Progress Report - Delivering Member Communication and Engagement Activity Plan
Period up to 30 November 2019

WORKSTREAM 1 – COMMUNICATION WITH MEMBERS

Lead Officer/s: Luke Barrett – Group Manager Communications and Marketing

Description/Objective: To keep members informed and updated about Council information, activities, achievements and constituency matters with standardised and consistent information at regular intervals

1A	Short Term Deliverables (July to December/Jan)	Deadline	Status	Comments, Progress & Result Update
1.1	**Develop and launch new 'Newsroom' pages for weekly reporting:** Provides access to all Council media releases, links to social media, videos (e.g. Shared Lives), marketing campaigns (e.g. Fostering) etc.	December 2019 Ongoing	Completed	Pages available to members from September/October through: https://www.nottinghamshire.gov.uk/newsroom
1.2	**My Notts App and Website development and launch:** Developing new App for mobile phones linking to improved functionality and services via website	January 2020	Substantially Complete - on target for launch in January 2020	Development of App and Website design complete. Testing underway. January launch planned.
1.3	**Re-launch 'Information for Members' webpages on Intranet** To ensure that members have dedicated space for information, guidance etc	January 2020	On Target	Pages being reviewed to ensure easy access and clear labelling for re-launch. Additional content will continue to be built over time to reflect members' needs.
1.4	**Information Leaflets and online content.** To provide sufficient information about specific issues to enable members to carry out their roles	December 2019	Completed	Leaflet on gritting completed. Other topic specific leaflets/online content to be developed over the medium term

1B	Medium Term Deliverables	Deadline	Status	Comments, Progress & Result Update
1.5	**Design and implement a standardised summary of Council achievements, activities and information:** For circulation to members for sharing with constituents – rolling programme of topics to address key issues and information of importance for members.	July 2020	On Target	Scoping underway. Further Information leaflets to be delivered (flooding leaflet due January 20) Further content to be based on Council strategy and Budget information. To be made available in different formats including printed and online solutions
1.6	**Develop and implement information and insight for members on constituency matters:** To enable members to receive specific data regarding activity and issues in constituencies	January-September 2020	In Discovery	Gathering information about service areas, systems and data which can be drilled down at a divisional level and delivered to members.
1C	Long Term Deliverables	Deadline	Status	Comments, Progress & Result Update
1.7	**Procure and implement Customer Relationship Management (CRM) system:** To effectively use available data regarding Council service delivery, issues and achievements to keep members informed on a "real time" basis	Start: January 2020 Implement: December 2021	Not started	This is a long-term objective which links to objectives of the Council's Digital Programme. It will require significant planning and technical development in advance of undertaking a procurement exercise. Developing a robust business case and specifying operational, technical and legal requirements will be critical to success using a whole Council project managed approach.

WORKSTREAM 2 – MEMBER COMPLAINTS AND QUERIES

Lead Officer/s: Julie Forster– Group Manager Business Support & Marie Rowney – Group Manager Customer Services

Description/Objective: To develop and implement a consistent, responsive and effective service to manage and address member and MP queries and complaints

2A	Short Term Deliverables	Deadline	Status	Comments, Progress & Result Update
2.1	**Review and map existing approaches to responding to member and MP complaints and queries across individual departments:** To understand the current position, identify gaps and opportunities for improvement	December 2019	Completed	The review identified some inconsistencies between Departments together with a general observance of customer service standards. Information from the review is being used to design a corporate approach (see 2.2 below)
2.2	**Design and implement new approach to handling general Departmental member and MP complaints and queries within Adult Social Care and Health (ASCH):** This new approach is being piloted subject to further development and refinement as a corporate approach once testing is complete	ASCH: December 2019	Substantially progressed	New triage and tracking system developed and implemented in ASCH. Testing for effectiveness and any cross dependencies underway.
2B	Medium Term Deliverables	Deadline	Status	Comments, Progress & Result Update
2.3	**Refine, design and implement Corporate approach to handling general Departmental member complaints and queries**	Corporate: August 2020	On Target	Dependent on learning from 2.2 above, further best practice development, staffing resources and training to roll out a corporate standard across all Departments

2.4	Refine reporting, intelligence and insight approaches to reflect organisational progress with broader transformation programme	December 2020	In Discovery	This is dependent on organisational progress with the wider programme of transformation and digital development. Aim is to automate relevant data flows to members with minimal manual intervention.
2C	**Long Term Deliverables**	**Deadline**	**Status**	**Comments, Progress & Result Update**
2.5	**Procure and implement Customer Relationship Management (CRM) system:** (see 1.7 above)	See 1.7 above	Not started	(see 1.7 above)

WORKSTREAM 3 – SUPPORT FOR MEMBERS

Lead Officer/s: Iain Macmillan - Programme Manager, Programmes and Projects & Nick Allars, ICT Technology Partner

Description/Objective: To equip members with effective support for them to undertake their roles including roll out of fit for purpose mobile telephony and laptop/tablet devices, storage for confidential items and adequate officer support within available budgets.

