

Allerdale Borough Council

Council – 7 March 2018

Portfolio Holder Updates

The Reason for the Decision	To update Council on the activities and decisions of Portfolio Holders since the last meeting
Summary of options considered	N/a
Recommendations	That Members note the content of the report
Financial / Resource Implications	None arising directly from this report
Legal / Governance Implications	None arising directly from this report
Community Safety Implications	None arising directly from this report
Health and Safety and Risk Management Implications	None arising directly from this report
Equality Duty considered / Impact Assessment completed	Not considered applicable to this report
Wards Affected	As indicated in the main body of the report
The contribution this decision would make to the Council's priorities	Portfolio Holder activity relates to the development and delivery of the Council's key priority themes
Is this a Key Decision	No
Portfolio Holder	Councillor Alan Smith – Leader of the Council
Lead Officer	Senior Management Team – as indicated

Report Implications (Please delete where applicable).

Community Safety	N	Employment (external to the Council)	N
Financial	N	Employment (internal)	N
Legal	N	Partnership	N
Social Inclusion	N	Asset Management	N
Equality Duty	N	Health and Safety	N

1.0 Introduction

- 1.1 The purpose of the report is to provide full Council with an update and overview of the activities of individual portfolio holders.

2.0 Content

The activities of the Portfolio Holders are as follows:

2.1 Leader of the Council: Cllr Alan Smith

Planning Policy

The Local Plan (part 2) focused consultation ended on 22 January. This consultation sought views on additional sites submitted in the early part of last year as well as policy ideas on housing standards, broadband infrastructure in new development and introducing a buffer zone along the boundary of the National Park for wind energy proposals. A total of 60 responses were received. The next steps are to consider all the comments received during all stages of the Local Plan consultation and to complete final assessments of sites. The intention is for Executive to consider the final version of the Plan in July followed by full Council, prior to the Local Plan being submitted to the Secretary of State for examination.

Cumbria Local Enterprise Partnership

The LEP Board met in January to consider a range of issues including the appointment of a new Chief Executive and Chairman. The current Chief Executive and Chairman have given notice of their intention to stand down and a process to replace them both has been agreed. It is hoped that the new Chairman will be selected by March in order to allow them to play some part in the selection of the new Chief Executive.

The LEP will also be refreshing their Strategic Economic Plan over the summer months. The Government are expecting all LEPs to update their strategies to strengthen links with the national Industrial Strategy. A writing group consisting of a wide range of local partners will be created to oversee the development of a Local Industrial Strategy for Cumbria. Allerdale Borough Council will seek to support this process where appropriate.

Multi Agency Hub Opening

The Allerdale Multi-Agency Problem Solving Hub was launched on 30 January 2018 at Cockermouth Police Station, with an official opening by the Police and Crime Commissioner to follow. This community policing initiative brings together relevant agencies on a case by case basis to tackle a wide range of issues affecting the community. The launch event was attended by representatives from many different agencies including Police, Fire & Rescue, Cumbria County Council, Housing Associations, Youth Offending Services along with several officers from a number teams across Allerdale Borough Council. Allerdale officers, including those from Environmental Health, Housing and Licencing will be involved in the work of the Hub and will seek to

make the initiative a successful one. Work is underway to ensure that appropriate information sharing and referral arrangements are in place so that all parties can work more closely together to tackle cross-cutting issues affecting the borough.

The Hub in Cockermouth will build on the successes of Hubs in Whitehaven and Carlisle. The Hub is not a replacement for normal police activity and crime should still be reported via the normal means. If any Councillors would like a detailed briefing this can be arranged upon request.

Industrial Communities Alliance

The Industrial Communities Alliance continue to undertake excellent work in ensuring that the full impacts of Brexit and changes to funding for economic development are not detrimental to areas such as Allerdale. In order to support this aim the Alliance is lobbying Government to create an All Party Parliamentary Group on Post Brexit Regional Policy. This work is vital to the future economic success of Allerdale and will help shape future economic programmes such as the Shared Prosperity Fund.

