

REPORT

To: GENERAL PURPOSES COMMITTEE POLICY AND RESOURCES (PERSONNEL) SUB-COMMITTEE		Subject: DEPARTMENT OF ADMINISTRATION PERFORMANCE MANAGEMENT REPORT
From: DIRECTOR OF ADMINISTRATION		
Date: 4 May 2004	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 and reported.
- 1.2 In line with the performance management framework the opportunity has also been taken to report on absence management statistics and statutory performance indicators.
- 1.3 The monitoring period for this report is 1 October 2003 to 31 March 2004.

2. **Performance Results**

- 2.1 Key actions identified in the Service Plan and progress between 1 October 2003 and 31 March 2004 are as detailed in the appendix to this report.
- 2.2 Administration Department Absence Statistics 2003/04.

Division	2003			2004			2003/ 2004
	October	November	December	January	February	March	
Central Services	7.97	6.11	9.32	5.91	4.71	5.07	6.52
Legal Services	3.98	1.90	2.99	4.71	3.22	3.75	3.54
Personnel Services	4.62	3.78	7.21	4.90	4.04	3.50	4.66
Administration	6.03	5.29	6.78	5.30	4.07	4.30	5.2

2.3 Statutory Performance Indicators

PERFORMANCE INDICATOR	YEAR 2003/2004						
	F	Q1	Q2	Q3	Q4	Year	Target
F = Frequency: A = Annually: Q = Quarterly							
Responses to Ombudsman							
No of Cases referred	Q	10	6	3	5	24	0
The number of complaints accepted for enquiry by the Ombudsman which resulted in a local settlement	Q	1	1	3	5	10	0
% of Responses within Ombudsman's timescale	Q	75%	0%	0%	50%	62.5%	100%
No of cases where formal investigation takes place	Q	0	1	0	0	1	0
No of findings of maladministration	Q	0	0	0	0	0	0
% of responses issued without receipt of reminder from Ombudsman	Q	75%	0%	33%	100%	69%	100%

Council House Sales		Q1	Q2	Q3	Q4	Year	Target
Actual completion 20 weeks and under	Q	53%	52%	51%	40	49	50%
Actual completion 21 - 26 weeks	Q	28%	41%	38%	46	39	40%
Actual completion 27 - 32 weeks	Q	13%	4%	9%	10	9	5%
Actual completion 33 weeks and over	Q	6%	3%	2%	4	3	5%

Absence Management – Council Wide		Q1	Q2	Q3	Q4	Year	Target
JNC & APT&C							
%age Absence	Q	6.19%	6.42%	6.65%	7.07%	6.58%	5%
Craft & Manual							
%age Absence	Q	6.92%	6.6%	6.89%	6.7%	6.77%	6%
Teachers							
North Lanarkshire	Q	5.11%	2.45%	4.71%	5.71%	4.49%	
North Lanarkshire Council Absence Figures for 2003/2004	A				6.65%	6.65%	

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 2003/04

Key Action		Source	Target stop date	Progress between 1 October 2003 to 31 March 2004	Corporate Priority
3.1	Contribute to development and operation of Corporate Plan Working Groups.	Corporate Management Team/Corporate Plan	2001/2004	Administration Department representatives have actively contributed to each Group.	All priorities
3.2	Chair Best Value Working Group.	Corporate Management Team/ Corporate Plan	2001/2005	Monitored and progressed Best Value Working Group Action Plan.	7
3.3	Oversee compliance with Best Value duties from The Local Government in Scotland Act.	Best Value Working Group and Corporate Management Team	2002/2005	Considered actions required as a result of Council's participation in Pilot Best Value and Community Planning Audit.	7
3.4	Chair Human Resources Working Group.	Corporate Management Team/ Corporate Plan	2001/2004	Developed proposals for harmonisation framework in the context of single status. Negotiations on harmonisation proposals ongoing.	7
3.5	Publication of Council reports on Internet.	Department	2002/2005	All current reports now published on Internet. Published reports for 1999.	7
3.6	Publication of Council agendas on Internet.	Department	2002/2005	All current agendas now published on intranet. Published agendas for 1999.	7
3.7	Make available to elected members home-based electronic access to Council facilities.	Department	2002/2004	To date 40 elected members have home access. Broadband links have been evaluated and will be progressed in 2004/05.	7
3.8	Implement the Council's decisions with regard to the evolving relationships with the Council's twinning partners.	Council Decision	2002-2004	Participated in the final recognition of the 40 th Anniversary of twinning links with Saint Denis.	7
3.9	Prepare for reassessment of Charter Mark status for Area/Registration Service.	Government Initiative	2002/2004	Completed self assessment against new Charter mark criteria. 2004/05 Charter Mark Action Plan formulated.	7
3.10	Continue to improve and develop the programme of training and development for elected members.	Department	2001/2004	5 Sessions of the 2003/04 Members Training and Development Programme delivered. 2 members now undertaking Further/Higher Education.	7
3.11	Develop and implement licensing system for civil marriage venues.	New Legislation	2002/2004	9 premises approved under the new Licensing System	1

