

## REPORT

To: GENERAL PURPOSES COMMITTEE POLICY AND RESOURCES (PERSONNEL) SUB-COMMITTEE		Subject: DEPARTMENT OF ADMINISTRATION PERFORMANCE MANAGEMENT REPORT
From: DIRECTOR OF ADMINISTRATION		
Date: 1 October 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.
- 1.3 The monitoring period for this report is 1 April to 30 September 2004.

2. **Performance Results**

- 2.1 Key actions identified in the Service Plan and progress between 1 April and 30 September 2004 are as detailed in the appendix to this report.
- 2.2 Administration Department Absence Statistics 2004/05

Division	Target Performance 2004/05 - 5.92%					
	April	May	June	July	August	Combined Performance April - August
Central Services	4.63	3.64	3.65	2.69	2.39	3.43
Legal Services	4.29	5.21	3.51	3.19	2.90	3.80
Personnel Services	3.71	3.57	5.14	3.48	2.24	3.66
Administration	4.32	4.21	3.66	3.03	2.55	3.6

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.

## REVIEW OF KEY ACTIONS 2003/04

Key Action		Source	Target stop date	Progress between 1 April 2004 and 30 September 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 docketed reports 1996 to date have have been published. All current reports now published on Internet. Publishing reports for 1999.	7
3.6	Publication of Council agendas on Internet.	Department	2002/2005	All docketed reports 1996 to date have have been published All current agendas now published on intranet. Publishing agendas for 1999	7
3.7	Make available to elected members home-based electronic access to Council facilities.	Department	2002/2004	38 elected members have home access. Broadband links have been evaluated 5 Broadband installations are planned. A separate report on broadband connections has been prepared.	7
3.8	Implement the Council's decisions with regard to the evolving relationships with the Council's twinning partners.	Council Decision	2002-2004	Arrangements were made for two Meulan Exchange visits held in May and June 2004. Arrangements have been made for a Twinning visit from Bron to celebrate the 30 <sup>th</sup> Anniversary of twinning links with Bron in October 2004.	7
3.9	Prepare for reassessment of Charter Mark status for Area/Registration Service.	Government Initiative	2002/2004	Pre Assessment for Charter Mark undertaken in June 2004. Charter Mark Action Plan being progressed. Assessment dates arranged for 2 and 3 December 2004.	7

Key Action		Source	Target stop date	Progress between 1 April 2004 and 30 September 2004	Corporate Priority
3.10	Continue to improve and develop the programme of training and development for elected members.	Department	2001/2004	2003/04 Programme of Members Training and Development Programme delivered. 3 members now undertaking Further/Higher Education. Consultation on the 2004/05 completed. Delivery of the 2004/05 Programme underway.	7
3.11	Develop and implement licensing system for civil marriage venues.	New Legislation	2002/2004	Developed and fully Implemented.	1
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. Subject to satisfactory load testing by General Register Office for Scotland, Births and Deaths Modules have been scheduled for implementation in North Lanarkshire in November 2004.	1
3.13	Investigate enhancement of Registration Services in light of Registrar General's proposals for registration in the 21 <sup>st</sup> century.	GRO	March 2004	Citizenship Seminars introduced. To date 16 new citizens have attended 4 ceremonies in North Lanarkshire. Scripts prepared for Naming and Reaffirmation Ceremonies.	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 was completed in April 2004.	1
3.16	Develop plans for combined elections in May 2003.	Statutory Requirement	2002/2004	Completed.	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	North Lanarkshire Publication Scheme approved and published on Website. Implementation report prepared and submitted to Policy and Resources Committee in September 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	Member/Officer Group on Local Governance (Scotland) Act established. Current efforts are centred on tracking progress of the Bill and 3 associated Working Groups. Report prepared for Policy and Resources Committee. Ward Boundary Review.	7

Key Action		Source	Target stop date	Progress between 1 April 2004 and 30 September 2004	Corporate Priority
3.19	PPP Activities, especially Education 2010	Council Initiative	2002/2005	Full legal resourcing of Council with regard to Public Private partnerships	1
3.20	Regulation of Investigatory Powers Act 2000 implementation	Government Initiative	2001/2004	Continued to develop corporate policies and procedures	7
3.21	Civic Court (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	2003/2005	Finalised management side proposals; opened negotiations with joint trade union side; presented interim progress report to CMT.	7
3.27	Continue implementation of Corporate Personnel Information System	Department	2002/2005	Integration processes finalised and completed in Administration; Finance; Chief Executive's; Housing and Property Services and Education; partially completed in Social Work.	7
3.28	Progress implementation of Job Evaluation Scheme	National Agreement	2003/2005	Majority of benchmark and non-benchmark job overviews agreed; Consistency checking process at advanced stage of completion; Consideration of suitable pay models; Presentation of progress to date to Corporate Management Team	7
3.29	Develop partnership approach to service delivery for Training and Development	Department	2002/2003	Continued to create and develop opportunities for working in partnership with client departments.	7

