

## EXECUTIVE MEMBER REPORT TO COUNCIL 18 July 2018

### Middlesbrough Community Survey

1. In June I took a report to the Executive on the Middlesbrough Community Survey and further detail, including a number of graphs is available in the report which can be accessed on agenda.
2. One of the recommendations from the LGA Peer Review was to reinstate a regular householder survey to identify 'what citizens think of the council, their priorities and how they access information'. The Council had not undertaken such a survey since the 2009 Middlesbrough Neighbourhood Survey, with the then Coalition Government abolishing the statutory requirement for biennial 'Place Surveys' in 2010.
3. The LGA's standard question bank for such surveys was used, with 14 broad question areas capturing views on the local area (within 15-20 minutes walking distance from home), community safety, and the Council and its services.
4. A total of 1,200 questionnaires were completed by telephone, supported by street interviews where required, providing a demographically representative sample of Middlesbrough's population. The sample was also balanced across town so that an indication of variation in responses by area could be provided. To drill down to ward level would have proved too expensive, but it is acknowledged that variations will be found within the four geographical areas.
5. The overall findings of the survey are positive, with those areas falling below benchmark performance largely driven by local disadvantage. It should also be noted that the Middlesbrough response shares many of the key issues identified in national telephone polling undertaken by the LGA on quarterly basis and published on its website.
6. To reflect the Council's ambitious plans for Middlesbrough, it is proposed that action will be taken to improve any response falling below the identified upper quartile threshold (where known) for comparator surveys. In addition, it is proposed that action will also be taken to address significant variation between areas, even where overall performance is above the upper quartile level.

### Local Area

7. Satisfaction with the local area forms marginally below the LGA Inform average and there was significant variation between the south of Middlesbrough where it was higher and the north. In addition, satisfaction improved with age, up to 88% in the 75 years and over group.
8. Sense of belonging to the local area was on a par with the LGA Inform average, and highest in the south of the town. The survey also found that having a sense of belonging fell to 75% among BME groups.

**Community Safety**

- 9. Those feeling safe during the day was on a par with the LGA Inform average, with significant variation between the south and north of the town. Those with a disability and those aged 45-54 were less likely to feel safe during the day.
- 10. Those feeling safe after dark fell below the LGA Inform average, variation between the south and north and east of the town. Women, those aged 16-24, and those with a disability felt least safe after dark.

**The Council and its services**

- 11. Satisfaction with the way the Council runs things was on a par with the LGA Inform average and lower in the north, among men and those aged 55-64. The main reasons for dissatisfaction were (in order): ‘litter/cleanliness’ (by some way the highest); road/footway maintenance’; and ‘poor customer service’.
- 12. More than the LGA Inform average considered that the Council provides value for money, with no significant area variation. The 16-24 age group was more likely to think the Council offered VFM, while males were less likely.
- 13. Similarly, more than the LGA Inform average were likely to speak positively about the Council, again with no significant variation by area. The 16-24 age group was less likely to speak negatively about the Council, while the 65-74 age group and males were more likely.
- 14. People were asked about their current and preferred method of finding out about the Council and its services. The top five responses were as follows:

Current	Preferred
1. Printed information provided (leaflets etc) by the Council 2. Council website 3. LoveMiddlesbrough magazine 4. Word of mouth 5. Local media	1. Printed information provided (leaflets etc) by the Council 2. Council website 3. LoveMiddlesbrough magazine 4. Local media 5. Word of mouth

- 15. Social media (Council and external sources jointly) was sixth important in both cases.
- 16. There is therefore broad agreement between the way respondents prefer to find out about the Council and its services, and how they find out about these issues.
- 17. Satisfaction with seven core Council services was on or above par with comparators across all services, with variation by area broadly aligning with the town’s deprivation profile (except for the west, in which there are no major leisure facilities or formal parks). No significant variations were reported in responses from any other group.
- 18. Analysis of the survey, including gap from the LGA Inform, upper quartile and local variation, suggests that the Council should focus on improving the following issues:

- Increasing overall satisfaction with the local area, sense of belonging in areas with greater population churn and diversity, and agreement that people pull together and get on well together in local areas (linked).
- Increasing the proportion of people who feel safe after dark, and addressing a range of ASB problems in the north and east, particularly litter, using / dealing drugs, and groups hanging around.
- Increasing satisfaction with the way the Council runs things, agreement that it provides VFM, and those that speak positively about it, and those that feel well informed in the east.
- Increasing satisfaction with street cleaning, road and pavement maintenance (particularly in the south) and sport and leisure (particularly in the west).

