

REPORT

To: GENERAL PURPOSES COMMITTEE POLICY AND RESOURCES (PERSONNEL) SUB-COMMITTEE		Subject: DEPARTMENT OF ADMINISTRATION SERVICE PLAN: MONITORING REPORT
From: DIRECTOR OF ADMINISTRATION		
Date: 28 May 2003	Ref: JAF/BN	

1. Purpose of Report

- 1.1 When the Service Plan for the Department of Administration for the period 2001-2004 was approved, it was noted that progress would be monitored. This purpose of this report is to report progress made to 31 March 2003.

2. Key Actions

- 2.1 Key actions identified in the Service Plan and current state of progress are as detailed in the appendix to this report.

3. Recommendation

- 3.1 It is recommended that the Committee, and the Sub-Committee each, for its respective interest, note the progress made with regard to the Department of Administration Service Plan 2001/2004.


Director of Administration

Members seeking further information on the contents of this report are asked to contact John Fleming, Head of Central Services on Extension 2228.

ADMINISTRATION DEPARTMENT: REVIEW OF KEY ACTIONS 2002 / 2003
APPENDIX

Key Action	Source	Target stop date	Achieved as at 31/3/03	Planned to 30/6/03	Corporate Priority	
1	Contribute to development and operation of Corporate Plan Working Groups.	Corporate Management Team/ Corporate Plan	2001/2004	All corporate working groups to which Administration Departmental representatives have been appointed have met and the Department is actively contributing to each Group.	The Department will continue to contribute positively to the work of all Corporate Plan working groups.	1, 2, 4, 5, 7
2	Chair Best Value Working Group.	Corporate Management Team/ Corporate Plan	2001/2004	Working Group has been established. Action Plan has been prepared and progress reported to the Corporate Management Team.	Oversight of delivery of Best Value Reviews. Development of Training packages and Quality Register. Monitor progress of statutory form of Best Value.	7
3	Chair Human Resources Working Group.	Corporate Management Team/ Corporate Plan	2001/2004	Working Group has been established. Action Plan has been prepared and progress reported to the Corporate Management Team.	Consideration of range of proposals for harmonisation of conditions of service to discuss with the trade unions.	7
4	Publication of Council reports on Internet.	Department	2002/2005	All current material is now published on both the Intranet and Internet. Publication of all Council reports for 2001 completed. Due to impact of Election work it has not been possible to complete publishing of 2000 reports.	Continue with the publication of Council reports for 2000 and commence publication of reports for 1999.	1 - 7
5	Publication of Council agendas on Internet.	Department	2002/2005	All current material is now published on both the Intranet and Internet. Publication of all Council agendas for 2001 completed. Due to impact of Election work it has not been possible to complete publishing of 2000 agendas	Continue with the publication of all Council agendas for 2000 and commence publication of agendas for 1999.	1 - 7
6	Publication of Council minutes on Internet.	Department	2002/2003	Complete		1 - 7
7	Make available to elected members home-based electronic access to Council facilities.	Department	2002/2004	Following evaluation of the pilot project this service is now available to all Councillors and has been provided to all Councillors who have requested it.	Options for telecommunication links continue to be evaluated. Make arrangements for further members following Election in May 2003.	1 - 7
8	Support and resource the Council and the Chief Executive in evaluation of the revised decision-making process.	Corporate	2002/2003	Reported to Policy and Resources Committee on evaluation of the revised decision-making process. Published Guide to decision making process.	Continue to support and resource the Council and the Chief Executive in evaluation of the revised decision-making process.	1 - 7
9	Implement the Council's decisions with regard to the evolving relationships with the Council's twinning partners.	Council Decision	2002-2004	Prepare arrangements for formal twinning visits from Schweinfurt and Les Marches and for the Council's participation in the recognition of the 40 th anniversary of the establishment of twinning links with Saint Denis.	Host Schweinfurt twinning visit. Continue to prepare arrangements for visit from Les Marches and participate in the recognition of the 40 th anniversary of the establishment of twinning links with Saint Denis.	

