



Council Briefing Note 28th February 2024

PEOPLE AND TRANSFORMATION PORTFOLIO –
COUNCILLOR CAROLE WESTON

Digital

- The new Digital Platform has been purchased, recruitment has commenced in line with the agreed business case and training is underway. This is a significant milestone for the council and our ambition to deliver the digital strategy & customer service strategy.
- Multi-Factor Authentication (MFA) has been successfully rolled out across all users and is now fully operational.
- Public Sector Network (PSN) compliance and certification was awarded by the Cabinet Office in January 2024.
- Our customer website has been upgraded to make better use of the technology and increase accessibility

Transformation

- Improved the Interactive Voice Recognition phone system (IVR) experience for customers, allowing them to obtain the response to their query quicker, direct them to utilise self-service facilities and overall improving the customer journey
- Reviewed the Call Centre callback telephone facility offering more hours of availability to customers, reducing down the time they wait for their call to be answered and being able to receive a call back without waiting in line.
- We have been redesigning processes in Revenues and Benefits and launching self-service channels which will make the process more efficient and much faster for customers to process moving in/out of an address and issue refunds where required. This will also help reduce the volume of call into CSU and back office.
- Delivered Complaints training to Managers and HOS/AD's to ensure all customers have a consistent approach when resolving complaints
- Annual service planning process currently being delivered – all services across the council being supported to establish their service plan for the upcoming financial year and consider prioritisation of their service activities.
- Continue to improve our Programme Management Office (PMO) approach: All projects have been baselined so we can monitor progress against this going forward, new project and programme boards have been set up for greater oversight and simplified reporting templates set up.
- Performance Improvement Project progressing well. All our performance measures were reviewed and proposed new measures have been developed for presentation to Cabinet.

HR

- Leadership Training for all tier 4 managers – Launched and to conclude in Spring
- Set up a staff values and behaviours delivery group to help further embed these within the Council's desired culture.

- Menopause Policy – Council agreed and to be launched in February 2024
- Launched a new coaching scheme for staff to become workplace coaches
- Established a new vacancy management tracker to assist SLT in managing their vacancies with their teams

Communications

- Local Plan consultation – Successfully delivered the six week consultation with integrated communications campaign and engagement programme.
- Internal Communications – Enhanced staff communication and engagement through the intranet, Town Hall (attended by 299 staff) and staff survey action plan.
- External Communications – Continued support across all services, supporting on communication, marketing and engagement activities for corporate projects, campaigns and operational service delivery.
- Filming – Continued growth and impact of filming activity across the borough, including national coverage praising filming in Dacorum and the Old Town for the blockbuster film 'Masters of the Air'.