



MEETING : HUMAN RESOURCES COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : WEDNESDAY 16 APRIL 2014
TIME : 3.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillors C Woodward (Chairman), P Ballam, Mrs D Hone, J Ranger (Vice-Chairman), P Ruffles, J Thornton and N Wilson

Substitutes

Conservative Group: Councillor A Warman
Group of Independents:

(Note: Substitution arrangements must be notified by the absent Member to Democratic Services 24 hours before the meeting)

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DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
- fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
- participate in any discussion or vote on a matter in which a Member has a DPI;
- knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

AGENDA

1. Apologies

To receive apologies for absence

2. Minutes (Pages 5 - 6)

To receive the Minutes of the meeting held on 25 March 2014.

3. Declarations of Interest

To receive any Member's Declaration of Interest.

4. Chairman's Announcements

5. Learning and Development Programme 2013/14 and 2014/15 (Pages 7 - 24)

6. Human Resources - Quarterly Performance Report (Pages 25 - 32)

7. Human Resources Performance Indicator Statistics (Pages 33 - 38)

8. Local Joint Panel - Minutes of the meeting: 26 March 2014 (Pages 39 - 42)

Members are asked to bring to the meeting their copy of the agenda for the Local Joint Panel meeting held on 26 March 2014.

(A) Safeguarding Children and Vulnerable Adults Policy

9. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

MINUTES OF A MEETING OF THE
HUMAN RESOURCES COMMITTEE HELD
IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
25 MARCH 2014, AT 2.00 PM

PRESENT: Councillor Colin Woodward (Chairman)
Councillors P Ballam and Mrs D Hone

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Adele Taylor	- Director of Finance and Support Services

631 PAY POLICY STATEMENT

The Head of People and Property Services submitted a report on the Pay Policy Statement 2014/15. The Director of Finance and Support Services stated that the Pay Policy Statement needed to be agreed every financial year and published annually under Sections 38 to 43 of the Localism Act 2011. She summarised what the statement needed to include in terms of the Council's policies and explained the definition of the term "remuneration", and payments, including any bonuses, to senior officers, the detail of which was set out in the report.

The Director of Finance and Support Services drew Members' attention to an amendment under "Pay Ceilings" within Essential Reference Paper "B", stating that the second paragraph should now read "The basic pay ceiling (i.e. including additional payments and professional fees where appropriate) for Director posts will be £90,000".

The Committee supported the report, as now amended and recommended its approval.

RECOMMENDED - that the Pay Policy Statement for 2014/15, as now amended, be approved.

632 URGENT BUSINESS

The Chairman stated that with his consent, the meeting had been convened to consider a report on the Pay Policy Statement, as an urgent item of business in order to ensure compliance with Section 39 (2) of the Localism Act 2011 regarding the publication of the statement by 31 March 2014 and in order to facilitate the work of the Council.

633 APOLOGIES

Apologies for absence were submitted from Councillors J Ranger, P Ruffles, J Thornton and N Wilson.

634 MINUTES

RESOLVED - that the Minutes of the Human Resources Committee meeting held on 15 January 2014 be approved as a correct record and signed by the Chairman.

The meeting closed at 2.15 pm

Chairman

Date

EAST HERTS DISTRICT COUNCIL

HUMAN RESOURCES COMMITTEE – 16 APRIL 2014

REPORT BY HEAD OF PEOPLE AND PROPERTY SERVICES

LEARNING AND DEVELOPMENT PROGRAMME 2013/14 AND PROPOSED PROGRAMME FOR 2014/15

WARD(S) AFFECTED: NONE

Purpose/Summary of Report

- To review the Learning and Development Programme delivered in 2013/14 and approve the Learning and Development Programme for 2014/15

<u>RECOMMENDATIONS FOR HR COMMITTEE:</u>	
That:	
(A)	Members note the annual report and that the Learning and Development Programme 2014/15 be approved.

1.0 **Background**

The Learning and Development Programme 2013/14 offered a selection of training and development to meet corporate and individual needs. The training and development needs were identified corporately and through individual Performance Development Reviews (PDR's) and was delivered by facilitated events, workshops, drop-ins and Skillsbuild E-learning.

