



HR Quarterly Performance Report, October – December 2013. (as at 16 December 2013)

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|---------------------------|--|--|-----------|
| Current Headcount | 350 | Number of Leavers | 5 |
| Number of Starters | 9 | Vacant Number of FTE posts (funded hours expressed as FTE) | 16.01 |
| Current Turnover | 1.42% | Average number of short term sickness days per FTE staff in post: (as in November) | 2.43 days |
| Common reason for leaving | 1 retired. 1 personal reasons. 1 end of contract. 2 change in career. | | |

Absence Levels

Short term absence is currently at 2.43 (FTE days for the year so far as at November) days lost per FTE. Last year in November it was 2.74 days. This shows a reduction this month of 0.31 days per FTE.

Long term absence is currently at 0.80 days lost per FTE. Last year in November it was 1.43 days. This shows a reduction of 0.63 days per FTE.

The total figure for days lost due to absence was 6.19 days per FTE last year: this is expected to be similar in this year.

Recruitment

In the last quarter, East Herts have advertised 14 posts- a mixture of both internal and external vacancies.

Learning and Development

As part of the Corporate Training Plan 2013/14 the following training opportunities have been delivered in this quarter.

- Corporate Induction - 24
- Mental Health Training – 24
- Project Management – 4
- Supervisory Workshop – 9
- Land Inspection – 14
- Get Ready for Microsoft Office 2010 – 114

This is in total 189 training sessions.

One town council has requested further information on the authorities E Learning Platform. Human Resources are currently working with Vine HR Ltd the hosting company to develop further learning programmes and update the E Learning site.

Human Resources are starting to create a development programme for front line managers. The aim of the programme is to support managers so they can fulfill their managerial roles and responsibilities successfully within the spirit of 'here to help'.

East Herts has also joined the East Of England coaching pool so that staff who want support through coaching can access this easily. As part of the coaching pool agreement East Herts is required to contribute coaches who are qualified. One member of staff is doing the training at the moment, and will be involved in championing this project and look to encourage greater participation going forward.

Policies

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

- Home working

As HRC requested , the expenses policy has been revised to bring mileage rates in line with HMRC rates: this is being discussed with UNISON.

The absence policy has been drafted and revised and is in discussion with managers at the moment. It should be ready for approval at the next HRC meeting.

The next policy to revise is the disciplinary policy.

Terms and conditions

UNISON submitted a report to Local Joint Panel requesting the permanent suspension of further planned reductions in the local award. This is being negotiated at the moment.

PDR's

65% of PDR's reviews and objectives have been completed by November 2013. One service is on a different cycle of PDRs and they have completed 85% of the objectives setting part of the PDR process.

The next round of PDR's are due to take place in December 2013 and January 2014.

Here to help

'Here to help' is a Council wide development to demonstrate to all our external and internal customers, stakeholders and partners that East Herts Council has a great reputation for and is 'Here to Help'. The development of this work is built on spreading good practice and building on existing good practice, so that it is clear to every single member of staff that here to help is what East Herts Council stands for. Helping others and sharing common approaches and values will become the norm, the way we do things round here. All employees will have their say in developing the values, what they mean and how they will be practised by themselves and others.

East Herts Council already has many successes and a positive reputation with customers and residents. We know that as a council, there are many good examples of services. However we also know that if everyone in the council and its partners act together and share common ways of working, we could probably do even more. This is why alongside the here to help value, there is a further value 'we work together and support each other' so that we provide a seamless service to our residents and to each other. Without working together we are only as strong as our weakest link. The third value, we aim high to make a difference, sets out our ambitions to go the extra mile.

Based on the principle of we can do 'more of' here to help, all staff who attended the staff briefings, have had the opportunity to put forward examples of when they have seen here to help in action, and to discuss how we can do more. These successes will be part of our here to help journey, so that we can move from some to even more examples of here to help.

Line managers will be part of developing the values, and they will own and take responsibility for those values because they will be facilitating and 'fronting' the workshops on values with staff. They will be an integral part of sustaining this change in the future. Workshops started in December and will be ongoing throughout January 2014 so that we can develop enthusiasm and spread good practice.

A steering group has been set up to review and monitor the implementation of here to help. The group includes the CX, Directors and HOS from each Directorate. Going forward the group will include representatives from staff and the unions to ensure that actions are progressed and the change is sustainable. The role of the steering group will include co-ordinating actions which are council wide and ensuring actions are fully resourced and implemented. Some actions will be delivered within services in teams and in service plans.

As we implement actions, we will also be including examples of suggestions from staff and residents so that we can demonstrate action in response to feedback – 'you said' and 'we did'. East Herts will have many more examples of being known as and celebrated for being a council which is here to help, and will justify its reputation through examples and case studies. We will

be able to regularly communicate those success stories to residents, and to our staff. This will improve public satisfaction and build our reputation.

A survey is being included as part of the here to help workshops so that there is some quantitative and qualitative data on staff's views. Survey questions are attached in the survey questionnaire. (**Essential Reference Paper "B"**) Questions from the survey can be extracted to take a 'pulse' of staff's views on a regular basis so that management can respond appropriately, and swiftly

HR Strategy

Work on revising the HR strategy has begun. Here to help will be an important part of the HR strategy.