19. The report also highlights the means by which these areas of focus will be addressed and how progress will be reported back to the Executive.

## **Procurement**

20. In order to monitor and increase where possible local commissioning the Council has a strategic objective to achieve a target of 25% of all purchasing spend to be with local Tees Valley suppliers and reported performance for 2017/18 is outlined in the table below:

<b>Period</b>	<b>Target</b>	<b>Achieved</b>
April – June 17	25%	30%
July – September 17	25%	44%
October – December 17	25%	43%
January – March 18	25%	31%

21. Overall performance has been good with the biggest achievements in Quarter 2 and 3 and has produced an average annual achievement of 35%. The actual spend in monetary terms that has been spent with Tees Valley suppliers is £24,451,355 and of that £13,694,154 directly with Middlesbrough based suppliers.

## **HR**

### **Guaranteed Interview Armed Forces Leavers**

22. Arrangements are underway to update the existing policies and procedures for recruitment following the recent motion to Council initiated by Cllr Arundale, to ensure that the commitment to offer those leaving the armed forces a job interview for posts applied for is complied with. All managers will be advised of the changes. This will include updating the application form to reflect this change.

## **Living Our Values Event**

23. There is an event for all staff in September which will refresh and relaunch the five core values on the anniversary of their original launch. It is an opportunity for staff to:

- have increased visibility of our Leadership Management Team and hear how they will ensure the values are embedded into the Council;
- receive an update from the Chief Executive on what is happening, progress on the Mayor's Vision and Council's priorities, future plans.
- experience our corporate induction market place which will be extended to include a stall on each of our Directorates to maximise awareness of the great services we provide as a Council
- experience and gain more information on our wellbeing initiatives and programmes
- gain information on the Equality and Inclusion Group and networks

24. The event will be managed internally by a core project team, supported by the Employee Engagement group and volunteers who are happy to provide support to make this event a great success.

25. Plans are being developed to ensure that as many staff groups as possible are able to attend the event, particularly those not based in the town centre.

### **Appraisal / Frequent Feedback Update**

26. This is the second year of the revised appraisal framework. A total of 3,160 employees are included in framework. There was a 97.4% rate of completion with only 78 appraisals not completed. HR is working with managers to ensure plans are in place for the outstanding appraisals to be completed.

27. From the results, 95% were appraised as having 'Achieved', 1% 'Under-Achieved' and 2% 'Over-Achieved'. The HR Business Partners will contact managers to ensure improvement plans are in place for those who have under-achieved. HR Business Partners will also moderate the results of those who have over-achieved to ensure there is clear evidence of over-achievement

28. There has been further learning again from this year's appraisal process and more detailed guidance will be provided for next year's process, including the application of the scheme for new starters, those on probation or who have TUPE'd.

29. Whilst the format of the appraisal documentation for next year will remain unchanged, the appraisal framework for 2018/19 has been aligned to our values. Over 300 managers have received a briefing on the application of the revised framework and have been provided with materials to enable them to then brief their teams.

### **Annual Staff Awards**

30. From the 113 entries received, a total of 27 teams, 4 apprentices and 4 volunteers have been shortlisted. A full list of the finalists is published on the Council's intranet.

31. The awards event will be held in the Town Hall on Friday, 13<sup>th</sup> July. The event will be hosted by the Chief Executive and winning teams will be announced on the night, including Team of the Year.