In 2013/14, 745 delegates attended some form of corporate training, an increase of 68 delegates compared to 2012/13

attendance figures.

All programmes attended were well received and all feedback collated will be considered when booking further events.

2.0 Report

Corporate Training 2013/14

- 2.1 Details of the training provided from the corporate training budget are attached in **Essential Reference Paper “C”**. This document details the training held, number of delegates and a summary of the event.

Corporate Training Budget 2013/4

- 2.2 The total budget for training and development Council wide was £132,270 in 2013/14 (£133,110 in 2012/13). The corporate training budget was £31,000 in 2013/14 (£31,000 in 2012/13).

	Budget 13/14	Spend 13/14 (to date)	Budget 12/13	Spend 12/13 (final spend)
L&D budget	£132,270	£99,648	£133,110	£90,569
Corporate	£31,000	£42,373	£31,000	£23,556
Service Training & Development	£43,790	£33,724	£47,230	£31,529
Service Professional Training	£57,480	£23,551	£54,880	£34,483

The total spend on the corporate budget to date for 2013/14 is £42,373.00 (compared to £23,556 in 2012/13).

The 2013/14 Learning and Development Programme is currently predicated to be delivered over budget with an estimated further £7,630 committed. It has been agreed £11,500 will to be transferred from the Planning Contingency budget to fund the Microsoft training programme and Here to Help will be funded from the Corporate Change budget.

Human Resources (HR) continue their commitment to review the spending costs associated with the corporate training spend.

Officers continue to negotiate with training providers and contractors to improve the costs being charged for events. Officers consult with other local council's and arrange shared events to minimise costs.

External training providers delivered the majority of the events held in 2013/14. East Herts continues to be involved in the Hertfordshire Joint Learning Programme in partnership with other local authorities. This enables staff to participant in a wider range of development opportunities and the council acquires free training places when the events are held on our premises. These events are funded from the corporate training budget.

Staff attendance on corporate events has continued to improve resulting in no re-charges for non-attendance in 2013/14. Last minute cancellations are scrutinised and managers informed. Only one event had to be cancelled due to lack of participants.

Staff continued to be informed of events via email, Team Update magazine and staff are approached on an individual basis if they requested specific training in their PDR.

Service Training and Development

- 2.3 The total services training and development budget for 2013/14 was £43,790, which is divided amongst the services for additional training and development. This budget is used for one day conferences and training events.

The budget breaks down to £120.91 per employee based on 362 employees, the employee head count in April 2013. The training and development budgets are managed by each Head of Service, to date £33,724 of the budget has been spent leaving an estimated under spend of £9,716 (excluding an estimated £350 committed).

Professional Training

- 2.4 The Professional training budget was £57,480 in 2013/14. A total of £23,551 has been spent to date on professional qualifications and continued professional development in 2013/14 (excluding an estimated £2,946 committed). The Council is sponsoring a range of staff to undertake vocational qualifications. Some of the qualifications include:

- Advanced BTEC in Licensing Act 2003
- Practitioner Certificate in FOI
- CIPFA Business Strategy
- A range of CPD to maintain professional knowledge
- Coaching in the work place

All staff funded for qualifications from the professional training budgets sign training agreements in line with the Professional Career and Vocational Study Policy; which allows East Herts to re-claim a percentage of funding if an employee leaves the Council within two years. The training agreements are recorded centrally in Human Resources.

Learning and Development Programme 2014/15

- 2.5 The new Learning and Development Programme 2014/15, **Essential Reference Paper “B”**, focuses on the corporate priorities (People, Place and Prosperity) and builds upon the Learning and Development Programme delivered in 2013/14. The Corporate Training budget for 2014/15 is £28,000 and the estimated cost of the proposed training is £22,515. This does not include any learning and development costs identified to support the “Here to Help” programme in 2014/15.

Training Evaluation

- 2.6 Training and Development is evaluated at the Council using the Pre and Post Training Evaluation forms, staff one to one’s and PDR’s. The Pre-Post Training Evaluation forms will be reviewed in 2014/15 to ensure they are still fit for purpose.