3A	**Short Term Deliverables**	**Deadline**	**Status**	**Comments, Progress & Result Update**
3.1	**Pilot testing and roll out of mobile telephones for elected members.** To ensure members have effective connectivity and are able to access information "on the move".	December 2019	Substantially progressed	Pilot testing completed. All 4 members reported satisfaction with devices. Latest communication with members outlined next steps for roll-out including email transfer to O365 in November and transfer of phones via 1-2-1 meetings from mid-December and throughout January.
3.2	**Assess and develop solution to meet members' storage requirements for confidential information.** To ensure information is stored securely in County Hall and home office environments for both paper and electronic information.	Jan-February 2020	In Discovery	Initial exploratory work has been undertaken to identify potential solutions. Further information is required to understand members' work styles and needs. Members views will be sought, via Group Business Managers (and directly for non-aligned members).

3B	Medium Term Deliverables	Deadline	Status	Comments, Progress & Result Update
3.3	**Identify, test, pilot and roll out suitable replacement laptop/tablet devices for use by members to access work electronically.**	May 2021	In Discovery	Work is starting in ICT to explore effective options for these devices with the aim of rolling out replacement devices to coincide with the next County Council elections. Members needs and preferences will be sought as part of the discovery phase together with the views of colleagues in Democratic Services to better inform the exploration of the most suitable devices within available budgets.
3.4	**Explore options for members casework tracking and archiving system.** To provide a simple and cost-effective methodology/system for member casework for use by members and their support officers	December 2019 – September 2020	In discovery	There are a range of options from a simple spreadsheet to tools available via the Microsoft Enterprise Licence or the purchase of a bespoke system. Options will be explored and reported back with estimated costs. A full business case and procurement exercise may be required which could extend timescales for delivery.
3C	Long Term Deliverables	Deadline	Status	Comments, Progress & Result Update
3.5	**To test and implement members casework system** Once options and costs have been identified a system will need to be developed or procured and then rolled out to members with appropriate user support and training	September - December 2020	Not started	This will depend on the option selected. A full procurement exercise may push timescales for implementation into 2021.
3.6	**To develop A CRM system to provide support to members through access to real time information.** (see 1.7 above)	See 1.7 above	Not started	(see 1.7 above)

WORKSTREAM 4 – MEMBER TRAINING AND DEVELOPMENT

Lead Officer/s: Heather Dickinson – Group Manager Legal Democratic and Complaints & Keith Ford - Team Manager, Democratic Services

Description/Objective: To develop and implement an ongoing, affordable, flexible member-led programme of learning and development using a range of different tools and approaches to reflect different needs and styles

4A	Short Term Deliverables	Deadline	Status	Comments, Progress & Result Update
4.1	**Implement initial internal programme of development and training for all members.**	September 2019 to April 2020	On Target	**Initial internal training identified includes:** Independent Persons (18.9.19) Personal Safety (28.1.20) Social Media (date TBC in February / March 2020) Information Governance follow up (28.4.20) Guided user support for ICT devices (blend of face to face and small workshops, as appropriate – ongoing) Recruitment and Selection(date TBC) Standards/ Code of Conduct (date TBC)
4.2	**Launch members' learning and development landing page on My Learning My Career Portal**	Feb - March 2020	On target	Members have access to the portal (used by some members for online Information Governance training. Will develop dedicated access point to the portal on members' information intranet pages and identify learning opportunities tailored to their needs
4B	Medium Term Deliverables	Deadline	Status	Comments, Progress & Result Update
4.3	**Explore and develop options for external training within available budgets.**	January - July 2020	In Discovery	Sample and evaluation of learning and development opportunities from Local Government Association, East Midlands Council and Local Government Information Unit to determine which elements to include within future NCC programme. Discussion of needs with members via simple survey and via Group Business Managers.

4.4	**Launch blended programme of training and development, tools and techniques**	September 2020	<mark>In Discovery</mark>	This will include elements of internal and external training workshops, use of resources/materials etc**.**
4C	**Long Term Deliverables**	**Deadline**	**Status**	**Comments, Progress & Result Update**
4.5	**Develop and roll out comprehensive member induction and mandatory training programme for implementation after May 2021 County Council elections**	May 2021	<mark>Not started</mark>	Previous induction programme will be reviewed and built upon to ensure it is fit for purpose for both new and returning members and contains a mixture of information, mandatory training, familiarisation and practical tips and guidance as well as refreshers for returning members.
4.6	**Rolling programme of events, workshops, guidance, toolkits, online, interactive and face to face training and development opportunities to meet members' needs within available budgets.**	June 2021	<mark>Not started</mark>	Members will be enabled to develop a personalised package of learning and development including mandatory and discretionary training and the portal will provide records of training and tailored suggestions for future development. Members' input into how available budgets can be apportioned will be an important feature of this work.