North West Leaders Board

At the start of February the North West Leaders Board met in Haydock. The meeting covered a range of topics and also reviewed the purpose of the Board as a forum to create greater cohesion between the sub regions in areas such as transport, skills, growth, flooding and inward investment. Collaboration between partners in the North West will be a key element of success for the region in the future. This could include addressing areas of pressing concern such as skills for the over 50's.

Corporate Leadership Team Walkabouts

The Corporate Leadership Team are undertaking a programme of walkabouts in wards throughout the Borough over the coming months. CLT want to understand in more detail issues within particular wards and how any success stories can be replicated in other parts of the Borough. The first walkabout was held in Clifton ward in February. If other members would like CLT to visit their ward then please get in touch.

Corporate Leadership Team – engaging with our key partners

The Managing Director from GLL, along with the Regional Director and the Cumbria Head of Service came for a visit in January. The new leisure centre has now been open for 18 months. It's a huge success, with more women, more young people, more older people and more people from lower socio economic backgrounds taking part in physical activity.

Consideration is being given to look at what can be done at some of our other leisure centres to improve access, encourage more participation and help improve the health and wellbeing of our residents. A number of possible ideas and aspirations were discussed and GLL will develop potential options for future projects to: enhance our leisure offer to residents and visitors; look at

ways in which the profit share could be maximised; and provide a case for development which could result in a reduction in management fee.

2.2 Deputy Leader: Economic Growth Portfolio: Cllr Mark Fryer

Maryport Facelift Scheme

The Maryport facelift scheme is nearing completion with six business properties to complete their improvements by mid-March 2018. The scheme has been very successful with 90 properties in the town centre taking advantage of the scheme. Grants to the value of £87,741 have been made by Allerdale Borough Council which was match funded by £64,525 from the property owners giving a total investment of £152,266.

Wigton Facelift Scheme

The Wigton facelift scheme was recently launched. It is proving popular with town centre property owners with 26 applications received and supported with grants to the value of £22,131 and further match funding of £13,883. The scheme will be further promoted in the new financial year.

Business Survey

We are currently undertaking a business survey across all seven towns. This will provide a useful benchmark in terms of gauging the health and performance of our town centres and help inform future council plans and policies.

Cockermouth Confluence Scheme

Stage 2 of the Heritage Lottery funded project at the confluence area in Cockermouth is progressing well. A permanent artwork will be installed at the confluence area in summer 2018 subject to planning consent. A river-themed lantern parade in December 2017 was the best attended to date, with over 200 people participating.

Town Centre projects

Several funded town centre projects have been completed across Allerdale's seven towns (plus Seaton) in conjunction with the respective Town Councils. Examples include the repair of Pups Clock on Keswick Town Hall and the refurbishment of all finger post signs in Cockermouth town centre.

2.3 Transformation Portfolio: Cllr Konrad Hansen

Programme office, procurement and commissioning

The Programme Office team continue to be fully committed working on a number of projects including managing the Community Services waste contract project and the Planning, Building Control, Environment replacement system. In addition to this major item of work there are a number of smaller service improvement projects across the Customer Operations area to improve the customer experience, this includes mobile working for our Visiting

Officers, e billing and the introduction later this year of a risk based verification process for validating benefit claims.

Our Procurement team are also busy on the waste project alongside a number of other procurements with 21 active tenders underway and five recently completed which included the annual council tax billing printing and mail contract, fleet replacement, a new tourism website, a replacement homelessness system and an event to promote Allerdale.

Digital Allerdale

Over the last few months the Council has been developing a new programme of work called Digital Allerdale. The programme has been set up to create a world class digital environment that not only transforms how the Council operates, but also provides local businesses with a competitive advantage and enhances the quality of life of residents.

Digital Allerdale contains a number of projects – from exploring opportunities to improve broadband for businesses and providing free public Wi-Fi in town centres, through to introducing a new “Internet of Things” (IoT) network that supports smart technology.

