



## HR Quarterly Performance Report: January 2009

### People stats 1/4/2008- 31/3/2009 as at 31 December 08

Current Headcount:	354	Number of leavers:	22
Number of Starters:	33	Number FTE funded vacancies:	29.37
Current Turnover:	6.21%	Number of posts advertised (national and local press):	25
Average advertising cost per vacancy (based on No of posts advertised)	£2,172.48	Average No short term sickness days per employee:	4.79

### Resourcing

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The agreement with Hertfordshire County Council (HCC) and Manpower for the provision of recruitment services was approved by Executive on 25 November 2008. An implementation plan has now been agreed between East Herts, HCC and Manpower for the implementation of temporary recruitment on 1 January 2009 and permanent recruitment from 1 April 2009.

Key Performance Indicators are currently being developed to ensure East Herts recruitment service has targets set for cost, quality, time to hire, hard to fill and customer satisfaction.

### Learning and Development

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#### Corporate Training Plan (CTP)

The Corporate Training Plan was approved on 15 October 2008 at HRC. The learning and development this quarter, has focused on mandatory and legal training and the launch of the performance development review scheme and stress management policy.

#### Management Development Programme

The Management Development Programme 2009/10 has three cohorts starting in January, April and September 2009. Each programme is based on 12 managers attending and a total of 39 managers have been identified for the programme.

The programme aims to develop leadership and management skills and support the change management process in East Herts Council. The programme has been designed on feedback received from the delegates on the Excellence through Leadership Development programme, learning and development needs identified through manager's performance development reviews and supports the Investors in People action plan.

Heads of Service will be part of the programme, taking on individual roles that include facilitating, mentoring and supporting delegates on the programme.

## Investors in People (IiP)

The IiP action plan has been updated to reflect the actions that have been completed and highlights any further actions that need to be focused on pending our IiP audit in April 2009. A detailed report will be sent to CMT on 23 Dec and HR Committee in January.

## PDRS

The new performance and development review process was launched in November and December through management and staff briefings. PDR's are to be completed in December and January and a report received by CMT on 10 February 2009 on completion rates.

## **Policies**

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The schedule for review/development of HR policies has been updated. This will include a new corporate uniformed look and feel for the policies, ensuring issue no and date are clear. This will ensure that managers and staff are using the most up-to-date policy.

The following policies have now been approved and have been adopted this quarter:

- Stress Management policy
- Learning and Development policy
- Professional, Career and Vocational Study policy

The following policies are currently being reviewed/developed for the next quarter:

- Grievance policy (to be reviewed)
- Disciplinary policy (to be reviewed)
- Capability policy (to be reviewed)
- Appeals policy (to be developed)
- Absence management (to be reviewed)
- Staff Handbook (to be developed)

## **Equalities and Diversity**

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As part of the Equality Action plan Equality Impact Assessments will be carried out for HR services. Deadline for completion to be agreed.

## **C3W Programme**

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A Change Management Toolkit has been developed to support the C3W Programme. It provides a useful step-by-step process and toolkit to support managers when implementing change in the organisation. A briefing session has been held for Heads of Service to launch the toolkit and to start the employee consultation process.

An initial 1-1 employee consultation meeting will be held with each employee during Dec/Jan. This will ensure Heads of Service and the Programme Group have all the information they need to help prepare for changes to services and identify new ways of working for employees. It will also ensure that we are aware of any employee issues, we can start to look at corporate solutions and that we have the correct information to ensure employees are supported appropriately throughout the change process.

Part of HR supporting C3W is to complete an audit review of HR policies and procedures to ensure they support the C3W programme. The audit will be completed for HR Committee on 15 April 2009 with recommendations made on the policies that need to be reviewed.

## **Other**

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### Unison Recognition and Procedural Agreement

It has been agreed with Unison to consider, in consultation with UNISON, a need to review the Recognition and Procedural Agreement and Local Joint Panel's existing Terms of Reference.