The evaluation process indicated the training delivered in 2013/14 improved and enhanced staff’s personal skills. The Learning and Development Programme aims to continue to enhance skills and support staff which will lead to an improvement in service delivery and a have a positive impact on our customers. The statutory professional training continues to build on officer’s core knowledge ensuring staff are up to date with current legislation and their CPD points.

“Here to Help”

- 2.7 The “Here to Help” organisational development programme started in January 2014. The initial workshops were facilitated by an external consultant and the project is now being led by the

Head of People and Property Services with support from managers and HR Officers. The programme is currently delivering workshops to managers and staff. The workshops are for managers and staff to have the opportunity to contribute to the development of the Council's values and behaviours. The Here to Help programme is about celebrating what is good, sharing good practice, making things better and unlocking barriers. The workshops are to encourage staff to thinking about doing more with what they have (not more with less). The workshops will result in action plans being generated and implemented across the Council. The learning and development opportunities identified from the workshops and actions plans will be incorporated in the learning and development programme 2014/15.

Members Training Plan 2013/14

2.8 The Member Development Plan 2013/14 was delivered using several types of learning styles:

- Workshops/seminars: face to face, group training
- Self-study books - linked to a follow up discussion group
- Action Learning Sets
- Member Briefings delivered before/during Council meetings
- Focused training delivered as an agenda item (Audit, CBS)
- Specialist/technical training (Development Management, Licensing)
- Drop-In 'clinic' for IT and budget questions
- Webinars – with LGiU
- Tour/visit (Development Control , Economic Development, Community Services, Leisure Services)

Relevant training has been shared with neighbouring authorities and opened up to town/parish councils. Training has been delivered predominately in-house with 31 delegates attending external events.

During 2013/14, a total of 700 training 'episodes' have been recorded. A detailed list of attendances is posted on-line on the profile page of each Member.

Evaluation forms are collected after events and the feedback reported to the Member Development Charter Group. These forms and the training needs questionnaire completed by Members help to frame the plans for the coming year.

An outline member development programme for 2014/15 has been agreed by the Charter Group and work is already well underway in preparation for the Member's induction programme following the May 2015 district elections.

“E” - Learning

- 2.9 East Herts continues to be a member of the Regional Vine East Project and launched its “E” - Learning platform, Skillsbuild, to all staff in January 2013. This programme has been offered to Town Councils and one Town Council has shown an interest. The course list is currently being updated and the “E” - Learning programme will be re-launched in 2014/15.

Performance Development Review Process (PDR)

- 2.10 Managers received individual and drop in training in 2013/14 to support the PDR process. The feedback from the initial “Here to Help” management sessions indicate that the process and time line should be reviewed to ensure it still meets the needs of the organisation.

To date in January 2014 64.48% (2013 55.43%) PDR reviews had been completed and 54.51% (2013 39.21%) of staff had objectives set. HR is supporting the Heads of Service to ensure the outstanding PDR's are completed and recorded.

The next round of PDR's will commence in June/July with the majority of staff having their mid year reviews with one service having their full PDR.

The Learning and Development Programme has been devised to reflect the training needs of staff captured through the PDRs, manager's feedback and to ensure consistency will be amended if necessary to meet the staff requirements in the next round of PDR's. This will ensure the training identified on the plan meets the corporate and staff needs, and all training delivered is relevant and value for money.

Proposed Actions 2014/15

- 2.11 East Herts are to participate in the National Graduate Development Programme. The national scheme promotes local government to the graduate market on behalf of all councils in

England and Wales. The graduate will work on strategic projects across the council having a minimum of three placements during their programme.

- 2.12 In 2013/14 East Herts took part in the District Council's Network Development Programme. The officer who completed the programme gave positive feedback on all aspects of the programme. East Herts will continue to support this programme in 2014/15. One applicant has been put forward for the DCN programme in 2014/15.
- 2.13 HR continue to endorse the recommend the training protocols introduced in 2009/11:
- Turning up on time
 - Staying for the whole of the event
 - No use of phone/PDAs (except in exceptional circumstances but this would be agreed with the trainer at the beginning of the course)
 - Staff will treat internal training with the same professionalism as they do at external events
 - Services will be charged £100 for less than 48 hours notice if a participant withdraws from an event or fails to attend. The appropriate Head of Service and member of staff will be informed of the charge.
- 2.14 HR will continue to identify areas of improvement in the training and development provision and the performance development review process.
- 2.15 HR will work with partners to achieve value for money in the delivery of programmes. The Learning and Development Programme and the provision of training and development will be reviewed as part of shared support services.

