

## **Cabinet Lead Report – Council 15 October 2014**

### **Councillor Jackie Branson: Cabinet Lead for Governance and Logistics**

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Following the review of corporate resources at a senior level the Human Resources service moved to the Governance & Logistics cluster on 1 November. There is also a new senior post dealing with procurement for which interviews will be held on 4th and 5th December.

#### **Legal Services & Democratic Services**

Jo Barden-Hernandez is moving from her role as Service Manager for 18 months to concentrate on projects related to assessing the viability of delivering our services in different ways in order to reduce costs or increase income. Officers have filled a new shared backfill post for 18 months of Service Manager: Customer and Corporate Services to start on 1 January 20

The legal Department has a new trainee solicitor Priya Patel who will train with HBC for 2 years.

Amanda Darge has secured a new position at the depot and that as an interim measure April Shilstone will be acting as the FOI and Data Protection officer pending a new appointment.

#### **Welfare Reform**

##### **Universal Credit**

On 13 October 2014, the Secretary of State for Work & Pensions issued a statement confirming plans to accelerate the implementation of Universal Credit. Starting in February 2015, Universal Credit will be rolled out to all Jobcentres and local authorities across the country affecting single claimants previously eligible for Jobseekers Allowance.

It has now been confirmed that this roll-out will be split into 4 tranches. Tranche 1 will take place between February and April 2015 and will affect 77 local authorities. The only Hampshire authority included in this tranche is Southampton City Council. No further details of the other tranches have been made available at present.

The plans are still only for a very limited roll-out – the Department for Work & Pensions estimate there will be 100,000 Universal Credit recipients by May 2015 increasing to 500,000 by May 2016. In total it is estimated that there will be 7.7 million recipients when the roll-out is finally completed. Current timescales seem to indicate that the last new claims for legacy benefits will cease during 2017 with the bulk of existing claims having been migrated onto Universal Credit by the end of 2019.

## **Human Resources**

A focus on leadership development continues with the implementation of a two year leadership development programme for senior managers. This programme will equip managers with the skills needed to manage in high stake situations. These are situations where behaviours can become more extreme and difficult to manage.

At middle management level we have now sourced a provider to roll out a two year development programme which will commence from April 2015. This is a real opportunity for middle managers to engage in leadership development which focuses on the leadership skills needed to create organisational change. Delivered by highly qualified and experienced coaches rather than trainers those attending will learn the coaching style of leadership than just being trained in a set of skills.

HR work continues on organisational development through the 'People Plan' (accessible on the intranet). Key highlights for this quarter include the implementation of a revised disciplinary policy, mediation service and in-house coaching programme for staff. In development are a leadership and staff competency framework which will describe the behaviours we expect staff and leaders to demonstrate. The implementation of these frameworks in April 2015 will support an improvement in performance management processes.

In addition to this, work will focus on a Member Development Strategy over the coming months. This strategy will clearly identify the training and development opportunities available to Councillors at the start and during their political career with the Council. It is anticipated that this will be ready to roll out during Q1 15/16.

## **IT**

This has been a very productive period for the IT service at the Council, with many projects delivered.

### **New Desktop provides New Tools**

All staff have now transferred to the new desktop bringing a more stable modern platform. The delivery of the new desktop has been a very smooth enterprise wide rollout which was thoroughly tested and is working effectively across all teams.

Special attention was paid to the planning service and a unique setup is being put in place to ensure the service can effectively access historic planning data.

The Councillor rollout of the new desktop was completed on 8th December, and was accompanied with welcome documentation to assist with the change.

### **Hantsnet Connect replaces Passport**

HCC IT has upgraded the platform for external access to the Hantsnet systems (known as Passport). The new solution accessible from <http://partners.hiow.gov.uk> has been developed to support more device types and provide a more stable platform for remote working. The existing passport solution will remain in place until mid January to allow users to revert back if there are any issues. We do not envisage there being many complications as over 10,000 user accounts across the county and partners are already using the new solution.

### **Password Resets made Easier**

On 3rd December, HCC IT introduced a new self-service tool to enable users to reset password and unlock accounts without the need to contact the HCC Helpdesk. Users will need to register with the system via a link on the HBC HantsAccess page. Registration will require users to supply memorable answers to four standard questions.

Once registered, users can use the facility by answer two of the questions which are selected randomly. Detailed instructions are available on the LearnIT site (<http://learnit.hants.gov.uk>).