

## **DUNDEE CITY COUNCIL**

**REPORT TO: POLICY AND RESOURCES COMMITTEE - 1 JULY 2009**

**REPORT ON: PERSONNEL DEPARTMENT SERVICE PLAN UPDATE**

**REPORT BY: HEAD OF PERSONNEL**

**REPORT NO: 336-2009**

### **1 PURPOSE OF REPORT**

1.1 To seek committee approval for the Personnel Department Service Plan Update.

### **2 RECOMMENDATION**

2.1 It is recommended that Committee approves the Personnel Department Service Plan Update.

### **3 FINANCIAL IMPLICATIONS**

3.1 Projects proposed in the Plan are provided for in the department's Revenue Budget and Capital Plan.

### **4 MAIN TEXT**

4.1 This report updates the Department's Service Plan 2007-2011 as approved by the Committee on 25 February 2008, report number 113-2008. The aim is to update the projects under the relevant Department objectives. The opportunity has also been taken to check that the department's objectives are aligned to the Dundee Single Outcome Agreement. The department's performance indicators are regularly scrutinised by the Best Value Performance and Efficiency Sub Committee and in the Council's annual performance report as well as by the department's management team.

4.2 Links to the Single Outcome Agreement

The Council has approved the Single Outcome Agreement between our Dundee partners and the Scottish Government. The department's objectives contribute to these outcomes as follows.

Dundee SOA Outcome	Department Service Plan Objective
<p><b>Dundee Outcome 5</b> - Our people will have improved physical and mental wellbeing</p>	<ul style="list-style-type: none"> <li>• Provide competent health and safety support and guidance</li> <li>• Provide suitable health and safety training opportunities for all levels of management and employees</li> <li>• Promote and co-ordinate the development of corporate health and safety plans</li> <li>• Monitor and evaluate health and safety to improve future performance</li> </ul>
<p><b>Dundee Outcome 8</b> - Our people will experience fewer social inequalities</p>	<ul style="list-style-type: none"> <li>• Provide an employment support service to people with disabilities to access job opportunities</li> <li>• Provide work experience placements for disabled/disadvantaged people with local employers</li> <li>• Support local employers, including DCC, to recruit and retain job applicants or employees with disabilities</li> </ul>
<p><b>Dundee Outcome 10</b> - Our people will have high quality and accessible local services and facilities</p>	<ul style="list-style-type: none"> <li>• Ensure appropriately skilled and motivated people are in the right place, at the right time, doing the job in a safe manner</li> <li>• Provide advice and guidance on all conditions of service and policy for the Council and departmental managers</li> <li>• Provide learning opportunities to enable staff to develop and deliver excellent customer services in line with DCC policies</li> <li>• Conduct system reviews to enable services to design and implement improved customer services</li> </ul>

#### 4.3 Projects and Initiatives

4.3.1 Appendix 1 sets out the projects and reviews being carried out under each of the department's objectives. This includes the latest update on ongoing projects.

#### 4.4 New Projects

4.4.1 To address new challenges and areas for improvement, 2 new projects have been added to the service plan. Each of these will report to committee in due course for more detailed scrutiny by members. The table below highlights the new projects added to the plan.

Service Plan Objective	New Project Description
Ensure appropriately skilled and motivated people are in the right place, at the right time, doing the job in a safe manner.	Review recruitment advertising and management system in light of participation in Scottish Portal - myjobscotland.gov.uk  Workforce planning.

#### 4.5 Projects Completed

4.5.1 There have been 6 projects completed since the service plan was approved, and they will now be removed from the service plan. These are listed below:

- Develop and provide a new Corporate Health and Safety Plan for 2008-2011.
- Develop new training facilities (reduce costs and enhance course delivery).
- Review of recruitment and selection procedures.
- Improved Personnel support to Social Work Department
- Revise Aggression/Violence Report Form
- Implement Single Status

#### 4.6 Projects Behind Schedule

4.6.1 The following projects are behind schedule and corrective action is being taken. Where the project cannot now be completed close to the original schedule, a new deadline has been set as follows:

- Develop Personnel intranet pages/electronic employee handbook, new deadline June 2009
- Provide and maintain Health and Safety Toolkit, new deadline September 2009 for 2009 annual review.