3.0 Implications/Consultations

- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers - None

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.
Consultation:	Not applicable
Legal:	Not applicable
Financial:	Not applicable
Human Resource:	None
Risk Management:	None

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Corporate Learning and Development Programme 2014/15

Programme title	Target audience/Cost	Purpose
Introduction to flexible/home working	1 & 2 In-house	This training provides staff with the knowledge, skills and confidence to be a flexible/home worker. To present a range of tools and techniques for working successfully with your team and manager as a flexible/home worker.
Managing flexible/home workers	2 & 3 In-house	To provide managers with the knowledge, skills and confidence to manage individuals or teams working remotely.
Effective Report Writing	1, 2 & 3 Approx cost £850	This highly practical programme equips delegates with the skills of planning, research, structuring, writing, editing and presenting reports.
Communication and Conflict Management customer focussed	1, 2 & 3 Approx cost £2,000	This programme will focus on how to handle conflict in the workplace and people in a stressed state. It will equip delegates with practical techniques they can use to communicate and perform effectively in any difficult work situation.
Vulnerability training	1, 2 & 3 Approx cost £2,000	This course aims to enable collection staff, bailiffs and supporting staff to better understand and identify different types of vulnerability. It also provides tools and strategies for dealing with vulnerable customers fairly.
H & S Awareness	1 & 2 & 3 Approx cost £3,000	To provide delegates with the information and knowledge they need to work in a healthy and safe environment. To provide them with their key areas of responsibility and actions they are expected to take to ensure the safety of themselves and their colleagues. To support the H&S action plan. Including: <ul style="list-style-type: none"> • Lone Working/personal safety • First Aid at Work • Asbestos Management
Skillsbuild E-Learning programmes	1, 2 & 3 In-house/E-learning	East Herts will continue to develop its Skillsbuild programmes in association with the Vine East library to ensure a wide range of training is available
Project Management	1 & 2 & 3 Approx cost £400 (delivered in partnership)	This highly practical course provides all the essential skills, tools and techniques that are needed to support the delegate in their project management role. The course concentrates on the practical techniques that you can apply directly back to the workplace.
Mediation Training	1, 2 & 3 £1,000	This programme covers all areas of the mediation process - from the role of the mediator through to managing deadlock and conflict.
IT application support/MS	1, 2 & 3	To support the rollout of IT applications and to deliver a

Essential Reference Paper B

Applications	Approx cost £3000	range of training opportunities to up skill staff for the 4 main Microsoft applications, Word, Excel, Outlook and PowerPoint.
Mandatory/Legal	1, 2 & 3 Approx cost RIPA £875, PACE £875 Court Room £875 Verification training £1,000 Safe Guarding £515	To ensure delegates are compliant with legal issues and procedures. Including: <ul style="list-style-type: none"> • RIPA training • Preparing a Prosecution file & PACE • Verification training • Safe Guarding Children • Court Skills
Data Protection/FOI	1 & 2 & 3 In-house/E Learning	To provide knowledge and information on data security, data protection and FOI procedure. Annual refresher training.
Social Media Training	1, 2 & 3 In-house/ E Learning	To provide knowledge and ensure understanding of the new communications strategy, Social Media Policy and to enhance staff skills and familiarity of social media sites and the role they play at East Herts Council.
PDR Training	1, 2 & 3 £925	To provide staff at all levels, whether reviewing or being reviewed, the appropriate skills set and confidence to take part in productive PDR process.
Managing Performance	2 & 3 In-house £900	To provide knowledge and information to assist in enhancing the performance of teams, through setting effective business objectives. Support PDR process.
Procurement Training	1,2 & 3 In – House (With a potential external cost up to £3,000)	To ensure all staff responsible for ordering, budgets and tendering are aware of and understand all Rules and Regulations, (EHC procurement Rules, EU rules, UK Law, Financial Regulations) and Procurement processes, the roles and responsibilities of Procurement, Legal and Project Managers. This training will provide the skills and knowledge required to mitigate risks to officers and the council as a whole.
Land inspection and management training	1, 2 and 3 £5,000, but this sum is deducted from agreed insurance premiums so in effect the cost is nil	To explain statutory and common law responsibilities, and managing risk and inspections of our varying types of land, assets, water courses and ponds.
Here to Help	1, 2 and 3 In-house TBC	Staff development and training to support the Here to Help programme and outcomes.
Here to Help workshops	1, 2 and 3 In-house	The workshops are designed to give all staff the opportunity to contribute to the development of the

