

EAST HERTS COUNCIL

HUMAN RESOURCES COMMITTEE – 18 AUGUST 2014

REPORT BY HEAD OF PEOPLE AND PROPERTY SERVICES

PDRS UPDATE – AUGUST 2014

WARD(S) AFFECTED: NONE

Purpose/Summary of Report:

- To update Human Resources Committee on Performance Development Review Scheme (PDRS).

RECOMMENDATION FOR HUMAN RESOURCES COMMITTEE: That:

(A)	The Performance Development Review Scheme update be noted.
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1.0 Background

- 1.1 On 9 July 2014, Human Resources Committee requested a report on the Performance Development Review Scheme to be brought to the next meeting on 18 August 2014.
- 1.2 The Council's PDR Scheme runs on two cycles. In December/January employees have a full review of performance and set new objectives for the next business year. In June/July a mid-year review is completed. Revenues and Benefits Shared Service follow the same cycle but have their full review in June/July and their mid-year review in December/January.
- 1.3 This report will use the PDR statistics as at December/January 2013/14, as the June/July 2014/15 cycle is currently in progress. The 2014/15 mid-year review results will be reported in the October HR statistics report.
- 1.4 The PDR Scheme will be reviewed in 2014/15 to incorporate the Council's values and behaviours and to take into consideration the ideas and suggestions raised by staff through the Here to Help programme and Staff Survey 2014.

2.0 Report

2.1 The PDR statistics for December/January 2013/14 show 89.52% (299/334) of staff had their performance reviews completed and 85.98% (227/264) have objectives set for 2014/15.

2.2 If we break down the data by directorate, it can be noted that all three directorates have outstanding reviews and objectives to be completed.

Directorate	Review completed	Objectives completed
Customer and Community Services	96.63% (86/89)	98.89% (89/90)
Finance and Support Services	97.78% (132/135)	79.69% (51/64)
Neighbourhood Services	73.08% (76/104)	78.64% (81/103)
Executive	83.33% (5/6)	85.71% (6/7)

2.3 The following services have achieved 100% in both reviews and objectives set.

Service	Review completed	Objectives completed
Communications, Engagement and Cultural Services	100%	100%
Corporate Risk	100%	100%
Revenue and Benefits Shared Service	100%	N/A
Housing Services	100%	100%
Executive	100%	100%
Environmental Services	100%	100%
Financial Services and Performance	100%	100%
Economic Development	100%	100%

2.4 The services that have outstanding reviews and objectives are shown in the table below.

Service	Review completed	Objectives completed
Customer Services and Parking	90.91% (30/33)	96.97% (32/33)
Democratic and Legal Services	81.25% (13/16)	75.00% (12/16)
People and Property Services	100%	59.09% (13/22)
Community Safety and Health Services	94.59% (35/37)	88.89% (32/36)
Planning and Building Control	52.83% (28/53)	67.92% (36/53)
Executive Support	83.33% (5/6)	85.71% (6/7)

2.5 The PDR process flows through the organisation from the Chief Executive to staff. The PDR process is linked and based on the priorities and services plans of the Council. An individual's objectives are therefore linked to their Service Plan and the Council's Corporate Strategic Plan by a golden thread. Everyone in the Council must have a PDR with their line manager.

2.6 The process for the PDR Scheme is well communicated with regular emails sent to staff and managers on the process and timing of reviews. Guidance and forms are also available on the intranet.

2.7 The PDR form is one document which includes individual's objectives, mid-year review and full year review. The document aims to allow a two way dialogue between the line manager and member of staff which gives an opportunity to:

- collate the one to ones that have been held over the year.
- to review performance and contribution over the year and to discuss the achievement of objectives.
- to discuss projects and tasks that have gone well over the year or tasks that have not gone so well.
- to discuss how they have demonstrated the Council's values and behaviours and how you can build upon this (to be introduced in 2014).
- review or discuss training and development needs related to the individual or the post.
- to set new objectives for the next business year.
- to set training and development needs for the next business year.

- 2.8 The monitoring of the PDR Scheme is tracked from the top down, with reports given to CMT from the Head of People and Property Services; to Directors discussing completion stats at their monthly directorate meetings; Heads of Service discussing with managers at their 121's and also staff taking ownership of ensuring their PDR review is completed.
- 2.9 The sanction for managers who do not complete their reviews or objectives is picked up at their own review and is reflected in their performance rating given.

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.

Contact Officer: Emma Freeman – Head of People and Property Services, 01992 531635.
emma.freeman@eastherts.gov.uk

Report Author: Emma Freeman – Head of People and Property Services, 01992 531635.
emma.freeman@eastherts.gov.uk