

# Portfolio Holder Update

for Corporate and Performance Overview and Scrutiny Panel  
26<sup>th</sup> September 2024



## Elections, Local Land charges and street naming and numbering

**Annual Canvass** – The Annual Canvass is well underway. On Wednesday 21<sup>st</sup> August we sent out an email to around 25,000 electors who have supplied an email address. The electors will be able to check who is registered in their household and use a link through to the canvass website to confirm if all information is correct or to add/remove elector names from the household.

**Street Name & Numbering** – The Property Database Administrator is continuing to work on the next phase of the large development on Airfield Farm with major developers Davidson Homes, Taylor Wimpey and William Davis.

## Human Resources and Learning and Development

### **New Starters in August 2024**

There were 5 new starters in August. Most notably the Grants administrator and the Community Development Officer, both posts that were agreed by Cabinet to bolster the Communities Team.

### **Learning & Development**

An updated Equalities eLearning module has been written and final changes being made so it is ready to launch in September. This will be mandatory for staff and includes new legislation.

## **Policies**

A new Bullying and Harassment Policy and updated Resolution Policy, alongside an online training module, are being developed to coincide with increased employer obligations coming into effect from 1st October 2024.

## **Legal Services**

### **Legal Services – recruitment**

Following recent interviews, we have recruited a full-time permanent generalist lawyer who is now in post and our locum property lawyer will move to be a permanent member of the team and will increase her hours to 30 hours per week (start date tbc).

The 2 senior lawyer posts (Planning and Contracts & Procurement) remain vacant despite two rounds of advertising the roles. We are looking at permanent recruitment options via a recruitment agency to widen the reach and hopefully secure some suitable candidates for interview. The vacant posts continue to be covered by locum lawyers

## **Democratic Services**

### **Staffing in the Democratic team**

The Senior Democratic Officer, Naomi Kwasa, has secured a new post and is currently working out her notice. Sarah Hamilton, who has been covering the post, will continue on a permanent basis. The recruitment to the vacant posts in the team is now being progressed. Administrative support is currently being provided via Bank staff, but this does mean that capacity is still limited at this time, but in the near future we hope to be back to full strength.

### **Civic activity**

A visit by the Lord Lieutenant, or a nominated Deputy is currently in the process of being arranged to coincide with a high profile community event, to officially mark the unveiling of the King's portrait.

### **Future developments**

Work will commence soon with the Welland Remuneration Panel to progress a review of Member allowances. Once agreed members will be advised of the timeline for this.

The development of a comprehensive Member training programme is currently being progressed, using a combination of in-house resources and assistance from East Midlands Council.

## **Corporate Health and Safety**

### **Browns Health & Safety contract**

The 12-month H&S contract with Browns Health & Safety consultants comes to an end in September. The provision is to return in house and recruitment is underway for a permanent post 3 days a week.

## **Customer Services**

Over the last two months, there was a noticeably high volume of reminders (900+) sent out for recovery and summonses issued in June and July .

Overall, July 2024 saw a slight increase in calls across the majority of service/ring groups.

The efficiency in resolving issues on the first attempt remained consistently high at 97%.

The use of online forms continues to grow, mostly for waste related queries.

## **Equality Diversity and Safeguarding**

A refreshed Draft Equality Plan (Strategy) and associated Equality Impact Assessment has been circulated for comment to CMT. The Final version needs to be signed off and published by Council at end of 2024, having been through Scrutiny first.