Essential Reference Paper B

		Council's values and behaviours.. The workshops will result in action plans being generated and implemented across the Council.
Recruitment and Selection training	2 & 3 Approx cost £1,300	To ensure all managers who recruit and interview candidates are aware of the process and protocols. This course supports the recruitment process for internal and external recruitment, ensuring managers recruit within the law. It also provides support for writing job descriptions and devising interview questions.
Corporate Induction	1, 2 & 3 In-house	To welcome new staff to East Herts Council. To provide delegates with an understanding of the Council's vision and priorities, policies and procedures, benefits and welfare.
Policy Briefing workshops	1, 2 & 3 In-house	To support the launch of new/revised policies and procedures to ensure understanding and compliance.

Target Audience:

- 1 - Support Staff and Junior Professionals
- 2 - Team leaders, Managers, Senior Professionals/Specialist Roles
- 3 - Managers and Heads of Service

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Learning and Development Programme 2013/4

Programme title	Target audience/Cost	Purpose
HAY Training	9 participants £6,000	To train HR, Unison and independent staff in the HAY Job Evaluation process.
Pre-Retirement Seminar	23 participants Nil cost - LPFA presentation	An event prepared and delivered by LPFA for staff thinking of retirement.
Introduction to Mental Health - Mind	25 participants £1251	This event facilitated by mind was aimed at front line staff who deal with the public on a daily business. It raised awareness and understanding of concepts of mental health and distress, to understand and recognise the causes, 'signs and symptoms', treatment and support options for the range of common and severe mental health conditions.
Managing Customer Services	3 participants £135 (delivered in partnership)	Developed Team Leaders who manage those leading customer services or front line teams. Developing skills in personal organisation, time management and supporting staff with the difficult customer and situations they face.
Supervisory Workshop	9 participants £450 (delivered in partnership)	For new managers or team leaders, to develop supervisory and management skills within the workplace.
First Aid at Work Certificate	15 participants £696	Ten members of staff renewed their certificate and a further five were recruited and trained.
Fire Marshall Training	38 participants £2,340	To train newly recruitment fire marshals and delivering refresher training to the existing marshals.
Civica Financials	126 participants Nil cost – training part of implementation programme	Various training programme were delivered to ensure the successful implementation of the new financial system including sundry debtors, raising a purchase order, GRN and invoicing, general ledger and invoice and purchase order approval.
Project Management	9 participants £450 (delivered in partnership)	This course provided all the essential skills, tools and techniques needed to support the delegate in their project management role. The course concentrated on the practical techniques that you can apply directly back to the workplace.
Absence Management Policy Workshop	3 participants In-house	The workshop gave the managers the opportunity to view the proposed policy changes and add their input to the developing policy.
Get ready for Microsoft Office 2010	207 participants £2,725	The workshops introduced staff to Office 2010.
Microsoft Office	57 participants	Various training sessions delivered to support staff and