The Council has appointed a supplier to provide a pilot IoT network in Workington to test the technology and understand if there is a business case for rolling it out. The IoT network will enable configured smart devices to communicate wirelessly across the network – opening up new opportunities for both service delivery as well as benefits for residents and businesses. The pilot should be up and running in April and initially include a handful of public litter bins and recycling bins to inform officers when they are full, rodent traps that alert officers when they have been triggered, flood monitors and a number of devices to support vulnerable people living at home. The Council is working together with a range of partners to explore how best the district could benefit from this emerging technology.

ICT

ICT are currently reviewing the current ICT strategy and preparing a new digital strategy for the organisation to take us into the future. As part of the plan to move systems into the ‘cloud’ and improve resilience, the parking system was successfully migrated offsite this month joining our myAllerdale, BT Contact Centre, BT One Phone, Office 365 and GIS systems.

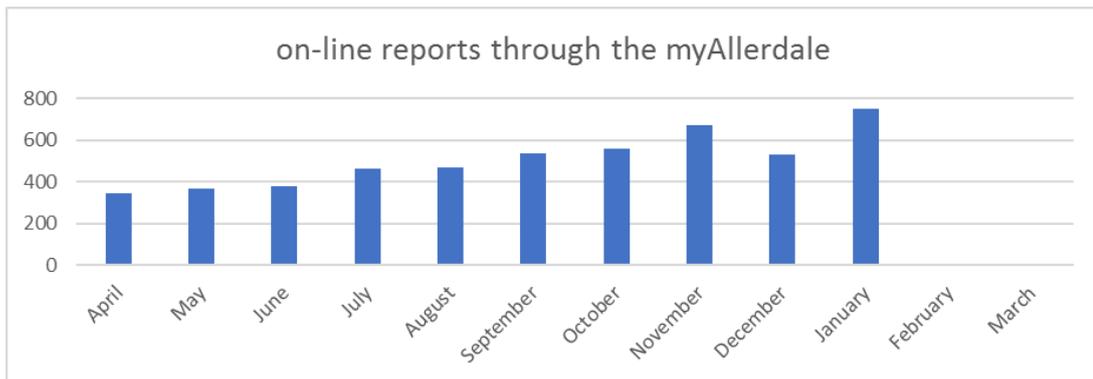
Work to replace IT desktop equipment across the business continues with the desktop refresh programme. The team are not just replacing computers like for like but are reviewing with the service areas what they use the machines for, and where, as well as taking into account their future requirements to ensure that they have the right tools for the job to keep pace with technological advances and to make sure we have a flexible agile technology solution.

Customer Operations

Customer Services had a busier than usual January on the telephones answering 7,300 calls on the 0303 123 1702 line, this was 1600 more calls

than in January 2016. I am pleased to report that the team were able to deal with the increased workload and still deliver an excellent customer experience with the average speed of answer being 33 seconds and the abandoned calls rate of 5%.

In addition to the telephone calls, January saw an increase in the use of myAllerdale with 759 on-line reports as shown in the graph below, there were record 977 new customers registered on the system during January.



Our face to face customer service teams across the district were equally busy with visitors to area offices and Allerdale House.



The newly refurbished reception area in Allerdale House, which opened in January, has been well received by customers, staff and visitors alike with many positive comments as our customers visit the new reception for the first time.

Customer accounts

The national key performance indicators for speed of processing benefit claims during Quarter 2 have been released by the Department of Work and Pensions - for processing of new claims Allerdale was ranked 20th in the country with an average speed of processing of 13 days.

2.4 Localities and Environmental Quality Portfolio: Cllr Michael Heaslip

Sports & Leisure Development

Vulcan Park is due for transfer to Workington Town Council on 1 April 2018. Discussions are under way on Community Asset Transfers with other Town

and Parish Councils. I am always willing to discuss transfers of parks, playing fields and play areas with other Councils who are interested in taking back control of local assets such as these.

