

Appendix 7

Personnel Department Priorities for 2004/05 *

<i>Theme; Corporate Aim/Objectives</i>	<i>Linked to</i>	<i>Activity</i>	<i>Objectives/ Target/PIs</i>	<i>Anticipated Outcome</i>	<i>Resources</i>
Homes and Environment	Community Services	Recruitment of Community Wardens To ensure that our employment practices provide a safe and secure working environment	Number of reported incidents	Employment of Community Wardens Training in lone working, health and safety	Service Department budget Training budget allocation
Green Agenda	AQMA Sustainable travel to work plans	To develop flexible working policies and practices to minimise pollution and waste Implement actions highlighted in the Work Travel Plan	Linked to removal of AQMA by 2006	Increased number of staff working from home and utilising flexible working patterns and technology	Set up costs and home working allowances off set by reduction in office accommodation costs, reduction in overtime payments and reduction in absence rates
Social Inclusion	Diversity Policy	Employment legislation and policy advice to voluntary organisations Act as an umbrella organisation to provide CRB checks for voluntary organisations Implement Diversity Policy action plans		 Action plans implemented	Administration costs being monitored with view to recovery of these if time spent impacts on service delivery Administration costs being monitored with view to recovery of these if time spent impacts on service delivery To be costed by activity identified on action plans

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Customer Service	Customer Care Charter	To support the implementation of the Council's programme of action to secure a good standard of customer care Support action plan to provide the Customer Service Centre	Cascade of customer care training Workforce remodelling plan to support Customer Service Centre	Training programme in place Recruitment and training programme in place Workforce remodelling plan in place	Training costs identified in training plan Costs identified in committee report CAB...
Economic Prosperity		Development of a Recruitment and Selection strategy which encourages applications from all areas of a diverse employment market	Equal opportunities monitoring Workforce profiling Application tracking	Recruitment and Selection Strategy	No additional resources

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Cultural and Leisure Opportunity	HSE Stress Management Standards Absence Management Policy Employee Well-being Policy	Encouraging healthier lifestyles within the workforce Implementation of Employee Well-being Policy	Stress audit Absence monitoring <u>Local PIs:-</u> Long term ill health cases Ill health retirements Occupational health referrals Number of Tribunal cases	Health at Work activities Support systems for employee well-being	Costed within Health at Work activity programme Resources linked to implementation of absence management policy
Sustainability	Employers Organisation – Pay and Workforce Strategy People Strategy ODPM	Skills & Development Plan linked to the Corporate Training Plan Review of Corporate Training Plan	Delivery of a costed project plan with targets for delivery Corporate Training Programme reviewed against improvement plan priorities and departmental business plans service plans	Leadership competency developed for inclusion in performance assessment Corporate Training Plan reflects the skills and development required to achieve the improvements and changes identified in the improvement plan	Resource implications to be identified on project plan Agreed training budget: Corporate £38000 Mgmt Dev £15000 Core skills £ 9000 Allocated to departments £114300

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Sustainability cont.	Employers Organisation – Pay and Workforce Strategy People Strategy ODPM	Workforce Action Plan	BVPI 14	Continued workforce profiling and assessment of future workforce needs	No additional resources
		Corporate branding	Recruitment/ employment information in line with employer brand and corporate communication brand	Increase in appointment rates, maintain turnover rates in line with industry norms	Cost to be determined with Advertising Agency Printing costs not identified at present
		Pay & Benefits strategy	Policies & procedures and action plans in place to support strategies Local PI'S, Job Evaluation post reviews	WCC positioned as an employer of choice within the employment market	Cost of benchmarking activity Action plans not yet developed and costed. Training to be costed in action plan To be identified linked to strategies
		Flexible Working strategy	Strategy and action plan BVPI 13 BVPI 12, 13	Increased number of staff working from home and utilising flexible working patterns and technology	Set up costs and home working allowances off set by reduction in office accommodation costs, reduction in overtime payments and reduction in absence rates

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Equalities	Equality and Diversity Policy	Training for services to support implementation of equal opportunities action plans General awareness training for staff	BVPI 11, 11a, 11b, 16 & 17	Achievement of departmental action plans	Estimated cost for both parts £4000
Community Safety		Children and Vulnerable People protection	Policy developed which provides the frame work to ensure appropriate levels of checking and protection to the vulnerable people within the community	Implementation of policy	Training costs to be identified
		To ensure all staff understand the need to work effectively across departments	Management Forum development Provision of support to enable managers to deliver the improvement programme and to enable change	Improvement plan delivered	Action plan to be agreed and costed
Developing the Organisation	Employers Organisation – Pay and Workforce Strategy People Strategy ODPM	To create a Learning Organisation	Put in place a framework for sharing best practice across the organisation and learning organisation action plan	Increase in cross-department working and sharing best practice	Costed within action plan

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Resourcing	E-Governance	To develop E-service	Absence recording & monitoring on line Recruitment advertising process on line On line booking for training courses Annual leave booking on line On line performance review monitoring	E-governance targets met with the provision of a streamlined service for managers and staff. The provision of the information required for effective management	Cost of system upgrade to be confirmed
Resourcing	E-Governance	E-learning	To develop and provide access to quick reference knowledge and blended learning via the intranet	Increased access for staff to the right learning activity at the right time My Learning project Partnership with HCC	Subject to funding from ODPM
Resourcing	Absence Management Policy HSE Stress Management Standards Employee Well-being Policy	Absence Management Stress Management	Reduce levels of absence by 10% Assessment of current stress levels and management programme for reducing levels	10% reduction in absence management levels. Increased productivity. Increased levels of customer service. Better understanding of stressors within the workplace. Effective stress management	Training cost Occupational Health referrals Training
Resourcing	People Strategy	Investors in People	IIP Re-accreditation	Continuing accreditation	£4000

* Corporate/crosscutting issues above the line, departmental issues below the line