



Policy, Finance and Development Committee	Tuesday, 27 November 2018	Matter for Information
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Report Title: **People and Performance Update (Q2 2018/19)**

Report Author(s): **Karen Pollard (Head of People & Performance)**

Purpose of Report:	To advise the Committee of the work undertaken by the People and Performance Team during the second quarter of 2018/19.
Report Summary:	The report provides a summary of the team's current performance against its Key Performance Indicators (KPIs), plus updates on new pay spines, health at work initiatives and press releases.
Recommendation(s):	That the contents of the report be noted.
Responsible Strategic Director, Head of Service and Officer Contact(s):	<p>Anne Court (Chief Executive) (0116) 257 2572602 Anne.court1@oadby-wigston.gov.uk</p> <p>Karen Pollard (Head of People & Performance) (0116) 257 2727 Karen.pollard@oadby-wigston.gov.uk</p>
Corporate Priorities:	Effective Service Provision (CP2) Wellbeing for All (CP5)
Vision and Values:	Innovation (V4) Accountability (V1)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising directly from this report.
Corporate Risk Management:	No corporate risk(s) identified.
Equalities and Equalities Assessment (EA):	There are no implications arising from the report. EA not applicable.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.

Consultees:	None.
Background Papers:	None.
Appendices:	None.

1. Introduction

- 1.1 The People and Performance Team covers work such as Human Resources, Communications, Public Relations and Health and Safety.
- 1.2 This report gives an update on the mid-year position on the team's Key Performance Indicators (KPIs) and an update on the current work programme.

2. Key Performance Indicators (KPIs)

The People and Performance Team have nine performance indicators. The performance against each indicator is outlined below:

1. Deliver the Action Plan for the Investors in People Award.

The Council successfully achieved the Award and has implemented all the recommendations from the action plan. This Award is in place until November 2019.

2. Review the Job Evaluation Scheme

The work on this project is due to start in quarter 3. The review must have trade union involvement; however this has been delayed because there is currently only one union representative at the Council who is from GMB. Unison is canvassing for new representatives by holding drop in sessions at the Council Offices. If the efforts to recruit new representatives at the Council are unsuccessful, a regional branch has agreed to work on the project.

3. Develop a Workforce Strategy

It has been decided to develop a forward-looking Workforce Strategy instead of a People Strategy which tends to do a reflection on past achievements and presents employee statistics. The Workforce Strategy is on target for the first draft to be completed by the end of December 2018. The Strategy will identify the organisation's needs in terms of the size, experience, knowledge and skills of its workforce, and how the Council will support its employees, for example in terms of learning and development, so that we can achieve our objectives. The Strategy will also detail key projects to be undertaken and how these will impact upon the workforce.

4. Implement the Workforce Strategy

The Workforce Strategy, once complete, will be implemented. Progress against all of the key target data will be reported in quarter 4.

5. Improve the timeliness of Staff Recruitment

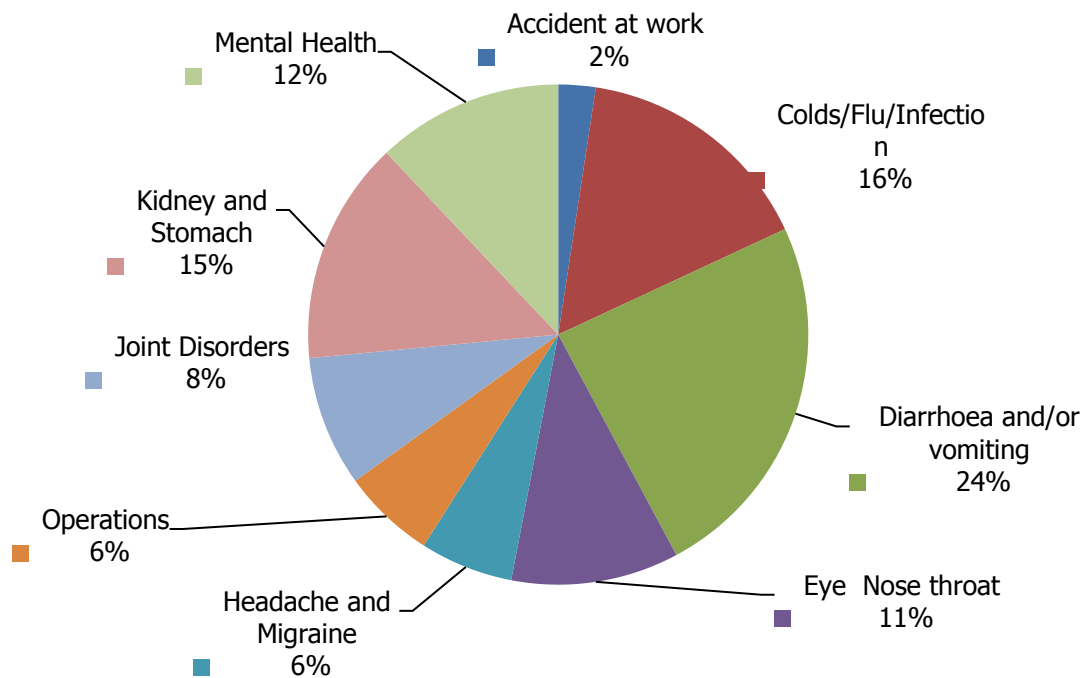
There is a target of 30 days from placing an advert for a vacancy to making an offer to the successful candidate. During this year the actual timescales for this have ranged from 15 days to 27 days. Achieving this performance indicator means that services to the residents of the Borough are delivered with minimum time delay. Teams are returned to full capacity as soon as possible thereby reducing the impact of heavy

