



Finance and Resources Overview and Scrutiny Committee

Report for:	Finance and Resources Overview and Scrutiny Committee
Title of report:	Quarter 3 Performance Report – People Transformation Digital and ICT Communications
Date:	5 March 2024
Report on behalf of:	Councillor Carole Weston
Part:	I
If Part II, reason:	N/A
Appendices:	N/A
Background papers:	Nil
Glossary of acronyms and any other abbreviations used in this report:	KPI – Key Performance Indicators

Report Author / Responsible Officer

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Corporate Priorities	A clean, safe and enjoyable environment Building strong and vibrant communities Ensuring economic growth and prosperity Ensuring efficient, effective and modern service delivery Climate and ecological emergency
Wards affected	All wards
Purpose of the report:	1. To provide the Q3 performance information for monitoring and information
Recommendation (s) to the decision maker (s):	1. That Members note the report and identify any areas where they require additional information
Period for post policy/project review:	N/A

Introduction

1. This paper will provide an update on service performance over Q3 2023/2024 for Digital and ICT and Communications, and highlight key achievements over this same period. Performance for People and Transformation are included in separate reports.

Digital and ICT

2. IT Systems availability (99%) continue to be positive within the quarter demonstrating the fundamental reliability of the Council's technology infrastructure.
3. The primary performance indicator (ICT01 - Percentage of incidents resolved in less than 2 days) was amber within the quarter at 83% against a target of 90%. The Digital Team has had a vacancy in the team for over 12 months affecting performance. Recent recruitment has been successful with the candidate expected to join the team within the next few weeks. In January 2024 performance improved significantly with 93% of tickets closed within 2 days against the target of 90%. With the new member of the team in place we anticipate this performance continuing to improve.
4. Significant work was completed within the quarter to enable the council to purchase a new digital platform. Commercial board approved our procurement approach in December 2023. In January, after receiving approval from our Portfolio Holder Carole Weston, we signed a contract with Netcall Technologies. This is a significant milestone for the council and our ambition to deliver the digital strategy & customer service strategy. Recruitment has commenced in line with the agreed business case and training is now underway.
5. To further enhance Dacorum's cyber security position, it is good practice to protect access to our cloud applications with Multi Factor Authentication (MFA). In October 2023 the Digital team got approval from SLT to roll out MFA across all users. We successfully completed the roll out in January 2024 further strengthening our cybersecurity posture.
6. Public Sector Network (PSN) compliance and certification gives Dacorum confidence that the services we use over our network are compliant and that our data is protected. Government requirements are designed to ensure that we are defended against common threats such as opportunistic hackers and abuses of business processes, whilst being proportionate and aligned to our corporate objectives. The

PSN certificate is issued annually, and the Digital team is required to go through a robust audit process to maintain compliance. The audit process was completed in Quarter three and the 2024 certification was awarded to Dacorum in early January 2024.

- .7. A significant amount of work was completed during quarter three to upgrade systems across our network. These include upgrades to our external website Sitefinity, our planning system, Uniform and our Geospatial software, CadCorp.

Communications

- 7.1 In Q3 we delivered against our external communications programme supporting corporate projects and events across DBC services and partner organisations. This includes 757 social media campaigns on our corporate channels (Facebook, X formerly Twitter and LinkedIn), 29 news articles (website and press releases), and more than 170,000 emails (e-newsletters) sent via our digital publications portfolio.
- 7.2 In Q3 we delivered on our events and awareness programme including the highly popular Halloween and Fireworks display (Old Town), attended by thousands of residents. We also delivered the Remembrance events, including the Parade, with key partners and agencies, voluntary and community sector groups.
- 7.3 In Q3 we delivered on our internal communications programme, including our Staff Magazine, a 'Staff Town Hall', with 300 colleagues attending and staff engagement event (Bring and Share), bring our staff together and building a positive workforce. In Q3, we issued 47 internal communication campaigns across internal channels, such as our intranet, covering general staff news, corporate information (projects and initiatives) and staff events. During this period we also finalised our annual staff survey action plan.
- 7.4 We have delivered our programme of print and digital publications, including 12 issues of our weekly *Dacorum Life* digital newsletter (currently 13,026 subscribers – increase of 111 from Q2 2023/24).
- 7.5 Social media statistics: Our social media channels continue to grow organically at a healthy rate compared to similar local authorities.
 - o Dacorum BC **Facebook** – October to December 2023:
 - o Connections – 13,276 (increase of 286 from Q2 2023/24)
 - o Link clicks – 5,059
 - o Posts – 324
 - o Dacorum BC **X (formerly Twitter)** – October to December 2023:
 - o Connections – 8,987 8,968 (increase of 19 from Q2 2023/24)
 - o Link clicks – 1,155
 - o Posts – 271
 - o Dacorum BC **LinkedIn** – October to December 2023:
 - o Connections – 5,413 5,268 (increase of 145 from Q2 2023/24)
 - o Link clicks – 662
 - o Posts – 162