now looks.

The Employee Survey was launched in September following some initial work by the Staff Focus Group and we look forward to the results which are due during November.

### **Learning & Development**

The Corporate Training Plan, consisting of 23 training days in total, has been well received with 11 dates already fully booked. Our employees have taken the opportunity to develop themselves in a number of areas, as shown in the sample below.

- Negotiation and Influencing Skills
- Working Smarter and Effective Delegation
- Financial Management
- Contract Management - An Introduction
- Strategic Contract Management
- Budget Control
- Managing Conflict
- Managing Stress in the Workplace
- Effective Communication

In addition, employees have the opportunity to gain accreditation with the Institute of Leadership Management (ILM) by attending some of the courses above and we have 20 employees working towards this accreditation.

Finally, we have provided the opportunity for employees to attend a course in coaching skills which began on 20 September and there are 20 employees who will be undertaking this process of development. The course comprises six training dates and will conclude in January 2014. The Councils will then benefit from a pool of trained Internal Coaches, which is, clearly a cost effective and efficient way of developing our staff.

### **ICT**

The ICT team has been focusing on the upgrade of it's Planning system to implement a structured trigger based approach to how planning application are prioritised. Additionally the project to upgrade the Hantsnet desktop has kicked off with Microsoft Office 2010 being the new version to be rolled out early next year. Alongside this, HBC is currently preparing for it's next annual Public Service Network compliance submission.

User satisfaction levels around the services supplied through Hantsnet are showing improvements as staff are becoming used to the configuration and also Hampshire IT are starting to feel more comfortable with our HBC systems.

### **Business Transformation**

It has been a busy time for Business Transformation, who have been working closely with finance staff to develop a programme of work to set draft budgets for the forthcoming year. This programme of work will also align the budget with new ways of

working and incorporate the principals of the Marketing Strategy. In conjunction with this work the Business Planning is well underway and will deliver on time.

### **Customer Service**

The Customer Service team experienced a challenge to their service levels during an unanticipated dip in staffing levels over the summer. The team met the challenge well and received no adverse customer feedback on the dip in the time it took us to answer our calls.

The progress in delivering the customer access strategy was reported at Overview and Scrutiny, the full update report can be found at:

<http://havant.moderngov.co.uk/ieListDocuments.aspx?CId=123&MId=262&Ver=4>

### **Safer Havant Partnership**

The Safer Havant Partnership met on 23 September, amongst the business transacted was a review of the Partnership Budget and projects for 2014/15. It is worthy of note that the Partnership has agreed to continue to fund a Partnership Project support post within the Community Safety Team. The Partnership has also agreed to provide support in the form of staff time in relation to Supporting Troubled scheme.

Hampshire County Group – I attended the recent County Crime and Disorder Group to represent the Safer Havant Partnership area and in my role challenged the fact that the many and various emergency services and other groups are still using separate data collection schemes. It seems to me that in this day and age there should be a more joined up approach. I will be raising this locally with Partnership representatives and at a Hampshire wide level with Simon Hayes, the Police and Crime Commissioner.

Halloween/Guy Fawkes – As Chair of the Partnership I have attended planning meetings to challenge Anti Social Behaviour over the forthcoming festivities. There will be joint patrols of HBC Rangers, Police and Fire Service to engage with young people and to identify and dismantle unauthorised bonfires. I will also be writing to the media and local businesses to seek their support in keeping flammable materials out of harms way and to encourage sensible use of fireworks. All members are asked to recommend the HBC Firework Display as a family event for all!

Junior Citizen – This years junior citizen event which is funded by HBC the Safer Havant Partnership and the Hampshire Police and Crime Commissioner will be held at Fort Purbrook between 11 – 22 November. Over 1,000 children from across the Borough will be guided through a day of scenarios including. Domestic Abuse, First Aid, Fire Safety, Alcohol abuse, Graffiti and littering and general good citizenship. Members are welcome to attend. Please contact Tim Pointer to arrange.