Essential Reference Paper C

conversion and key user training	(so far) £11,500	nominated key users in the updated programmes.
Here to Help Manager Workshop One	62 participants £6400	Working with managers to develop the Council's values and behaviours.
Here to Help Manager Workshop Two	55 participants (booked) In-house	The workshop covered outputs from managers workshop one and gives managers the tools and support to facilitate staff workshops.
RIPA Refresher	11 participants £436	To ensure delegates are compliant with legal issues and procedures in regard to RIPA.
PACE Refresher	15 participants £436	To ensure delegates are compliant with legal issues and procedures in regard to PACE.
East Herts E Learning Site	10 participants In-house	Various corporate e-courses including data protection, FOI and recruitment.
Investigation Training	5 participants £540	Trained managers on internal investigations using East Herts policies and procedures.
PDR Training	Drop- In Session 5 participants In-house	Provided staff at all levels, whether reviewing or being reviewed, the appropriate skills set and confidence to take part in productive PDR process.
Land inspection and management training	39 participants (nil cost funded through Zurich)	Workshop explained statutory and common law responsibilities, and managing risk and inspections of our varying types of land, assets, water courses and ponds.
Political Sensitivity	7 participants £270 (delivered in partnership)	The workshop was for managers needing to understand the sensitivity and skills of working in a political environment.
Recruitment Policy	18 participants In-house	To ensure all managers who recruit and interview candidates are aware of the process and protocols. This course supported the recruitment process for internal and external recruitment, ensuring managers recruit within the law. It also provided support for writing job descriptions and devising interview questions.
Corporate Induction	30 participants In-house	To welcome new staff to East Herts Council. Induction provided delegates with an understanding of the Council's vision and priorities, policies and procedures, benefits and welfare.
Time Management Training	12 participants £640 (delivered in partnership)	To look at productive and valuable ways of managing time and priorities in the work place.
Trainer Development	7 participants £1050	This two day event was designed to support and develop managers to deliver training events and enhance their

Essential Reference Paper C

	(delivered in partnership)	personal skills.
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EAST HERTS COUNCIL

HUMAN RESOURCES COMMITTEE – 16 APRIL 2014

REPORT BY HEAD OF PEOPLE AND PROPERTY SERVICES

HR QUARTERLY PERFORMANCE REPORT – MARCH 2014

WARD(S) AFFECTED: NONE

Purpose/Summary of Report

- To update Human Resources Committee on people management and HR delivery

<u>RECOMMENDATION FOR HUMAN RESOURCES COMMITTEE:</u>	
That:	
(A)	the quarterly performance be noted.

1.0 Background

- 1.1 Following a request from the Chairman of Human Resources (HR) Committee a report on HR Team Current and Future Events April 2008 was submitted to HR Committee on 24 April 2008. The Committee welcomed the report and requested updates to be provided to each Committee.
- 1.2 The report was redesigned to include an update on people management and HR delivery. The first report was submitted to HR Committee on 16 July 2008.
- 1.3 This report will be updated and submitted to each Committee on a quarterly basis.
- 1.4 The report will be used to report on progress on the People Strategy 2009-2013 and demonstrate the difference being made to the Council as a result of implementation of the strategy.

2.0 Report

2.1 See the HR Quarterly Performance Report: March 2014 Essential Reference paper B.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

None

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Report Author: Emma Freeman – Head of People and Property Services
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<i>People</i> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.
Consultation:	None
Legal:	None
Financial:	None.
Human Resource:	As detailed in the report
Risk Management:	None.

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HR Quarterly Performance Report: March 2014

People stats 1/4/2013 – 31/3/2014 as at 28 February 2014

Current Headcount:	347	Number of leavers:	36
Number of Starters:	44	Vacant Number FTE funded posts (expressed as FTE):	15.26
Current Turnover:	12%	Number of posts advertised:	57
Average No short term sickness days per FTE staff in post:	4.10 days	Average No long term sickness days per FTE staff in post:	1.20 days

The following actions support the People Strategy 2009-2013:

Resourcing/Reward

Pension Auto-enrolment has been completed with staff joining the LGPS from 1 April 2014.

A promotion campaign on changes to the LGPS from 1 April 2014 was carried out in February/March 2014, ensuring staff were kept informed on the LGPS changes and how they will affect them. Information, advice and guidance were provided to staff.

The recruitment process was brought back into house in 2013 and has been supported by a temporary administrative support in HR. The recruitment process will be reviewed in 2014.

Learning and Development

The Learning and Development programme 2013/14 has been completed and is subject to review by the HR Committee in April 2014.