workloads due to vacancies. Start dates for candidates depend on the period of notice they are required to give (where applicable).

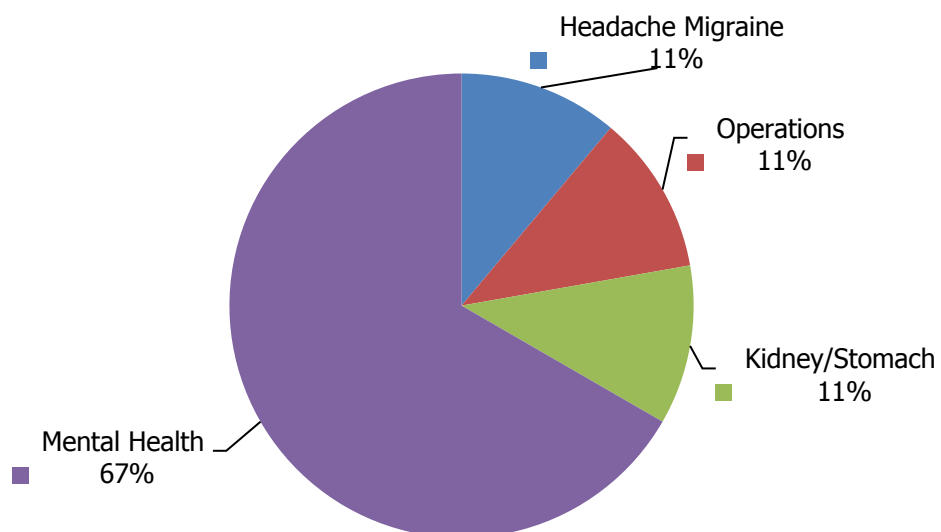
6. Increase Staffing Availability Through Reduced Sickness

There is a short term sickness target of 8 days per full time equivalent employee (FTE). Short term sickness is anything less than 4 weeks in duration. The actual sickness taken per FTE at the end of quarter 2 was 1.84 days. This is a real achievement for the Council and reflects both the impact of the new sickness policy and the introduction of initiatives such as the Health at Work Days (see para 2.4 below). The diagrams below illustrate the current short-term and long-term sickness reporting reasons:

Reasons for Short Term Sickness April - Sept 2018



Reasons for Long Term Sickness April - Sept 2018



7. Improve Availability of Staff to Minimise Service Delivery Interruptions

The annual turnover target is 11%. The Council's cumulative monthly turnover at the end of quarter 2 is 11.47%. The outturn is slightly higher at the time of reporting due to three staff retirements this year, some staff relocating to other parts of the country and some staff leaving to take up promotions or pursue career changes.

8. Review of Council's Policies and Procedures

There are a number of policies being reviewed this year. The following policies are currently out for consultation:

- Disciplinary Policy;
- Post Entry Training Policy;
- Employee Financial Hardship Policy;
- Annual Leave and Time Off Policy; and
- Social Media Policy.