Bereavement Services

The month of January was a particularly busy month for the service with 32 funerals being carried out. At the time of writing the month of February is continuing to be busy. We are expecting to offer cremated remains vaults for sale at Maryport in the next spring. Memorial inspections have been carried out in two more sections at Maryport Cemetery. We are aware of water pooling in Maryport Cemetery following heavy rainfall and are currently investigating remedial action to address the issue. We are looking at how we might improve the access and roadway into Cockermouth Cemetery. Finally we are carrying out the demolition work on a disused building at Silloth before the end of the financial year.

Environmental Heritage

This is an important but previously undervalued element of the Council's plans for "liveability" - places and spaces to live work and visit.

The Harrington Nature Reserve restoration project is under way. Work has also started on the Lottery funded "Resilient Heritage" programme, which is hoping to identify a sustainable future for the Workington Nature Partnership with Workington Town Council, which is involved in conserving Workington's most important environmental heritage assets.

There has been an inception meeting with Groundwork who are helping us develop a Stage 1 application for a Lottery Grant for Workington Hall Parklands, due for submission in August this year, and a Project Board is being established. If Stage 1 is successful, that will be followed by a "development" phase leading to full bid submission in 2020 and a possible project start in 2021.

These are the first elements under way of an overdue long-term programme of improvement and investment in many of the Council's environmental heritage assets, which will also be looking at possible alternative sustainable management and governance arrangements given the pressure on Council budgets. Included in the programme are Bankfield and the Derwent in Workington, Mote Hill and Sea Brows at Maryport, Camerton Brickworks, Clifton Woods and a number of sites on the Solway Coast.

Open Spaces

The Council is working with West Cumbria Rivers Trust and Environment Agency on plans for better and more sustainable management of river catchments in Allerdale, particularly where the Council is riparian landowner.

Parking

The Council's car parking order is currently being refreshed and will come into force in April 2018. Council car parks have been improved by new machines with card payment functions. Signage across all car parks will be improved

and replaced in the late spring. The Council's Civil Enforcement Officers have completed their refresher Penalty Charge Notice (PCN) Training. We will be introducing a new formal working pattern rota in April which will allow for greater flexibility and coverage across the district.

In order to support these changes two working supervisors have been recruited out of the existing team, ensuring we have adequate supervision over the seven days. We will shortly take on the enforcement of six car parking areas on behalf of the registered social landlord, Castles and Coasts. The car parking enforcement base will be moving to the Workington Multi-Story Car Park (MSCP). Improvement works to the MSCP are ongoing following the completion of steel works painting and the replacement of new drainage.

Street Scene

Dog fouling and fly-tipping remain a high priority for the service, and the intelligence gained through the My Allerdale App and through investigations is being used to pursue culprits and enforce. Group enforcement will be used to tackle larger areas where persistent offenders are identified. Enforcement Academy Training is planned for March this year, which will provide refresher training in the issuing of Fixed Penalty Notice's (FPN's) and ensures that the team are up to date with all recent legislative changes.

Work will soon start on the public realm improvements in Fleming Square, Maryport and ISS have been appointed as the contractor to carry out the works.

Plans are in development for improvement works to the approach to the Workington Sports Centre through the dismal Brow Top tunnel, and to develop areas around the Centre for public activities.

Waste and Recycling

Since November 2017 the trade waste service has grown by 140 new customers and continues to grow.

A number of local businesses have been visited to ensure they have the correct duty of care process in place regarding their waste disposal arrangements.

Green waste collections have resumed after the winter break.

The market for recyclates remains volatile with the price of plastics especially affected by changes in China.

2.5 Tourism and Culture Portfolio: Cllr William Jefferson

Allerdale visitor website

A Cumbrian company, Nicepond Creative Ltd, has been appointed following a tender process, to design and build a new Allerdale Visitor website. The website will be launched by the end of April 2018. It will be one of the main drivers of growing the value of the visitor economy in Allerdale, in line with the Business Growth Strategy.