#### 4.7 Performance Management

4.7.1 The service plan is at the core of the department's performance management system and is systematically monitored and reviewed by the management team. All the projects and performance measures are scrutinised in a corporate system and reported to the Best Value Performance and Efficiency Sub Committee, and exception reports are produced on performance falling behind targets or project milestones. The projects included in the Appendix 1 are all contained in the Council's online plan monitoring database for ongoing updating on progress. The Service Plan update will be added to the plans and performance page of the Council's website.

#### 4.8 Risk Management

4.8.1. The department has updated its risk register based on this service plan update. The key risks facing the department are:

- the recruitment and retention of competent employees
- department's compliance with Personnel policies
- the management of sickness absence
- the development of and implementation of health and safety policies/guidance
- the training and development of employees to deliver Council Services

- the provision of competent advisers and managers to deliver competent personnel and health and safety advice.

## 5 **POLICY IMPLICATIONS**

- 5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environment Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

Appendix 2 contains the results of the screening of new projects for Equalities and Diversity issues.

There are no major issues identified.

## 6 **CONSULTATIONS**

- 6.1 The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance have been consulted.

## 7 **BACKGROUND PAPERS**

- 7.1 None.

IAIN MARTIN  
Head of Personnel

12 June 2009

**APPENDIX 1**

<b>Objective: Provide advice and guidance on all Conditions of Service and Policy for the Council and Departmental Managers</b>							
<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Encourage all departments to obtain Healthy Working Lives awards	On Schedule	Meetings of HWL Coordinators to continue	IM/VR	01/08	Ongoing	N/A	People
Improved Personnel support to Social Work Department	Completed	A personnel team has now been outposted to Floor 7, Tayside House. This team will provide dedicated personnel support to the Social Work Department.	AB/GM	2006	Annual review	N/A	Efficient Public Service
Reduce failure demand	On Schedule	Failure demand being measured on a range of services	IM/JD	02/09	Ongoing	N/A	Efficient Public Service
Implement Single Status	Completed	Single Status was implemented 01/04/08. All appeals completed. Heads of Depts and employees notified. Re-evaluation appeals all complete.	IM	08/07	10/07	N/A	People  Equality & Diversity
Develop a programme for reviewing Personnel policies and procedures	On Schedule	Revised date end of April 2009	IM/VR	01/09	04/09	N/A	People
Implement protection of vulnerable groups legislation	On Schedule	Awaiting secondary legislation	IM/VR	04/09	tbc	N/A	People Community Safety
Review and develop Human Resources Plan	On Schedule	HR Strategy action plan to be reported to Policy & Resources Committee in June 2009	IM	01/08	06/09	N/A	People Efficient Public Service
Develop Personnel Intranet pages/electronic employee handbook	Behind Schedule	It is now anticipated that the Handbook will be completed by end of June 2009	IM/AD	01/08	06/09 (revised)	tbc	People

Project Description	Current Status	Latest Assessment	Lead Officer	Start Date	End Date	Financial Allocation	Strategic Theme
Revise Aggression/Violence Report Form	Completed	Amendments to Aggression and Violence form have been approved by the Council Management Team. The new forms were issued in September 2008 for use by Departments as from 1 October 2008	IM/JD	2007	10/08	N/A	Health and Safety
Review effectiveness of absence policy	On Schedule	Comprehensive review of absence reduction strategy to be completed by October 2009	IM/VR	10/08	10/09	N/A	People Efficient Public Service
Review of recruitment and selection procedures	Completed	Completed and guidance issued to departments	IM/VR	08/07	03/08	N/A	People Equality and Diversity
<b>Objective: Assist the Council to identify the employees needed, hire and keep them</b>							
Participation in Scottish Portal - myjobscotland.gov.uk	On Schedule	The Council is in phase 4 and all vacancies will be advertised on the portal by September 2009	IM/GEM	2007	09/09	N/A	People
Workforce Planning	On Schedule	Pilot workforce planning approach in relation to Chief Officers and Social Workers	IM	2008	09/09	N/A	People Efficient Public Service
<b>Objective: Lead the Council forward by providing competent corporate health and safety support and guidance</b>							
Provide and maintain Health and Safety Toolkit	Behind Schedule	Toolkits have been delivered to all sites. Electronic updating of the Toolkit is still being progressed. This is slightly behind schedule due to competing commitments. The electronic update is currently in progress.	IM/ND	2005	Annual Review 09/09 (revised) for 2009 review	N/A	Health and Safety
Provide and maintain appropriate corporate health and safety policies and guidance to meet needs of departments	On Schedule	The Toolkit updates for 2009 are currently being prepared for the update due in June 2009	IM/ND	2007	Ongoing	N/A	Health and Safety
Provide reactive health and safety advice upon request	On Schedule	During 2008 90% of requests for Health & Safety Advice were initially responded within 48 hours	IM/ND	Ongoing	Ongoing	N/A	Health and Safety