The Learning and Development programme 2014/15 has been designed and is subject to approval by HR Committee April 2014.

East Herts continues to be a member of the Regional Vine East Project and launched its E Learning platform, Skillsbuild, to all staff in January 2013. The course list is currently being updated and the E Learning programme will be re-launched in 2014/15.

64.48% of PDR's reviews have been completed for the end of year cycle. 54.51% of objectives have been set for 2014/15. The senior management team continue to chase outstanding reviews and objectives.

Policies

The following policy is requested to be approved by HR Committee April 2014:

- Safeguarding Vulnerable Children and Adults Policy

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

- Expenses policy
- Absence Management policy
- Disciplinary Policy
- Retirement Policy

Equalities and Diversity

An Equal Pay Audit will be completed during 2014. This work will commence in the first quarter.

Here to Help programme

The Here to Help organisational development programme started in January 2014. The initial workshops were facilitated by an external consultant and the project is now being led by the Head of People and Property Services with support from managers and HR Officers.

The programme is currently delivering workshops to managers and staff. The workshops are for managers and staff to have the opportunity to contribute to the development of the Council's values and behaviours.

The Here to Help programme is about celebrating what is good, sharing good practice, making things better and unlocking barriers. The workshops are to

encourage staff to think about doing more with what they have (not more with less). The workshops will result in action plans being generated and implemented across the Council.

The learning and development opportunities identified from the workshops and actions plans will be incorporated in the Learning and Development Programme 2014/15.

Other

East Herts are to participate in the **National Graduate Development Programme 2014**. The national scheme promotes local government to the graduate market on behalf of all councils in England and Wales. The graduate will work on strategic projects across the council having a minimum of three placements during their programme.

In 2013/14 East Herts took part in the **District Council's Network Development Programme**. The officer who completed the programme gave positive feedback on all aspects of the programme. East Herts will continue to support this programme in 2014/15.

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EAST HERTS COUNCIL

HUMAN RESOURCES COMMITTEE – 16 APRIL 2014

REPORT BY HEAD OF PEOPLE AND PROPERTY SERVICES

HUMAN RESOURCES PERFORMANCE INDICATORS AND TARGETS

WARD(S) AFFECTED: NONE

Purpose/Summary of Report

- To review and agree the proposed Human Resources Performance Indicators (PIs) and targets for 2014/2015

RECOMMENDATIONS FOR HR COMMITTEE:

That:

(A)	the proposed annual Human Resources and Performance Indicator targets for 2014/2015 be approved.

1.0 Background

The Human Resources (HR) Performance Indicators (PI)s are monitored monthly between Directors Management Team (DMT) Health Check and Covalent.

The annual targets for the following PIs will need to be agreed;

- EHPI 12a – Number of short-term sickness absence days per FTE staff in post
- EHPI 12b - Number of long-term sickness absence days per FTE staff in post
- EHPI 12c – Total number of sickness absence days per FTE staff in post
- Ill Health Retirements

- 1.1 The annual Sickness Absence Report 2013/14 will be sent to the HR Committee in July 2014.
- 1.2 The Absence Management Policy is currently being reviewed and will progress to Local Joint Panel in June 2014 and HR Committee in July 2014.

2.0 Trend Performance

2.1 Short-term sickness absence days per FTE staff in post

Year	Target	Actual
2013/2014 (as at 28 Feb 14)	5 days	4.10 days
2012/2013	5 days	4.50 days
2011/2012	5 days	3.69 days

It is proposed that the target remains at 5 days FTE for short-term absence. Short-term absence is at a managed level currently. The Councils Absence Management process should continue to be followed and used by the management teams of East Herts Council. It is therefore also recommended that the Council continues to promote the support available to employees concerning stress and personal resilience.

2.2 Long-term sickness absence days per FTE staff in post

Year	Target	Actual
2013/2014 (as at 28 Feb 14)	2.5 days	1.20 days
2012/2013	2.5 days	1.70 days
2011/2012	2.5 days	1.81 days

It is proposed that target is lowered to 2 days per FTE to reflect the fact that has been a decrease in long-term sickness and for the last three years the Council has been under its target for long-

term sickness.

