Corporate Policy & Resources

Information Technology

- The new IT Strategy was agreed by the Council in April and initially focuses on three objectives:

- **Cyber Security**
    - Training has been provided to all staff who access IT and to Council Members
    - Additional software and security systems have been deployed
    - A fully managed Cyber security service is being implemented

- **Disaster Recovery**
    - Business continuity plans have been improved across the Council
    - A fully managed Backup and Disaster Recovery solution is being procured

- **Telephony System**
    - A new MS Teams based system hosted in the cloud is currently being implemented

- **Additionally:**
    - Town Hall Data Centre virtual server environment has been replaced
    - CRM continues to be developed to enable the delivery of online transactions

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Projects & Performance

- **Performance:**
  - 2021/22 year end: 10 out of 11 KPIs on target or within tolerance
  - In-year improvements to contextual information to support member understanding of issues

- **Risk:**
  - Improvements to information presentation, and informal sessions for AC members to support understanding
  - Updated Risk Management Strategy later this year

- **Projects:**
  - Regular dashboard reporting, shared with member
  - Support for Financial Sustainability Programme and associated projects is ongoing

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Corporate Policy

- **Corporate Policy:**
  - Year 2 Corporate Plan annual report published, along with Annual Equality Objectives report
  - Policy support to deliver corporate priorities, including supporting Financial Sustainability Programme and associated workstreams

- **Environmental Sustainability**
  - Comprehensive Annual Progress report provided to O&S in October
  - Work continues to implement ES Strategy
  - New member champion scheme

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Communications

- Support for major council activities including enactment of the civic protocol (Op Bridges) - the council's response to the passing of the late Queen Elizabeth II and the tail-end of Covid pandemic

- Comms support to deliver corporate priorities, including supporting Financial Sustainability Programme and associated workstreams, The Rise, community centre re-launch, environmental sustainability etc.

- Reputational management comms plus ongoing management of council's suite of internal and external communications channels (including web site, social media, Borough News etc.), to ensure the council can reach its diverse audiences, including non-digital ones

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Customer Contact

- Commencement of work to create a customer contact strategy for the council

- Project to introduce an ethos of (and supporting policy and practices) to learn from complaints

- Provision of customer contact service including:

  - 42,000 calls to Helpline

  - 16,000 calls for specific Services (pre-agreed)

  - Circa 2,600 repeat callers

  - 10,000 social media responses

  - Plus triaging FOI and complaints and dealing with circa 40 visitors a day to Reception

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Data & Insight

Data & Insight

- Completion of Data Maturity Assessment and production of Data Improvement Plan (strategy)

- Support for corporate priorities, including Financial Sustainability Programme and associated workstreams, to inform and assist delivery

- Provision of data & insight to inform key council activities & projects including customer contact mapping (volume, trends - a precursor to customer contact strategy), process automation (FSP), workforce reporting and customer/resident insight (Harlequin and Environment al Sustainability)

- Conducted Tool & Technology review, resulting in plans to deploy and adopt PowerBI corporately

- Creation of a (draft) research & consultation toolkit for officers

- Formation of a Data Community, to help build workforce data capabilities

Data Protection

- Staff training and Member training

- Information Governance Group revival

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Organisational Development & HR

Strategy

The new draft OD&HR strategy (effective 22/23-26/27) has 5 themes, focusing on the following objectives:

T1) Financial Sustainability & Workforce Planning

- To support the business through Financial Sustainability Planning and facilitating organisational change – providing timely and accurate workforce data, working with managers to identify opportunities and challenges and supporting them through the change processes.

T2) Performance and Reward

- To ensure staff are incentivised, rewarded and motivated to deliver high performance. Ensuring that the council gets value for money and that process are fair and transparent.

T3) Operational Excellence

- To Streamline HR & OD processes and clarifying the operating model. To deliver excellent HR, OD and payroll process. To effectively communicate policies and procedures to staff and managers.

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Organisational Development & HR

Strategy (cont)

The new draft OD&HR strategy (effective 22/23-26/27) has 5 themes, focusing on the following objectives:

T4) Culture, Equality & Inclusion

- To revisit the Great People = Engaged People vision post pandemic, look at hybrid ways of working. To ensure that managers are empowered to lead and manage staff and to ensure that RBBC is not only a fair, equitable and transparent employer, but also a great place to work.

T5) Effective Use of Data

- To responsibly use our people data to proactively identify trends, ensure processes are fair and equitable and to ensure managers and stakeholders have timely and accurate information. To work with IT & Data insights to use improved reporting tools and software.

Organisational Development & HR

Hybrid Working

- Continues to be a theme for the organisation as we settle into the new 'normal' post COVID.

- Upgraded video conferencing equipment now allows for more remote meetings.

- Collaboration space now fully implemented for staff and members/mayoral areas now fully operational.

- Wider asset review will help shape a Hybrid Framework as part of our new ways of working.

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