Allerdale Day in Manchester

An Allerdale Day in Manchester is being arranged for 10/11 August 2018. Featuring stalls from visitor focused businesses, food and drink companies and manufacturers, all will be located in front of Manchester Town Hall in Albert Square. It will be a strong opportunity to introduce Allerdale businesses to potential customers in Manchester and the North West, the region from which the largest proportion of visitors to Allerdale originate. The timing is optimum following on from the launch of the new visitor website, allowing businesses to encourage visits in the quieter autumn and winter seasons. Following a competitive tender, CN Events Ltd have been appointed to manage the event.

Commemorative town artworks

The Council wishes to commemorate the centenary of the end of WWI by commissioning art works in the seven towns of Allerdale. The works are intended to complement the commemorative activities planned by town councils and other organisations. A tender document will be circulated to artists, artists' organisations and networks, inviting them to present their ideas for the commemoration which should focus both on the war at the front and the home front.

New 'scrutineering' event - Malcolm Wilson Rally

We have worked with the organisers of the Malcolm Wilson Rally and M-Sport to launch a new 'scrutineering' event as part of this year's Malcolm Wilson Rally. The event on the 2 March 2018 in Cockermouth gives members of the public the opportunity to see the rally cars close-up, experience a driving simulator and celebrate M-Sport's success in the 2017 World Rally Championships. The event should significantly boost footfall in Cockermouth town centre.

2.6 Housing, Health and Wellbeing Portfolio: Cllr Carni McCarron-Holmes

Housing

Westfield Housing Association has appointed a new Chief Executive to replace Graham Howarth who is retiring. He is Neil Venables who has a background of Housing Association employment at a high level and a great understanding of the housing sector. He will be operational at Westfield by April.

A national survey carried out by Procurement Hub a survey organisation has found that the skills shortage is affecting delivery in the housing sector and a contributing factor is thought to be Brexit and also the Apprenticeship levy which was introduced in 2017 by central Government. This tax is levied on UK employers to increase the funding available for apprenticeships and aims to deliver three million apprentices by 2020.

A recent survey into the Right to Buy facility throughout the country showed 55,000 houses have been sold but councils have only started building 11,357. The Local Government Association is calling for councils to be allowed to set discounts locally and to be able to keep 100% of its receipts. The worrying aspect is that many of these dwellings sold under Right to Buy end up being rented at more expensive rents.

The Council has been successful in securing an additional £100k for DFG work and are currently finalising a number of projects with Allerdale housing associations.

Also, in relation to Community Led Housing initiatives we have received grant applications from Keswick Community Housing Trust and are due to receive others over the following weeks.

The team has been working closely with Adult Social Care for several hoarding/filthy and verminous cases and have had some very positive results. The collaborative working is helping clients in crisis remain in their homes and we are gaining a greater insight into each other's roles. The team have been able to go in and resolve a number of issues using enforcement powers and also able to grant fund some renovation and adaptation work. The Housing Grants and Assistance Policy is having a positive impact as we are finding these clients homes are in desperate need of renovation.

The team are currently planning for the introduction of the new Homeless Reduction Act, which introduces a new approach to supporting homeless people across Allerdale. Next month will see the introduction of a new I.T. system, funded by central government, to enable the team to provide an improved service and reporting mechanism.

Flooding

Community drop-ins have been arranged by the Environment Agency to discuss future flood risk management proposals. These will be held in; Market Hall, Wigton on 28 March 2-7pm, Cockermouth Town Hall on 7 March 2-7pm, St. Michaels Church Hall on 20 March 2-7pm to discuss both Workington and Barepot, and the Skiddaw Hotel on 13 March 2-7pm to discuss Keswick and Braithwaite. Officers will attend all sessions and local residents and Councillors are encouraged to attend.

In relation to the Allerdale Flood Recovery Programme, the team have now delivered 1153 grants totalling almost £4.5m.

Corporate Health and safety remains a priority and the team are currently reviewing all fire management arrangements in all council owned and run buildings.

Health

The Environmental Protection team have welcomed a new member of staff, Stephen Bewsher, as a graduate trainee Environmental Health Officer.

