

# **DUNDEE CITY COUNCIL**

**REPORT TO:** Personnel and Management Services Committee -  
10 September 2001

**REPORT ON:** Personnel and Management Services Department - Performance  
Report 2000/2001

**REPORT BY:** Director of Personnel and Management Services

**REPORT NO:** 564-2001

## **1 PURPOSE OF REPORT**

1.1 To advise Committee of the performance of the Department over the past year against the indicators set by the Department's Service Plan, in line with the Best Value Public Performance Reporting Framework.

## **2 RECOMMENDATIONS**

2.1 It is recommended that the Committee notes the performance of the Department, as outlined at Appendix A of this report.

## **3 FINANCIAL IMPLICATIONS**

3.1 None.

## **4 LOCAL AGENDA 21 IMPLICATIONS**

4.1 The Service Plan will be delivered in line with Local Agenda 21 key themes.

## **5 EQUAL OPPORTUNITIES IMPLICATIONS**

5.1 Personnel and Management Services is responsible for monitoring the Council's equal opportunities in employment efforts. The Employment Disability Unit plays a leading social inclusion role in ensuring that employment and training opportunities are made available to people with disabilities.

## **6 BACKGROUND**

6.1 Reference is made to the Department Service Plan (Report No. 805/1999) which was approved by Personnel and Management Services Committee on 13 December 1999 and to the Performance Report 1999/2000 (Report No. 387/2000) approved by the Personnel and Management Services Committee on 12 June 2000.

6.2 That report outlined performance indicators against which performance in the year April 2000 to March 2001 would be measured. The results are shown at Appendix A to this report.

6.3 A brief comment on each of the indicators is provided below:-

#### 6.4 **Employee Development**

- a) Percentage of Employees briefed before training - although showing an improvement on last year, this figure is still well below the target. Considerable work is being done with Departmental Training Co-ordinators and directly with departments to emphasise the importance of briefing their employees.
- b) Percentage of delegates rating confidence levels after course at 70% or above - good performance to be maintained, hence target maintained at 90% for next year.
- c) Percentage of service departments satisfied/very satisfied with service - good performance to be maintained. Target set at 95% for next year.

#### 6.5 **Employee Disability Unit**

- a) New Deal for people with disabilities
  - i. *work with a minimum of 100 clients over a 12 month period and place a minimum of 50 into some form of employment*
  - ii. *provide a work experience placement for clients*

During the year, 180 clients have been helped, with 90 finding some form of employment and 65 being found a work experience placement; the target for next year has been raised to 180 clients with 90 to be found employment.

- b) Supported Employment Development Initiative
  - i. *progress clients from supported employment to open employment over a 2 year period*
  - ii. *secure open employment for clients who are eligible for supported employment*

During the year, 4 clients out of a total of 50 have progressed from supported to open employment and 10 clients out of a total of 71, who were eligible for supported employment, have been placed into open employment.

#### 6.6 **Management Services**

Good performance to be maintained. Target set at 95% for next year.

#### 6.7 **Personnel (including Health and Safety)**

The figures shown are also corporate indicators for the Council.

As part of a Best Value Review of Personnel Services, a customer satisfaction survey was carried out. Although the performance level of 93% represents a good result, a target of 95% is set for next year.

**7 CONSULTATION**

7.1 The Chief Executive and the Director of Corporate Planning were consulted in the preparation of this report.

**8 BACKGROUND PAPERS**

8.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this report.

**9 SIGNATURE**

J.C. Petrie  
Director of Personnel and Management Services .....

Date .....

## REPORT ON PERFORMANCE - 2000/2001

Performance Indicators	Target	Baseline at 1999	Actual April 2001	Target April 2002
<u>Employee Development</u>				
% of delegates briefed before training	70%	30%	54%	70%
% of delegates rating confidence level after course at above 70%	90%	70%	89%	90%
% of service departments satisfied/very satisfied with service	80%	63%	94%	95%
<u>EDU</u>				
New Deal for people with disabilities:-				
- work with a minimum of 100 clients over a 12 month period and place a minimum of 50 into some form of employment	50	N/A	88	90
- provide a work experience placement for clients	60	N/A	65	60
Supported Employment Development Initiative:-				
- progress clients from supported employment to open employment over a 2 year period	10%	N/A	9%	10%
- secure open employment for clients who are eligible for supported employment	10	N/A	10	10
<u>Management Services</u>				
Overall satisfaction with service provided as measured by annual customer survey	80%	61%	93%	95%
<u>Personnel (including Health &amp; Safety)</u>				
Overall satisfaction with service provided as measured by annual customer survey	80%	60%	93%	95%
Employee absence levels - work with Departments to reduce	at or below Gov't average by 2002 (currently 4.1%)	5.7%	4.7%	at or below Gov't average by 2002
Employee turnover - work with Departments to reduce	reduce by 1%	8.6%	7.8%	8%