2.3 Total Number of sickness absence days per FTE staff in post

Year	Target	Actual
2013/2014 (as at 28 Feb 14)	7.5 days	5.30 days
2012/2013	7.5 days	6.20 days
2011/2012	7.5 days	5.50 days

The average total number of day's sickness absence in 2013 within local government was 9.0 days according to the CIPD Annual Survey 2013.

It is proposed that the target for total sickness days changes to 7.0 days for 2014/15 due to the reduction in long term sickness. The focus continues to remain on reducing absence but equally in managing it effectively.

2.4 Recommended targets for 2014/15

	Target
Short term sickness absence	5.0 days
Long term sickness absence	2.0 days
Total No of sickness absence	7.0 days

2.5 Ill Health Retirements

Since April 2011 to date. There have been 2 ill health retirements from the Council.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

None

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.
Consultation:	Not applicable
Legal:	Not applicable
Financial:	Not applicable
Human Resource:	None
Risk Management:	None

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MINUTES OF A MEETING OF THE
LOCAL JOINT PANEL HELD IN THE
COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON WEDNESDAY 26 MARCH
2014, AT 2.30 PM

PRESENT: **Employer's Side**

Councillors M Alexander, A Jackson,
J Thornton and J Ranger

Staff Side (UNISON)

A Stevenson (Chairman)
S Ellis

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Emma Freeman	- Head of People and Property Services
Adele Taylor	- Director of Finance and Support Services

19 **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS
POLICY**

The Secretary to the Employer's Side presented a report by the Head of Communications, Engagement and Cultural Services regarding a number of revisions to the Safeguarding Children Policy which had been approved in 2010. The policy had now been combined with policies relating to vulnerable adults. The Secretary to the Employer's Side provided a summary of revisions.

In response to a request for clarification on the new policy from Councillor A Jackson on allegations of abuse by a member of staff, the Secretary to the Employer's

Side explained that the first stage in the process would be a call to the Police which would be followed by the Council initiating its own processes. The Director of Finance and Support Services commented that the Council would have to be mindful of Police activity when carrying out its own processes.

In response to a query from Councillor M Alexander regarding instances when a Member might observe what they believed to be instances of abuse, the Director of Finance and Support Services commented that a Member might observe as a third party something that they felt merited attention as they might suspect that there was abuse going on. However, the decision as to whether this merited further investigation lay with the Council's officers listed in the report now submitted. The Secretary to the Employer's Side confirmed that specialist training would be provided for both staff and Members. The issue of DBS (Disclosure and Barring Services) checks was discussed in relation to Members and Officers and it was agreed that the process would be confirmed to members of the Panel.

The Panel Chairman, Andrew Stevenson sought confirmation that the Policy would be published on the Council's website. The Director of Finance and Support Services confirmed that she would speak to the Head of Communications, Engagement and Cultural Services around the communication strategy. In response to a query regarding Level 2 checks and "Outside Officers", the Director of Finance and Support Services said that she would provide a written response.

Councillor J Ranger queried whether all organisations receiving Council funding would have to provide a Statement of Policy and Procedure regarding safeguarding policies in place. The Director of Finance and Support Services confirmed that it applied to all organisations. Councillor Ranger stated that it would be helpful to those organisations to provide them with some form of template as this could be a difficult task for some smaller organisations. The Director of Finance and

Support Services agreed to follow up with detail of the process with the relevant officer and would provide a written response to Councillor J Ranger.

Councillor J Ranger suggested that the Policy be reviewed in three year's time, which was in line with other Council policies. This was supported.

The Panel the report, as amended.

RECOMMENDED – that the Policy, as amended and as set out in Essential Reference Paper “B”, be approved.

20 APOLOGIES

Apologies for absence were submitted from Councillor L Haysey and Jenny Francis.

21 MINUTES

RESOLVED – that the Minutes of the meeting held on 3 December 2013 be approved as a correct record and signed by the Chairman.

22 CHAIRMAN'S ANNOUNCEMENTS

It was noted that there were no reports to consider by the Secretary to the Staff Side.

The meeting closed at 3.00 pm

Chairman

Date

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