

REPORT

To: GENERAL PURPOSES COMMITTEE AND POLICY AND RESOURCES (PERSONNEL) SUB-COMMITEE		Subject: ADMINISTRATION DEPARTMENT SERVICE IMPROVEMENT PLAN 2005/06 - EXCEPTIONS REPORT
From: DIRECTOR OF ADMINISTRATION		
Date: 8 May 2006	Ref: JAF/BN	

1. **Purpose of Report**

The purpose of this report is to update the General Purposes Committee and the Policy and Resources (Personnel) Sub-Committee of actions in the Administration Service Improvement Plan for 2005/06 outstanding as at 31 March 2006.

2. **Background**

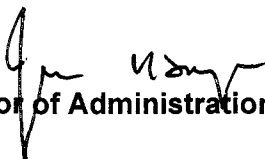
- 2.1 North Lanarkshire Council has an established three year programme of integrated service improvement and financial planning linked to the Corporate Plan.
- 2.2 Service improvement planning is a key element of the Council's corporate planning and management process. Service planning provides the mechanism whereby departmental action, resources and personnel may be linked directly to the Council's corporate priorities, service provision requirements, the budget and community needs.
- 2.3 Revised Service Improvement Plan Guidelines issued to departments in 2005 introduced the requirement to report by exception actions from the 2005/06 service improvement plan outstanding as at 31<sup>st</sup> March 2005.

3. **Exceptions**

Outstanding actions within the Administration Service Improvement Plan are summarised in the Appendix to this report.

4. **Recommendation**

The Committee is asked to note the position.



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.

Key Actions		Source	Target start & stop dates	Progress between 30 September 2005 and 31 March 2006	Planned to 30/9/06	Corporate Priority
1.37	Implement Upgrades to Cyborg Corporate personnel System	Department	Ongoing to March 2006	<ul style="list-style-type: none"> <li>▪ trained two further area teams within Social work.</li> <li>▪ instigated final departmental check of structure to enable process to go "live" in area teams.</li> <li>▪ finalised integration process within Sports Section of Community Services</li> <li>▪ trained Building Cleaning staff on integration process</li> <li>▪ instigated final departmental check of structure to enable process to go "live" in Building Cleaning.</li> <li>▪ continued discussion with education to finalise structure data.</li> </ul>	In the next six months, it is planned:- to finalise the training for remaining team in Social work and finalise integration process; to launch "live" pilot in one of Building Cleaning area teams; to continue the roll out of the absence module in Community Services and Education.	Developing the Organisation
1.38	Continued development of HR e-processes	Department	Ongoing to March 2006	<ul style="list-style-type: none"> <li>▪ finalised specification for interim corporate recruitment database</li> </ul>	Commence development of a specification for corporate recruitment database.	Developing the Organisation
1.40	Implementation of Property Based System for Health and Safety Data	Department	Ongoing to March 2006	<ul style="list-style-type: none"> <li>▪ ran Workshops for system users</li> <li>▪ launched System</li> <li>▪ consulted on format of management reports</li> </ul>	Set up management reports	Developing the Organisation  Promoting health wellbeing and care.
1.41	SHAW Award Scheme	Department	Ongoing to March 2006	<ul style="list-style-type: none"> <li>▪ produced Draft Portfolio for Silver Award</li> </ul>	Submit portfolio for Silver Award	Developing the Organisation Promoting health wellbeing and care.
1.42	Finalise framework for Loneworking	Department	Ongoing to March 2006	<ul style="list-style-type: none"> <li>▪ submitted report on proposals for consideration of Corporate Management Team</li> </ul>	develop feasibility study for introduction of bespoke lone worker management system  submit funding bid for system	Developing the Organisation Promoting health wellbeing and care.
1.44	Review of Health and Safety Policies	Department	Ongoing to March 2006	<ul style="list-style-type: none"> <li>▪ issued revised policy and guidance in response to new legislation prohibiting smoking in the workplace.</li> <li>▪ finalised draft of guidance on Controlling Contractors.</li> </ul>	Publish guidance on controlling contractors in the Workplace	Developing the Organisation Promoting health wellbeing and care.