At the last meeting of the Allerdale Health and Wellbeing Forum it welcomed a third sector representative, Cath Clarke from Cumbria Youth Alliance. This organisation has received funding of £492k to use in Allerdale, Copeland and

Barrow for Emotional Resilience programmes for young people. The Forum has appointed a health and wellbeing advisor through CADAS to focus on smoking cessation and healthy attitudes towards alcohol. The Forum will be hosting a “Working towards a smoke free Allerdale” workshop in Workington on 14 March. The Forum is receiving positive feedback from its targeted slipper exchange scheme.

The Healthy Weight Declaration is a pledge which is currently out with all districts and the County Council on how we can encourage and support local communities and our employees to eat more healthily. The document can be tailored by each authority so that it is appropriate for each area. The declaration is to be considered at the March Executive meeting and the intention is that this will be signed by all Cumbria Council Leaders in March.

On 23 March there is a Healthy Weight Summit being held in Penrith hosted by Cumbria County Council public health team.

2.7 Corporate Resources (Finance and Property) Portfolio: Cllr Barbara Cannon

2017/18 Budget and Strategy Statements

Over the course of the last quarter the workload of the financial services team has been dominated by preparation of several key reports. In particular:

- Quarter 3 Finance Report April to December 2017
- The (draft) Revenue budget for 2018/19 and the three-year capital budget 2018/18 to 2020/21
- The Council's Capital Strategy 2018/19 to 2019/20
- The Treasury Management and Investment Strategies and Minimum Revenue provision policy for 2018/19 (presented to Audit Committee on 19 Feb)

Training

The financial services team has continued with its programme of finance training for non-finance staff. The latest quarterly finance cascade - to raise awareness of the Authority's financial position at the end of quarter 3 2017/18 - was held in February.

This event was also used to discuss the challenges presented by the revised statutory deadlines for accounts closedown and publication. From this year, 2017/18, the Council will be required to publish its unaudited accounts, narrative report and Annual Governance Statement (AGS) no later than 31 May – compared to 30 June last year. The audited statement of accounts – including the auditors' certificate or opinion, narrative report and AGS – must now be published by 31 July (compared to the previous deadline of 30 September).

Feedback from those attending these training events remains extremely positive.

Workington Hall

An updated condition survey has been carried out, however the original ecology survey needs to be updated as it is more than two years old. The outcome of the ecology survey will determine the period of time in which works can be carried out. This is likely to be September/October 2018.

A grant application to Heritage England (HE) is currently being prepared following a site meeting with the conservation architect and HE.

Allerdale House

The refurbishment works are now complete to the Customer Services area of the building which we believe has enhanced the experience of not only customers visiting the building but also the staff working in that area.

2.8 Governance and People Resources Portfolio: Cllr Joan Ellis

Assurance, Risk & Audit

The Assurance Risk and Audit Team have been working on the delivery of the Financial Services audit reviews. The Assurance Risk and Audit Manager has met with all Heads of Service to begin risk planning work for the financial year ahead.

The Assurance Risk and Audit Manager attended Lancaster City Council for two days to complete a Peer Review of their Internal Audit Service with her Audit colleague from Burnley Council. This has been a beneficial experience with lots of opportunities to share best practice. A further Peer Review of Wyre Council is planned for April 2018.

Democratic Services

We welcome back Gayle Roach on her return from maternity leave and thank the team for managing the department so efficiently in her absence.

Members are reminded that the Civic Dinner is on Friday 23 March 2018 and all councillors are welcome to attend to support the Mayor's charity.

Training for elected members:

Since the last Council meeting in January, training has taken place on chairing skills, being an effective councillor, handling casework and taxi licensing. Councillors have also attended speed reading training at Carlisle City Council and we will also be putting on a similar workshop on 29 March to which all councillors have been invited to attend.

At the request of the Portfolio Holder for Housing, Health and Wellbeing we are in the process of arranging Universal Credit training for councillors with the Department for Work and Pensions.