Key Action		Source	Target stop date	Progress between 1 April 2004 and 30 September 2004	Corporate Priority
3.30	Progress implementation of the corporate Training and Development Policy through the established corporate Training and Development Forum.	Department	2002/ 2004	Reviewed policy and guidelines in practice.	7
3.31	Extend Performance Review and Development Scheme within the Council	Corporate	2003/2004	PRD Scheme rolled out to 3 <sup>rd</sup> and 4 <sup>th</sup> tier Officers.	7
3.32	Introduce e-learning approaches to I.T.	Department	2003/2004	<p>Online Diversity module included as pre-course work for delegates attending Recruitment &amp; Selection courses. Module also included in Departmental induction programmes.</p> <p>Guidelines on legislative requirements relating to diversity produced and published on the Council's intranet.</p> <p>Diversity workshop for managers piloted.</p> <p>Developments being looked at to allow access to E-Learning materials via the Internet.</p> <p>Pilot leadership Development Programme utilising on line learning.</p> <p>On-line report writing and Diversity training.</p> <p>Bespoke courseware development linked to corporate induction.</p>	7
3.33	Review Skillseekers Programme with a view to expansion of access to programme.	Department	2003/2004	Number of Level 2 trainees increased from 23 to 30. Introduced Using Information Technology VQ and currently piloting with 1 trainee. Introduced PDA in Civil Engineering and recruited 2 trainees to this programme.	7

Key Action		Source	Target stop date	Progress between 1 April 2004 and 30 September 2004	Corporate Priority
3.34	<p>Continue to review employment policy framework.</p> <ul style="list-style-type: none"> <li>• Secondment</li> <li>• Redeployment</li> <li>• Carers Policy</li> <li>• Homeworking</li> <li>• Disability Discrimination</li> <li>• Harassment</li> </ul>	Department	2003/2004	<p>Guidance drafted.</p> <p>Revised Policy and Guidance in final stages.</p> <p>Revision to Special leave Policy drafted.</p> <p>Draft terms agreed. Pilot set up and employees ready to commence.</p> <p>Guidance Note drafted and issued September 2004.</p> <p>Draft policy and guidance to be issued to departments in September 2004.</p>	7
3.35	<p>Continue to develop health and safety guidelines for inclusion in Council Health and Safety Manual</p> <ul style="list-style-type: none"> <li>• Smoking in Council premises</li> <li>• Stress</li> <li>• Asbestos</li> <li>• Robust Monitoring Procedures.</li> <li>• Lone working</li> <li>• Work Equipment</li> <li>• Electricity in the Workplace</li> </ul>	Department	2003/2004	<p>Audit of policy in operation completed.</p> <p>Draft procedure under consideration for introduction on a pilot basis.</p> <p>Completed</p> <p>In final draft stages</p> <p>Review of pilot scheme</p> <p>Revised draft out to consultation</p> <p>Revised draft out to consultation</p>	4, 7
3.36	Seek accreditation of SHAW award for Civic Centre	Department	2003/2004	SHAW application for Bronze Award has been finalised and formal submission is expected to take place in early October.	4, 7

Key Action		Source	Target stop date	Progress between 1 April 2004 and 30 September 2004	Corporate Priority
3.37	Develop a strategy for identifying and controlling work related stress or other mental health conditions	Government	2003/2004	Evaluation of risk assessment approach based on Health and Safety Executive's New Management Standards on Stress. Commencement of implementation of corporate absence recording module to enable production of meaningful management information on stress and other mental health conditions.	4, 7
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.	Department	2003/ 2004	More robust occupational health service contract agreed. Management Information reports set up to analyse incidence of industrial injuries recorded on cyborg absence recording system. Absence Module implemented in Administration; Finance; Planning and Environment; and Chief Executive's .	4, 7
3.39	Best Value Review of Absence Management	Corporate	2003/2004	All sub groups from the full review Group have finalised their recommendations. Main Review group report at final draft stage.	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