

**Portfolio Holder Priorities 2013/14**  
**Cllr Ollie Pearson**  
**Enabling Services**

**Purposes**  
**“A well run Council”**  
**“Maintain our property assets”**

**Update**

1	<p><b>Human Resources</b></p> <p><b>A.</b> The introduction of a negotiating framework to enable the council to introduce greater flexibility into employment contracts and to deal with other emerging priorities such as Exeter’s low wage economy.</p> <p>Job roles at the council are being reviewed in light of the development of new systems, with a view to ensuring the effective management of equal pay, the identification of core skills to support the transformation programme and maintain the new ways of working.</p> <p><b>Update</b></p> <p><b>Having implemented the Joint Consultation and Negotiation Committee in place of the Employee Liaison Forum, the Council has now implemented the Living Wage in respect of Council employees as from the 1<sup>st</sup> January 2014. This will have a positive impact on the Councils lowest paid staff and will remove them from the poverty trap.</b></p> <p><b>In addition a new Low Wage Economy Group has been set up under Cllr Denham to consider how we can collectively positively impact on wage levels across the district.</b></p> <p><b>The implementation of systems thinking across the Council is having an impact on the current salary scales. This in effect means that we will need to review our pay structure to better meet the current and future needs of the organisation.</b></p> <p><b>Discussions have now commenced in respect of revisiting the Council’s Single Status Agreement with a view to refining it and building in greater flexibility.</b></p> <p><b>B.</b> Improve monitoring and analysis of the impact of employment policies on our staff.</p> <p><b>Update</b></p> <p><b>Workforce profile reported at Executive in July 2013. Workforce data presented monthly to SMT Performance. New workforce profile data will be developed in the New Year for reporting our annual workforce profile in July 2014, this will include equalities data for publishing annually.</b></p> <p><b>In order to support this all employees are being contacted in the New Year to advise them of the personal data currently held in payroll records with a view to data cleansing and collection of missing equalities information. We have also improved collection of this data during the recruitment process with the</b></p>

	<p>development and implementation of our new Recruitment pages including on-line application form. Having more complete data about our employees will enable better analysis of our employment records with regard to the potential impact or benefit of employment policy.</p> <p>C. Develop appropriate training programmes to encourage a supply of potential future female senior managers and investigate ways of targeting and encouraging more women to apply for management posts.</p> <p><b>Update</b>  <b>In July 2013 Members expressed an interest in expanding the scope of our consideration of under represented groups in our workforce profile. We are currently developing our L&amp;D provisions and approach which will include a management development programme. A paper is due to be put to the SMT in the New Year. Until the Council's approach has been decided no specific targeting of under-represented groups in management can be undertaken.</b></p>
2	<p><b>IT</b></p> <p>A. DELT is a proposal to deliver IT related services to Exeter City Council, Plymouth City Council, East Devon District Council, Teignbridge District Council and the Plymouth Clinical Commissioning Group. A business case is being prepared for Executive. It must also be compliant with the transformation strategy.</p> <p><b>Update</b>  <b>Council in its December meeting agreed in principle to progress with an alternative strategy to potentially create a shared service facility based on the 3 district councils; East Devon, Teignbridge and Exeter. Work is now progressing to complete the detailed implementation plan with a final recommendation hopefully being submitted to Council in the spring.</b></p> <p>B. Enhance and promote the use of the Council's website for accessing information and services online.</p> <p><b>Update</b>  <b>Levels of demand for different elements of the web site have been analysed and consideration is being given to the most effective way of organising and maintaining the content. A meeting has been arranged with the portfolio holder and Deputy Chief Executive to explore options for optimising the council's use of its web site, including through mobile channels.</b></p> <p><b>This work links directly with the wider consideration of how we use the various e-enabled services to both deliver services and communicate with citizens. The various building blocks, web, social media, proactive messaging, link into a seamless service provision, are presently being considered.</b></p>