As always, Councillors are reminded of the time and effort that goes into arranging training sessions and are encouraged to attend. Timing of sessions can be varied to accommodate commitments.

Members' tablet devices:

The team have been meeting with councillors on an individual basis to provide extra training on using their tablet devices. The aim is to be paperless early in the new financial year. If the team have not already contacted you or if you would like some further training, please get in touch.

Allerdale fleet and transport vehicle policy:

A new policy for fleet and transport vehicles has been agreed. In order to meet insurers' requirements and to fulfil our duty of care, this new policy requires employees and councillors alike to have a current full driving licence and to provide proof of a valid insurance policy covering business use and present their driving licence for inspection in advance of driving for work and thereafter on request by People Resources or Democratic Services, among other criteria.

The Democratic Services team have emailed councillors who have claimed travel expenses in the past, asking them to provide the information required by the policy and will likely email all other councillors in due course. If councillors do not provide this information or if the information they provide does not meet the criteria then they may not be able to claim for travel expenses.

Legal Services

The team continues to support the Authority in the delivery of the Council's priorities and objectives, as well as contributing to the successful implementation of corporate projects by working closely with officers from across all services, elected members and the public.

Legal Services has assisted departments from across the Authority with ongoing enforcement, including the successful grant of a number of charging orders in respect of Council Tax arrears and ongoing enforcement work in respect of gypsies and travellers. In respect of debt recovery, work is ongoing to amend procedures, ensuring the effective and efficient recovery of outstanding debts. Other work includes provision of support to Community Services in the procurement of the waste management contract and to other large projects such as Reedlands Road Business Park and the acquisition of land at Lillyhall.

Community Safety

The Strategy Group and the Tactical Delivery Group are working closely as part of the Community Safety Partnership to deliver initiatives on a multi-agency basis to combat crime, disorder and anti-social behaviour across West Cumbria.

Electoral Services

Members of the team attended the annual conference of the Association of Electoral Administrators in February, during which they attended several sessions and workshops providing practical assistance for the successful running of future elections. It was clear from conference that the challenging

experiences of the past few years will continue as the requirements of electoral administration continue to change and evolve.

Following a meeting with representatives from CALC, we have contacted all Parish Clerks within Allerdale to invite them to consider whether their parish councils would like us to conduct a Community Governance Review to make any necessary changes. We provided information on the size of the council and the number of nominations received during the elections in 2015 to give an indication of which councils struggle to fill all of their seats and could benefit from a review of councillor numbers. We have received several responses and, to date, five parish councils have expressed an interest.

Visiting Registration Officers are currently carrying out house visits to new electors who have yet to complete their registration forms in an attempt to get the electoral register as complete and up to date as possible.

Licensing & Land Charges

The Legal and Licensing Team and Members of the Licensing Committee attended update training regarding licensing law and procedures on 8 and 9 February 2018. This training was held by the President of the Institute of Licensing and was well received.

The team continues to achieve and exceed its performance target of completing 95% of land charges searches within 10 days. The Team met with a representative from HM Land Registry in January to discuss the digitisation of land charges and work is ongoing across the departments to ensure that the Authority is sufficiently prepared for the transition.

People Resources

In January we welcomed Emily Clamp as our HR Trainee to the department. Nisha Merrett also returned back to work on a part time basis following maternity leave.

A lot of focus has recently been spent in readiness for the introduction of the new General Data Protection Regulations (GDPR). The team have recently been re-organising the department to apply a more systematic approach to bring the team and the wider organisation in line with GDPR rules.

The new E-Learning platform is 80% complete with our providers and we are aiming for a go live date of 1 April 2018.

The team are also currently undertaking a review of the 'What Great Looks Like' appraisal and behaviours framework to enhance and streamline the process. Sessions have started with managers to obtain their feedback and suggestions for improvements.

In addition, the team is also working with managers to create a training plan for the forthcoming year.

3.0 Recommendations

- 3.1 That Members note the content of the report.