The policies have been reviewed to ensure that they are easy to for employees to understand, promote good practice and comply with all current legislation and codes of practice. A number of the policies are in draft format for consultation, whilst others only require minor amendments.

9. Staff Are Fully Aware of and Understand their Statutory Responsibilities.

The target is for 100% of staff to complete mandatory training courses on the Council's e-learning module Learning Pool. The mid-year figure achieved is 90.6%. These include courses on Health and Safety, Vision and Values, Introduction to Emergency Planning and 5 courses related to the introduction of the General Data Protection Regulations (GDPR). Heads of Service are sent a summary of those employees who have courses outstanding every month to ensure that any staff yet to complete courses are reminded of the requirement.

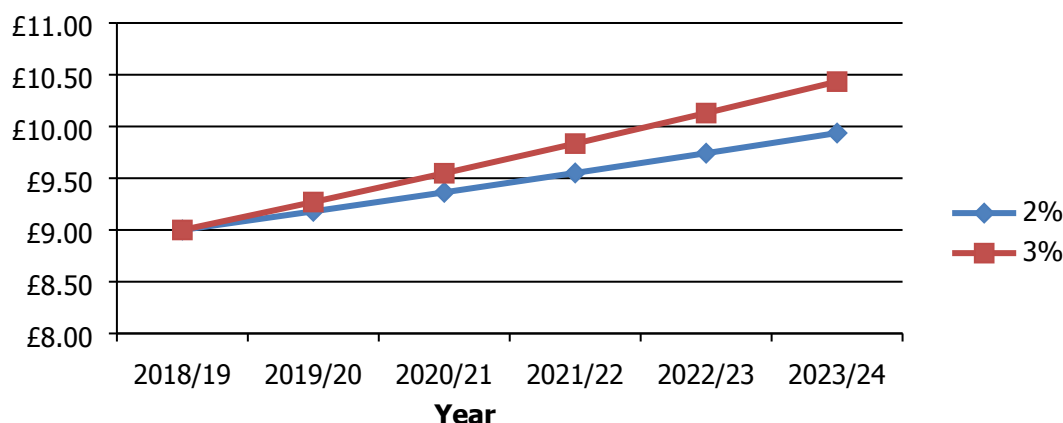
2.1 New Pay Spines

- 2.2 The Council is currently working through the impact of the new pay spines which were proposed by the Local Government Association for the 2019/20 year. On 05 November 2018, East Midlands Councils hosted an event which was chaired by the Local Government Association which gave Councils further guidance. The final proposals have to be endorsed by the regional and national trade unions and be introduced on 01 April 2019. The new grading structure will be an Appendix to the Annual Pay Statement which will be reported to this Committee in February 2019.

- 2.3 The Real Living Wage was increased on 05 November 2018. The Living Wage Foundation has set at a minimum of £9.00 per hour from April 2019. This is the same hourly rate as the local authority minimum for the 2019 year. The Council has supported the Real Living Wage since 2013. No supplement will be required this year. Over time the Real Living Wage has risen by an average of 3% while local government pay has increased by just 2% per annum. If this trend continues, over the next five years Council minimum pay will be about £9.94 and the Real Living Wage will be about £10.43.

(Continue overleaf)

Real Living Wage suggested projection



2.4 Health at Work

The team have been planning for the third Health at Work Day which will take place on 28 November 2018. Employees will be given the opportunity of having 9 health checks including height and weight, blood pressure, resting heart rate, body fat, hydration, cholesterol, diabetes and a lifestyle review. The day will also include boxercise and mindfulness sessions. There will be information stands from dietitians and from our Leisure Centres to encourage gym membership. There will also be samples of vegan food and foods suitable for those suffering from diabetes.

In previous years there were forty staff members who volunteered for health checks, of which twenty were referred to their GP for further investigation. This provided an early alert to those staff about potential health issues so that they could be make appropriate lifestyle changes.

- 2.5 Mental health issues are a significant reason for time off from work due to stress. The Council is introducing a number of initiatives to address this, such as a massage chair which is recognised in industry as contributing towards reducing health issues such as stress in the workplace.

3. Communications and Public Relations

- 3.1 Eleven press releases were issued during July to September 2018. All press releases were published on the Council's website and social media channels. Two of these press releases were given coverage by the wider media; the Borough bucking the national trend by agreeing to continue to collect waste on a weekly basis and the compulsory purchase of 41-47 Canal Street (also known as the pigeon factory).