<p>3</p>	<p><b>Legal</b></p> <p>A. The Inspector’s report rejected the application to register Eastern Fields as a “Village Green”.</p> <p><b>Update</b></p> <p>The Inspector’s decision rejecting the application to register Eastern Fields as a village green has been appealed by way of Judicial Review. However these proceedings are held in abeyance pending the Supreme’s Courts consideration of the Barkas case which is listed for hearing in the first week in April 2014. In practice this means if we are lucky JR may just be listed for hearing before summer recess. Otherwise the matter won’t be finally determined till sometime in 2015!</p> <p>B. The team is assisting with formulating the council’s street enforcement policy which sets out how to deal with rough sleepers and beggars and associated anti-social behaviour.</p> <p><b>Update</b></p> <p>Several legal remedies are available for use by the Council including:</p> <ol style="list-style-type: none"> <li>1. The introduction of a Byelaw prohibiting rough sleeping.</li> <li>2. Use of injunctions to remove the rough sleepers.</li> <li>3. Use of Possession Orders</li> </ol> <p>Once completed the way forward will be reported to Members.</p>
<p>4</p>	<p><b>Policy and Communications</b></p> <p><u>External Communications</u></p> <p>A. We are ensuring that relevant audiences recognise the council's achievements, policies, activities and events by publishing timely information through appropriate channels, including the Exeter Citizen and increasingly through social media channels (Twitter and Facebook).</p> <p><b>Update</b></p> <p>We will be working with services to generate more content for media channels, promoting the council’s day to day work. Procedures are in place to provide the public with up to date information in the event of snow causing disruption to refuse services. Events, campaigns, consultations and initiatives are promoted through social media. Work continues to support services in their take –up and effective use of social media.</p> <p>B. Publish the Exeter Citizen four times a year, ensuring all residents are informed of the Council’s policies, activities and events.</p> <p><b>Update</b></p> <p>Due to low demand, the Citizen is no longer available in mp3 format or CD. It is however available in large print for the visually impaired.</p> <p>We will be considering alternative ways of providing and enhancing the citizen over the coming months. This links with the wider social media agenda.</p>

## Internal Communications

A. We are working with staff to ensure that they are aware of initiatives and change across the council and can readily submit opinions, attitudes and feedback.

### **Update**

The staff Exchange Briefings have continued to run throughout the year, and have provided staff with updates on the key issues affecting the Council. This is supplemented by the monthly City News staff e-newsletter. Urgent messages are currently distributed via email. Staff are encouraged to submit questions and ideas (anonymously if necessary) through Exchange and City News.

Further work will continue to improve internal communications across the Council. This will include developing City News and looking into the possibility of using message boards to communicate key messages. All staff now have access to social media via the City council's ICT infrastructure.

B. We continue to enhance and promote the council's corporate identity and house style.

### **Update**

The Council's logo has been enhanced to give it a cleaner, more prominent look. Guidance has been produced on how and when to use the new logo. All staff have been advised of these changes and further information is available on the intranet.

C. A briefing session for members on the Public Sector Equality Duty has been timetabled. There are plans to follow this up with more detailed training on equality and diversity in 2014.

### **Update**

The briefing session took place on 9 October and a further event has been scheduled for October 2014.

## Other

A. We are a Fairtrade City. We are an international city supporting communities around the world by encouraging our residents and visitors to buy Fairtrade products.

### **Update**

Plans are underway for Fairtrade Fortnight 2014 including an awareness raising event in Bedford Square and coffee morning in St Stephens church on 1 March.

B. Work in partnership with other agencies to ensure we are developing the best services for communities in the City.

### **Update**

Newcourt Community Association in conjunction with city council resolved long standing issue with developer to enable monies to be released and for new play park to be developed. Currently waiting for handover of new community centre to ECC, community association preparing to do recruitment for centre manager. Priory Community First have produced a Community Plan for the area after

	<p>consultation with residents. They are currently advertising funding available for this year to support community activities. Work to start on recruitment for three community organisers for Wonford to be hosted by Wonford Community Centre, employed through Locality. First meeting of Exeter Health &amp; Well Being Board to address Health &amp; Wellbeing issues for residents of the city. Proposal for physical activity to be the main health &amp; wellbeing priority for development.</p>
6	<p><b>Corporate Property</b></p> <p>A. Creation of new corporate property function and unit.</p> <p><b>Update</b>  The Estates and Contract Development teams have been merged with a view to forming the basis for a new corporate property unit which will take the lead in developing asset management across non-housing property and implement a new approach to property investment and maintenance spend.</p> <p>B. Roll out of renewables initiatives.</p> <p><b>Update</b>  An initial phase of investment in renewables and other energy efficient technologies has been prepared and will be rolled out in the coming months.</p> <p>C. Creation of a Council wide Asset Management Plan.</p> <p><b>Update</b>  Once the new corporate property unit has been formally established a new Asset Management Plan will be developed. In the meantime, however, early work will be undertaken on the Council's repairs and maintenance strategy and on the management of community assets.</p>