



Council Briefing Note 17 April 2024

PEOPLE AND TRANSFORMATION PORTFOLIO – COUNCILLOR CAROLE WESTON

People and Transformation

People

- Leadership Training for all tier 4 managers has been launched and will conclude in the Spring
- We have set up a staff values and behaviours delivery group to help further embed these within the Council's desired culture – new management 121 approach launched to further embed aligned staff behaviours.
- The Menopause Policy has been launched and managers undertaking mandatory training. A staff session was held with specialist menopause Doctor: Over 30 people attended.
- Senior Officer Pay Policy approved by Cabinet.
- A revised Drug, Substance and Alcohol Policy approved by TUs, to be relaunched with training in April.

Digital

- Working collaboratively with Transformation and Finance, we launched Citizens Access – first phase of our wider Revs & Bens Project to provide customers with the self-serve abilities relating to Council Tax. Allowing customers to apply for discounts, set up/amend direct debits and report if they are moving in/out/within the borough.
- Bring your own device testing has now been completed successfully and user guides are now in draft.
- Members are strongly encouraged to undertake the email training to ensure that we remain secure as a Council.

Transformation

- Improved the telephony system for customers to ensure the information was current, accurate and giving customers quick and easy access to online information to fulfil their enquiries
- Call waiting times have fallen dramatically following a series of interventions and improvements.
- Joint working with Waste Services to prepare for the annual Green Garden Waste Subscription service, ensuring staff were recruited, trained and systems were in place for customers to renew with ease.
- Partnership working with DENS/Trussel Trust to allow Customer Service staff access to an online portal when issuing food bank parcels, this will provide customers with a quicker service when requesting foodbank parcels.
- Collaborative working with the Senior Housing Management team to establish a streamlined process for effective handling of Ombudsman queries to ensure timelines are met.
- Continue to work on our Performance Improvement Project – following OSC feedback on draft KPIs, we have been further reviewing our proposed measures. Improved internal governance structures have also been established to ensure performance levels are being scrutinised effectively by the leadership team and assurance on actions to improve performance where required.

- Continue to work on our Programme Management Office implementation – we have launched new reporting and project management templates and implemented new programme governance structures. This ensures all projects have the appropriate plans in place for delivery and accountability and assurance provided to the leadership team on a regular basis.
- Co-ordinated the corporate service planning process – supported all services to draft their annual service plans.

Communications and Engagement

- Launched Keep Britain Tidy's Great British Spring Clean 2024 campaign - We are once again supporting Keep Britain Tidy's Great British Spring Clean, the largest mass environmental action campaign in the UK. Last year, more than 1,100 local volunteers collected 600 bags of litter from around Dacorum. After the 2023 campaign, 96 per cent of people who took part agreed that they felt they had made a difference to their local area.
- Local Cycling and Walking Infrastructure Plan (LCWIP) – Successfully delivered the four week consultation with integrated communications campaign and engagement programme. The LCWIP, which is compiled by Hertfordshire County Council in partnership with ourselves, and aims to make walking and cycling more attractive and viable options than using a car, for shorter journeys or as part of longer trips. The feedback is being reviewed, with a final draft LCWIP being drawn up. There will be an opportunity to comment on this later in the year when a further public consultation is held.
- External Communications – Continued support across all services, supporting on communication, marketing and engagement activities for corporate projects, campaigns and operational service delivery. E.g. PCC Election.
- PCC Election – Communications and awareness campaign - There are also special restrictions on the Council's decision-making and publicity in the run-up to the elections on 2 May, sometimes known as 'purdah'. The Pre-Election Restricted Period (PERP) began on Friday 15 March 2024 and runs until Thursday 2 May 2024 (polling day), inclusive of both dates. During this period we are unable to use Councillors quotes or photographs in any publicity. The restrictions aim to make sure that local authorities do not appear to be using public resources to support any particular party or individual involved in elections, or to influence the outcome.
- Events programme – work continues on the delivery of the annual events programme. Upcoming dates for your diary are The Mayor's Garden Party (12 May 2024) and Armed Forces Day (29 June 2024). Calendar invites are sent out to all stakeholders in advance.