



Council Briefing Note 17 July 2024

PEOPLE AND TRANSFORMATION PORTFOLIO – COUNCILLOR RON TINDALL

People and Transformation

People

- Leadership Training for all tier 4 managers has been completed.
- We have set up a staff values and behaviours delivery group to help further embed these within the Council's desired culture. A new management 121 approach launched to further embed aligned staff behaviours. The next schemes to be approved include mentoring, staff volunteering and staff recognition.
- We are working closely with the Depot management team to drive down sickness – reviewing data to identify trends and exploring interventions such as physio offer, and health and safety practices.
- A revised Drug, Substance and Alcohol Policy approved by TUs and SLT, which has been relaunched with training for staff and managers.
- Devising with managers, staff and TUs a new mandatory managers development training programme – to be launched in the Autumn.

Digital

- Procurement of new laptops for the workforce has concluded. Devices are expected to arrive in July for roll out to commence.
- Procurement for new Wi-Fi has concluded. New Wi-Fi hardware expected to be installed and live by the end of August
- Digital platform builds are underway with garage portal and complaints & FOI modules now in development.
- Cyber security training rolled out to all staff and members
- Digital improvement programme signed off by Transformation Board and is now underway.

Customer Services and Complaints

- New Persistent & Unreasonable Behaviour Policy introduced to enable the Council to effectively deal with unreasonable customers that is impacting on staff resources
- Submitted Ombudsman Annual assessment and supported the submission of Annual complaints report to the Housing Ombudsman
- Complaints policy has been updated to align to the new Ombudsman Complaint Handling Code
- Improved on call wait time performance measures for March/April (busiest time for the year), in comparison to the same time last year
- Successfully managed the annual Green Waste Subscription service renewal during the busiest time of year when the Council Tax bills and Rent increases also took place
- Reviewed Operator calls in Customer Service to improve customer journey on calls to have their enquiry dealt with at the first point of contact

- Improved all Integrated Voice Recognition scripts to provide customers with a smooth journey to having their enquiries dealt with, introducing self-service to reduce down call wait times

PMO / Performance /Transformation

- New and updated KPIs were presented and approved at Cabinet which will ensure we are measuring performance of teams with relevant performance Indicators and ambitious targets.
- We continue to work across the Council to improve our overall approach to performance management. We have introduced and facilitated new governance processes so that Directors have greater oversight of performance at department levels and hold relevant service leads to account over performance levels.
- We have undertaken detailed analysis of recent report from OFLOG. This has helped understanding of what data OFLOG is using and what this says about DBC performance which will support us to develop specific actions to improve performance levels in required areas
- We continue on our journey to improve our corporate approach to managing projects. We have now finalised our corporate portfolio which the Programme Management Office (PMO) will support and ensure relevant oversight and accountability. We have set up new reporting and governance processes to enable this. We also delivered Project Executive training to our corporate leadership team so that they can undertake their roles effectively in overseeing these projects and programmes
- Following the procurement of a new digital platform, we have now established a two-year roadmap and programme plan for delivery
- We worked with Council Tax service to introduce improved self service which allows customers to let us know about moving in/out and change of circumstances much more easily, obtaining refunds more quickly whilst allowing us to process these transactions more efficiently.
- We have started redesign projects with Waste Services, Garage Bookings, Benefits, Complaints, Freedom of Information and Data Protection Act that will improve the way customers can interact with the council whilst enabling us to deliver these services more efficiently

Communications and Engagement

Continued support across all services, supporting on external communications, marketing and engagement activities for corporate projects, campaigns and operational service delivery. Highlights include:

- Keep Britain Tidy's 'Great British Spring Clean' 2024 campaign - More than 1,000 people took part in the 2024 Great British Spring Clean in Dacorum, with volunteers helping to clear almost 600 bags of litter, supported by our Clean, Safe and Green (CSG) team.
- Free Compost and Wildflower Seed giveaway: Ten tonnes of peat-free compost was shared between more than 250 households in May as we marked International Compost Awareness Week. On Saturday 18 May more than 500 bags were given away to keen gardeners. More than 300 packets of bee-friendly wildflower seeds were also given out through the Dacorum Climate Action Network to support our local pollinators and brighten up the borough's gardens and allotments.
- General Election – Communications and awareness campaign - The Pre-Election Restricted Period (PERP) runs approximately 6 weeks until polling day. 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. Recently delivered external events include The Mayor’s Garden Party (12 May 2024) and Armed Forces Day (29 June 2024).