



Council Briefing Note 15<sup>th</sup> November 2023

**PEOPLE AND TRANSFORMATION PORTFOLIO –  
COUNCILLOR CAROLE WESTON**

Our People and Transformation teams continue to work on delivering the four key strategies (Customer, Digital, People and Communications) which were agreed at the start of 2023.

The customer strategy aims to ensure that the resident is at the heart of everything we do. To enable the ambitions set out in our Customer Strategy, a new target operating model was designed which focuses on simplifying and improving customer journeys whilst creating more efficient and effective ways to deliver services to our customers. This will involve redesigning services across Dacorum to align with the future operating model and we are in the process of identifying which services we will be working with over the next 12 months.

In the meantime, we are developing a Customer Charter which sets out a series of commitments to improve customer service across the organisation. We have also developed a new webpage content guide, in line with Government Digital Services standards, that will help us develop web content in a more customer friendly way.

The team have established a new Project Management Office (PMO) approach for Dacorum to ensure greater accountability and assurance of project and programme delivery across the organisation.

Our People team continue to support the Council through a new leadership training programme for all tier four managers. I am also pleased to announce that Dacorum is now a Disability Confident Level 2 Employer. We have also appointed three new graduates as part of the National Graduate Development Programme.

A new video streaming PC has been installed to stream council meetings on YouTube. The first stream to use this new technology was the Extraordinary Council Meeting on 25<sup>th</sup> October. We have also rolled out MS Teams calling, meaning that all staff with a DBC laptop can use Teams to make and receive telephone calls directly on their laptops.

We are currently undergoing our annual ICT Health check in preparation for our Public Service Network (PSN) re-certification. Certification demonstrates that the Council has a suitable level of security to minimise the risk to other Public Service Network users.

The Communications team have launched our new engagement platform “Let’s Talk Dacorum”, which will house all consultations in one place, providing a user-friendly portal to engage with our residents and stakeholders.

Finally we have delivered the hugely successful Halloween in the Old Town event, which was attended by thousands of residents, and finished with a spectacular fireworks display in Gadebridge Park.