Key Action		Source	Target stop date	Progress between 1 October 2003 to 31 March 2004	Corporate Priority
3.12	Enhance links with the General Register Office for Scotland and explore improvement of genealogical research.	General Register Office for Scotland	2002/2004	GSX Link for FER in place. All Registration staff trained on FER. Marriage Module implemented. Births and Deaths temporarily withdrawn. Further details awaited from General Register Office for Scotland.	1
3.13	Investigate enhancement of Registration Services in light of Registrar General's proposals for registration in the 21 st century.	GRO	March 2004	Citizenship Seminars attended. Preparation for Citizenship Ceremonies undertaken. Provision of Naming and Reaffirmation Ceremonies approved.	1
3.14	Explore possibility of relocating Coatbridge Registration Office.	Department	2002/2004	Former Baths Site redevelopment proposals subject to corporate consideration.	1
3.15	Explore possibility of relocating Motherwell Registration Office.	Department	2002/2005	Refurbishment of Motherwell Registration Office underway. Completion date 9 April 2004	1
3.16	Develop plans for combined elections in May 2003.	Statutory Requirement	2002/2004	Complete	4, 5
3.17	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 Act (Scotland) 2002.	Government Initiative	2002/2004	Draft publication scheme completed and submitted by end of February 2004.	2, 6, 7
3.18	Resource and advise the Council on options arising from legislative changes with regard to local authority meetings.	Statutory changes	2003/2004	Established Member/Officer Group on Local Governance (Scotland) Bill	7
3.19	PPP Activities, especially Education 2010	Council Initiative	2002/2005	Negotiations with last two bidders ongoing.	1

Key Action		Source	Target stop date	Progress between 1 October 2003 to 31 March 2004	Corporate Priority
3.20	Regulation of Investigatory Powers Act 2000 implementation	Government Initiative	2001/2004	Continued to develop corporate policies and procedures	7
3.21	Civic Government (Scotland) Act 1982 Enforcement Activity	Department Initiative	2001/2004	3 Enforcement Officer posts in place	5,6
3.22	Liquor Licensing Review	Government Initiative	2001/2004	Nicholson Committee Report issued. Response to Scottish Executive issued. Awaiting legislation.	5, 6
3.23	Human Rights Act - Monitoring of Council	Government Initiative	2001/2004	Human Rights Audit completed. Reported to Council	5, 6, 7
3.24	Land Reform legislation	Government Initiative	2001/2004	Planning for commencement date.	5, 6, 7
3.25	District Court upgrades	Department Initiative	2001/2005	Option of participation in corporate project selected. Further action deferred pending outcome of summary justice review.	6
3.26	Continue implementation of Single Status Agenda	National Agreement	April 2003/ Sept 2003	Continued negotiations with trade unions on harmonisation proposals.	7
3.27	Continue implementation of Corporate Personnel Information System	Department	2002/2004	Completed integration process between Payroll and Personnel. System being rolled out according to Project Plan.	7
3.28	Progress implementation of Job Evaluation Scheme	National Agreement	April 2003/ Sept 2003	Evaluation process at final stage of completion. Pay and grading model at advanced stage of development.	7
3.29	Develop partnership approach to service delivery for Training and Development	Department	2002/ Sept 2003	Continued to create and develop opportunities for working in partnership with client departments.	7
3.30	Progress implementation of the corporate Training and Development Policy through the established corporate Training and Development Forum.	Department	2002/ April 2004	Reviewed policy and guidelines in practice.	7

Key Action		Source	Target stop date	Progress between 1 October 2003 to 31 March 2004	Corporate Priority
3.31	Extend Performance Review and Development Scheme within the Council	Corporate	2003/ April 2004	Completed review of PRD Scheme. Ready to roll out to 3 rd and 4 th tier Officers.	7
3.32	Introduce e-learning approaches to I.T.	Department	2003/2004	a) 150 Delegates undertaking ECDL via E-Learning with 80% achievement rate. b) Leadership Development Programme piloted. c) On-Line report writing and diversity training made available. d) Courseware developed for corporate induction.	7
3.33	Review Skillseekers Programme with a view to expansion of access to programme.	Department	2003/2004	SVQ in Using IT introduced.	7
3.34	Continue to review employment policy framework.	Department	2003/2004	Policies on Equality of Opportunity in Employment, Discipline, Grievance, Harassment and redeployment being reviewed by inter departmental working group.	7
3.35	Continue to develop health and safety guidelines for inclusion in Council Health and Safety Manual	Department	2003/2004	Lone Working Scheme piloted in Social Work and Housing and Property Services Departments.	4, 7
3.36	Seek accreditation of SHAW award for Civic Centre	Department	2003/2004	a) Developed framework for introduction of health checks. b) Publicity campaigns mounted on health issues in preparation for submission of SHAW Award.	4, 7
3.37	Develop a strategy for identifying and controlling work related stress or other mental health conditions	Government	April 2003/ March 2004	Evaluate risk assessment approach based on Health and Safety Executive's New Management Standards on Stress. Specification for Corporate Absence Recording Module finalised: Absence Module in final testing stages.	4, 7

Key Action		Source	Target stop date	Progress between 1 October 2003 to 31 March 2004	Corporate Priority
3.38	Review existing rehabilitation arrangements for all occupational health related illnesses and accidents, and consider the inclusion of rehabilitation within the Health and Safety Policy	Health, Safety and Welfare Forum	April 2003/ March 2004	Occupational Health Contract out to tender. Specification for Corporate Absence Recording Module finalised: Absence Module in final testing stages.	4, 7
3.39	Best Value Review of Absence Management	Corporate	2002/ February 2003	Review of Absence Management Policy. Development of workforce health initiatives.	4, 7
3.40	Compliance with Race Relations (Amendment) Act 2000	Government	November 2002/ November 2003	Implemented departmental action plan to comply with corporate Race Equality Scheme.	7