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10	Submit application for Investors in People accreditation.	Department	2002	Investors in People Accreditation achieved. Action Plan for 2003/2004 prepared.	Implementation of Investors in People Action Plan for 2003/2004	7
11	Prepare for reassessment of Charter Mark status for Area/Registration Service.	Government Initiative	2002/2004	Charter Mark status for excellence in customer service was achieved by the Area Registration Service in December 2000. Notification has been received that following revisals to the criteria for Charter Mark, reassessments due in 2003 have been postponed until 2004.	The service will continue to work to Charter Mark standards with a view to reassessment in 2004.	7
12	Continue to improve and develop the programme of training and development for elected members.	Department	2001/2004	Work commenced on Induction Programme for New Councillors and Members Training and Development Programme for 2003/2004 .	Implementation of New Members Induction and Members Training and Development Programme	1 – 7
13	Develop and implement licensing system for civil marriage venues.	New Legislation	2002/2004	Following the enactment of the Marriage (Scotland) Act 2002 the Council has approved and implemented a new licensing system for civil marriage venues outwith Registration Offices which extends the service for provision of civil marriages in North Lanarkshire to include weekday evenings, Saturdays and Sundays.	Continue to monitor use of the service.	1
14	Enhance links with the General Register Office for Scotland and explore improvement of genealogical research.	General Register Office for Scotland	2002/2004	Link to the FER (Forward Electronic Register) established. Roll out of FER planned	FER Roll out to be implemented within all North Lanarkshire Registration Offices. Preparatory work will be undertaken in conjunction with IT Services and the General Register Office for Scotland to establish links with the DIGROS system. (Digital Imaging of the Genealogical Records of Scotland's People)	1
15	Investigate enhancement of Registration Services in light of Registrar General's proposals for registration in the 21 st century.	GRO	2002/2004	Preliminary indications of proposals noted: further details awaited.	Evaluate any detailed proposals issued by the Registrar General for Scotland.	1
16	Explore possibility of relocating Registration Office in Cumbernauld.	Department	2002/2004	Tender accepted. Adaptations at Bron Way almost complete.	Relocation of Area/Registration Office in Bron Way, Cumbernauld scheduled for May 2003.	4, 5
17	Explore possibility of relocating Coatbridge Registration Office.	Department	2002/2004	The Council has committed to the development of the former Municipal Baths, Main Street, Coatbridge and this has been identified as an excellent location for the Coatbridge Registration.	Secure agreement in principle to relocation of Coatbridge Registration Office	

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18	Explore possibility of relocating Motherwell Registration Office.	Department	2002/2005	The possibility of relocating or refurbishing Motherwell Registration Office continues to be explored.	Submit proposals for refurbishment of Motherwell Registration Office and its environs.	4, 5
19	Develop plans for combined elections in May 2003.	Statutory Requirement	2002/2004	Complete detailed arrangements to deliver combined elections in May 2003.	Complete	4, 5
20	Implement an effective and efficient Freedom of Information regime within the Council which will secure provision of appropriate information within the timescale set out in the Freedom of Information (Scotland) Act 2002.	Government Initiative	2002/2004	Working group established has identified the implications for the Council of the Freedom of Information (Scotland) Act 2002 and the action requiring to be taken.	Submit to General Purposes Committee initial proposals for Council's compliance of the Freedom of Information (Scotland) Act 2002.	2, 6, 7
21	Human Rights Act – Staff development and training	Government Initiative	2002/2005	Significant resources applied to development and training.	Continued development and training	1 – 7
22	Human Rights Act – Audit of Council's functions	Government Initiative	January 2003	Departmental audits completed, action plan implemented.		3 – 5
23	Debt Recovery – Corporate Review	Council Initiative	March 2003	Review complete and recommendations of Finance Committee implemented. New procedures introduced and monitored		1 – 7
24	Introduce Anti-Social Behaviour Policy	Council Initiative	March 2003	Task Force established. Provision has been monitored and new procedures introduced to cover new services and improve service delivery.		5 and 6
25	Civic Government (Scotland) Act Enforcement	Department Initiative	March 2003	Enforcement Officers in Post. Service monitored.		1, 5, 6
26	District Court upgrades	Department Initiative	March 2005	Motherwell Court completed. Coatbridge Court pending.	Action dependant on redevelopment assessment	6
27	District Court performance measures established	Service Review	March 2003	Performance measures in place Results published.		6
28	Monitor and review achievement of capital receipts	Performance Management	March 2003	Continuing monitoring	Achieve capital receipt targets	1 - 5
29	Implement roll out of DCAS system to District Courts	Department Initiative	March 03	Roll out complete		6
30	Pilot Performance Review and Development Scheme with Chief Officers and evaluate process with a view, thereafter, to introducing the Performance Review and Development Scheme across the Council.	Department	2001/2002	The Performance Review and Development Scheme has been piloted with all Chief Officers. The Scheme was revised in December 2002 to incorporate a performance related pay element for Chief Officers.	A cross-departmental group established to devise and implement a performance and development scheme for officers at 3 rd and 4 th tier levels, linked to core managerial and leadership competencies.	1, 2, 7