### **Staff Health Survey**

32. Following the publication of the recommendations from the findings of the Staff Health Survey, the Corporate Delivery Plan is being drawn up after further consultation with Public Health. The delivery plan will include the following sections to reflect the requirements of both the Extra Life programme and the Better Health at Work Award criteria:

- Mental Health
- Physical Activity
- Healthy Weight and Nutrition
- Long Term Conditions and Reducing Absence
- Quit Well and Reducing Risks

33. The recommendations were taken to the Equality & Inclusion Working Group meeting on 3<sup>rd</sup> July and their feedback included:

- Improving the take-up of responses from employees in roles such as catering, cleaning, caretaking and area care;
- Taking a new approach to Men's Health and actively recruiting more male Health Champions/Health Advocates;
- Encouraging Middlesbrough Managers to promote Health & Wellbeing at Team level with the assistance of Health Champions/Advocates; and
- LMT to nominate a Champion specifically for Mental Health.

34. The findings and recommendations were taken to Works Council on the 4<sup>th</sup> July for consideration by Members and Trade Unions and will also be taken to the next Employee Engagement meeting on 17<sup>th</sup> July for further consideration.

35. Health Advocates who are working on the Better Health at Work Award and Health Champions who have just completed their training will meet up with the Extra Life Coordinator on 13<sup>th</sup> July. Future recruitment of Advocates/Champions will be planned and health campaign activity around Summer Health and Cancer Prevention rolled out, with planning also taking place for the Autumn and Winter campaigns.

36. Plans are underway to roll-out further physical activities such as Yoga and a high intensity workout after work hours in line with feedback from the survey. These will be made available as soon as Instructors are sourced via the Health Improvement Team in Public Health.

Other developments include:

- Scoping of a 1 Day Mental Health First Aid course for line managers which will begin rollout in Sep/Oct 2018;
- Promotion of Remploy's Mental Health Support Service. The aim of the programme, funded by the Department of Work and Pensions, being to act as a

preventative measure to avoid long-term sick absence, or to assist employees on sick absence make a successful return to work.

37. Finally, there will be a further opportunity for employees to engage with health and wellbeing initiatives at the Living the Values event on Monday 24<sup>th</sup> September. There will be between 15 to 20 stands in the Old Fire Station with local providers such as Alliance Counselling, Sano Physiotherapy and Everyone Active, as well as stands representing our internal network groups such as the Carers' Network and the Mental Health First Aiders.

### **Agile Working Workshops**

38. As part of our ICT Strategy, a key focus of work this year is collaboration, connecting departments and Directorates and helping to facilitate greater levels of information sharing and communication. With that in mind, ICT have now deployed the Jabber collaboration tool across desktop users. Jabber is a tool that members may have noticed, and perhaps like myself have used, and is located at the top-middle of your screen on your tablet. Whilst Jabber has been a key tool for our agile users, it is equally important that desktop users can take advantage of its benefits. Jabber provides the benefits of streamlining communications and enhancing productivity by integrating presence, instant messaging, documents and desktop screen sharing.

39. In order to get the best out of Cisco Jabber, ICT held a number of Agile Workshops open to everyone. The workshops provide a reminder of how Jabber can help people work more collaboratively and how to really explore this useful business tool. Agile colleagues could bring along their own laptop to explore Jabber using their own device if they found this more beneficial. Also, individuals were invited to highlight any areas they would like to explore during the sessions.

40. These sessions have been extremely successful and provided some great feedback see below. ICT are committed to scheduling more Agile workshops for as long as they are required and could potentially be rolled out to members.

*"I really enjoyed the workshop there was so much that I didn't know about Jabber. Ben delivered the session very well and made it really interesting. He also demonstrated many of the Council's values, working collaboratively, passion (about the system) and integrity being open and honest about the capabilities of the system."*

### **PSN Update**

41. Staff in ICT are busy preparing for the onsite assessment, by an external security assessor, that comes with the annual IT Health Check. This assessment forms part of the Public Sector Network audit and it required in order for the Council to maintain its connection to Central Government via the Department of Work & Pensions. The assessment will test the strength and robustness of ICT Security included a controlled or ethical "hack" of our network to identify any areas of improvement. The assessment will take place on August the 6<sup>th</sup>

**Nicky Walker**  
**Executive Member for Finance and Governance**

