



## Council Briefing Note 25 September 2024

PEOPLE AND TRANSFORMATION PORTFOLIO – COUNCILLOR ADRIAN ENGLAND

### 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 was approved by TUs and SLT, which has been relaunched with training for staff and managers.
- We are devising with managers, staff and TUs a new mandatory managers development training programme – to be launched in the Autumn.

#### Digital

- Roll out of 760 new laptops has started. New starters are being issued with new devices when they join the council and users with the oldest devices will get their new kit first. We expect the full roll out to be completed by the end of March 2025.
- New Wi-Fi has been installed at the Forum. The upgrade will improve speed, coverage (so less drop out time) and security.
- New docking stations have been set up on all desks at the Forum. The new docks work with current laptops as well as the new kit being rolled out.
- Docks and Wi-Fi will be installed across all our building by the end of the year including Cupid Green Depot, Old Town Hall, Tring Victoria Hall, Woodwells Cemetery, Poppy Fields Cemetery, Berkhamsted Civic Offices.

#### 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

- Further improvement made to our integrated voice recognition (IVR) service, improving access to Benefits and Business Rates via our IVR. We have seen a significant increase in text requests so customers can be sent a weblink directly to the online form they need to complete rather than sitting in a call queue. Between April and July, 1,483 text messages have been sent out to customers to allow them to self-serve
- We have commenced delivery phase of our Transformation program and implementation of our Digital Platform. Live projects to improve service delivery include Garage rentals, Complaints and Freedom of Information requests, Waste Services, Revenue & Benefits, Housing Repairs and Clean Safe and Green. These projects will aim to enable customers to interact with the council more easily and effectively whilst streamlining and create efficiencies within the back-office processes.
- We continue to work on improving our corporate Programme Management Office (PMO). All Projects across the PMO have now been identified and key information baselined and is now being reported against. All directorates have programme boards in place to ensure critical oversight of all our key projects and new reporting templates and reporting process put in place to support this oversight and accountability.
- A new suite of KPIs, including a clear approval process for making edits to these KPIs, was presented and approved at Cabinet in June 2024. We have worked on embedding these new KPIs across the Council, including the creation of a new performance management handbook and delivering training officers. Officers across the Council now have a deeper understanding of performance management which will lead to greater accuracy when updating these measures and greater assurance to the leadership team and Members.

#### Communications and Engagement

- External Communications – Continued support across all services, supporting on communication, marketing and engagement activities for corporate projects, campaigns and operational service delivery (e.g., Parking Consultation (10-31 July); Hemel Hempstead Health Campus; Refurbished play areas; Summer of Fun events programme etc.)
- 50 Fest to celebrate 50 years of Dacorum - This year marks the 50th anniversary of Dacorum borough. To celebrate, we will be hosting 50 Fest on Sunday 29 September 2024, from 11am to 5pm in Hemel Hempstead town centre. The event will spread across the town centre, including the Market Square and Water Gardens. The highlight of 50 Fest will be a spectacular parade, featuring a wonderful array of colourful handmade puppets, led by community groups and performers. The puppets are being made in collaboration with local community groups and Handmade Productions and have been inspired by animals and nature associated with the local area, including red kites and foxes. In Market Square, there will be a variety of local market, food and drink and community stalls to explore, and tables to sit down and enjoy some refreshments. There will also be a wide range of entertainment and activities on offer in Market Square and the Water Gardens, including a BMX stunt show, acrobatic street dancers, Cloud 9 inflatables, high ropes and fairground stalls. Hemel Hempstead Business Improvement District (BID) will also be hosting its fantastic Hullabaloo alongside the event, offering live entertainment and activities to enjoy in Hemel town centre.