Project Description	Current Status	Latest Assessment	Lead Officer	Start Date	End Date	Financial Allocation	Strategic Theme
<b>Objective: Provide suitable health and safety training opportunities for all levels of management and employees</b>							
Provide health and safety training programme to meet departmental needs	On Schedule	Health and Safety Training Programme for 2009 was approved and published in December 2008 for 2009 and is being delivered, as per the Training Calendar	IM/ND	Ongoing	Ongoing	N/A	Health and Safety
Maintain records of health and safety training delivered	On Schedule	All training records for all health and safety training delivered are in place and are available upon request	IM/ND	Ongoing	Ongoing	N/A	Health and Safety
All delegates on health and safety training receive course evaluation forms	On Schedule	All delegates receive course evaluation forms and those forms are processed and analysed. Performance charts based upon delegates feedback are retained and are available for examination.	IM/ND	Ongoing	Ongoing	N/A	Health and Safety
<b>Objective: Promote and co-ordinate the development of corporate health and safety plans to improve performance</b>							
Develop and provide a new Corporate Health and Safety Plan for 2008-2011	Completed	Corporate Health and Safety Plan approved by CMT - January 2008 and approved by Policy & Resources Committee March 2008	IM/ND	2005	Annual review	N/A	Health and Safety
Analysis of health and safety incidents	On Schedule	Report on first quarter 2009 has been discussed at Council Management Team	IM/ND	Ongoing	Ongoing	N/A	Health and Safety
Produce annual Health and Safety report	On Schedule	Annual report for 2007/08 was approved by the P&R Committee in November 2008	IM/ND	Ongoing	Annual review	N/A	Health and Safety
Increase topic specific health and safety inspections/surveys	On Schedule	An audit on the management of vehicles within the workplace is currently being progressed.	IM/ND	10/07	Ongoing	N/A	Health and Safety
<b>Objective: To provide learning opportunities to enable staff to develop and deliver excellent customer services in line with Dundee City Council policies</b>							
Develop e-learning materials	On Schedule	E-learning package on stress management available, feedback being gathered	IM/JD	03/07	03/08	N/A	People

<b>Project Description</b>	<b>Current Status</b>	<b>Latest Assessment</b>	<b>Lead Officer</b>	<b>Start Date</b>	<b>End Date</b>	<b>Financial Allocation</b>	<b>Strategic Theme</b>
Develop new training facilities (reduce costs and enhance course delivery)	Completed	Accommodation completed in December 2007, and brought into use ahead of schedule.	IM/JD	10/07	12/07	N/A	People
Review range and content of training courses	On Schedule	Most courses redesigned, some work still to do therefore overall the project is still on schedule.	IM/JD	11/07	02/08	N/A	People
Complete systems reviews work packages allocated by Dundee House Project Board	Ahead of Schedule	Completion of work packages ongoing, with good progress	IM/JD	05/07	06/09	N/A	Efficient Public Service
Conduct various service reviews using Lean Service principles	On Schedule	11 projects under way, supported by training programme. All progress reported to Improvement & Efficiency Project Board	IM/JD	03/07	Ongoing	N/A	Efficient Public Service



## Service Planning - EQIA Screening

Department: Personnel

Policy/Function	Equality Group								Evidence	Equality Indicator	Decision	Lead Officer	Target Date
	AGE	DEP	DIS	GEN	LGBT	OFF	REL	RACE					
Review recruitment advertising and management system in light of participation in Scottish Portal - myjobscotland.co.uk	L	L	L	L	L	L	L	L	Equality monitoring data will continue to be collected for analysis.	Meeting needs	ER	IMMM	09/09
Workforce planning	L	L	L	L	L	L	L	L	Profiles of workforce to be developed	Meeting needs	ER	IMMM	Ongoing