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31	Assist departmental managers to include fire risk assessments as part of the Council's risk assessment procedures.	Government Initiative	2001/2002	Pilot exercise completed. Personnel in each department trained to undertake fire risk assessments .		1, 4, 6
32	Reduce working days lost per 100,000 employees from health and safety failures by 10%, incidence rate of major injury accidents by 5% and incidence rate of cases of ill health by 10%.	Government Initiative	2001/2002	This action has been under consideration within departmental Health and Safety Forums and will also be impacted on by the corporate Best Value Review of Absence Management currently underway.	Work on absence module ongoing	1, 4, 6, 7
33	Formulate policies and guidance in relation to Hand Arm Vibration and Organisation of Events and review Asbestos Fire Policies.	Government Initiative	2001/2002	Hand Arm Vibration and Organisation of Events Policies included in revised Health and Safety policy. Asbestos Sub-Group have drafted revised Asbestos Policy		1, 4, 6, 7
34	Continue to develop the corporate personnel information system to all departments of the Council including development of an effective analytical reporting tool.	Department	2001/2002	Integration of payroll and personnel procedures well underway, which will facilitate roll out of system to outstanding departments of Community Services, Social Work and Education. Reporting tool installed and in use in departments.	Employee data to be completed for Education and Social Work departments. Post data and employee data for Community Services to be phased in.	1, 7
35	Continue implementation of the Single Status Agreement.	Consultation	2001/2002	Corporate HR Working Group in final stages of devising proposals for harmonisation of conditions of service.	A report to Corporate Management team for consideration of proposals on harmonised conditions. Open discussions with the trade union side.	1, 7
36	Progress implementation of Job Evaluation Scheme.	Consultation	2001/2002	Progress to date is in accordance with the agreed Project Plan.		7
37	Review and update existing personnel policies to reflect best practice, corporate standards and the impact of legislation and develop new policies on eg Carers and Adoption Leave for Employees.	Department	2001/2002	Policies on Parental Leave; Special Leave; Adoption Leave; Training and Development and Use of Telecommunications have been adopted by the Council.	Review of Maternity Provisions Policy; Health and Safety Policy; Harassment Policy; Disciplinary Policy; Absence Management Policy and Grievance Policy; devise policy on Disclosure Information.	1, 5, 6, 7
38	Implement new arrangements for recruitment procedures.	Best Value Review	April 2002/March 2003	Revised and expanded on-line vacancy system.	Introduce e-bulletin to streamline advertising processes.	7
39	Introduce training and development software to facilitate collation of training needs.	Best Value Review	April 2002/March 2003	Cross departmental agreement to introduce RTIX TQM-P as corporate system. Central funding secured to resource installation and basic roll-out costs.	Progress work with IT Services to identify technical requirements/implications of system installation. Develop implementation plan.	7
40	Develop and introduce an Absence Management Strategy which will include an electronic reporting tool and departmental targets.	Department	April 2002/March 2003	Absence Management Module developed and in initial stages of testing.	Finalise testing of module. Develop implementation plan and roll out module to departments.	7

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41	Develop a strategy for identifying and controlling work related stress or other mental health conditions	Government	April 2003/March 2004	A Strategy for health related conditions will be considered as part of review of absence management arrangements will be the subject of consideration by the Corporate Best Value Review of Absence Management.	Finalise testing of Absence Module to record data on reasons for absence.	
42	Review existing rehabilitation arrangements for all occupational health related illnesses and accidents, and consider the inclusion of rehabilitation within the Health and Safety Policy.	Government	April 2003/March 2004		Rehabilitation arrangements under consideration in review of Absence Management Policy.	