## Exceptions Report

Key Actions		Source	Target start & stop dates	Progress between 30 September 2005 and 31 March 2006	Planned to 30/9/06	Corporate Priority
1.12	To continue to secure, within the resources available, adaptation, refurbishment and maintenance of the Council's headquarters to meet the Council's needs	Corporate	2004 to 2006	<ul style="list-style-type: none"> <li>substantially completed courtyard works</li> <li>secured committee approval for extension of the work to access stairways</li> </ul>	Complete work to access stairways	Developing the organisation
1.15	To utilise FER & DIGROS to enhance links between North Lanarkshire Registration Service and the General Register Office for Scotland and to explore the potential to enhance Genealogical Search facilities available in North Lanarkshire through the development of one or more Family Research Centres	Department	2004 to 2006	<ul style="list-style-type: none"> <li>ordered equipment for family history centre</li> <li>commissioned rewiring work</li> <li>relocated communications cabinet and server</li> <li>drafted publicity leaflet</li> </ul>	Bellshill Family History Centre operational	Developing the organisation
1.16	To liaise with other Council Departments in the redevelopment of the Baths Site to achieve the relocation of the Coatbridge Registration Office and, in the interim to comply with the Disability Discrimination Act in regard to the Registration Service in Coatbridge	Department Disability Discrimination Act	1004 to 2006	<ul style="list-style-type: none"> <li>obtained confirmation that redevelopment of the Baths site remains a Council priority, albeit, with a later completion date</li> </ul>	Ascertain exact status and completion date for Baths site development	Developing the organisation
1.20	Extend range of material available on Internet by publication of calling notices, agendas, minutes and reports for 1998	Department	2005 to 2006	<ul style="list-style-type: none"> <li>published 5,000 documents on the Council's website in the year to 31 March via the MARS system</li> <li>to date almost 35,000 documents have been published</li> </ul>	Work towards completion of 1998 documents	Developing the organisation
1.22	Continue to contribute to the development of Education 2010, Lanarkshire Waste Management Partnership and other partnership arrangements considered and/or entered into by the Council	Corporate	2004 to 2006	<ul style="list-style-type: none"> <li>the scope of the Lanarkshire Waste Management Project was rewritten</li> </ul>	This project will continue until 2007/2008	Improving housing and the environment

Key Actions		Source	Target start & stop dates	Progress between 30 September 2005 and 31 March 2006	Planned to 30/9/06	Corporate Priority
1.26	Development and implementation of e-learning modules to support compliance with organisational policies and procedures.	Department	April 2005 to March 2006	<ul style="list-style-type: none"> <li>Absence module is now in final stage, and due to be published on intranet NLC intranet in mid May. Best Value module (collaborative project with E-learning alliance) is currently being piloted by member authorities.</li> <li>Discipline &amp; Grievance Module – information gathering underway.</li> <li>Health &amp; Safety modules – information gathering underway.</li> </ul>	<p>Best Value module to be published by December 2006.</p> <p>Publication/launch planned for September 2006.</p> <p>Publication and launch of Display Screen Equipment/Work Station Assessment module</p>	<p>Encouraging Lifelong Learning</p> <p>Developing the Organisation.</p>
1.30	Re-launch of corporate induction programme.	Department	April 2005 to March 2006	<ul style="list-style-type: none"> <li>Welcome Pack – now in the final stages, due to be passed to Corporate Communications for printing on 2 May 2006.</li> </ul>	<p>Currently working with Scottish E-learning Alliance to produce an online induction module, customised for North Lanarkshire Council. Planned publication date of 31 March 2007.</p>	<p>Developing the Organisation.</p>
1.35	Implement revised arrangements for absence management	Department	Ongoing to January 2005 and planned to 31 March 2006.	<ul style="list-style-type: none"> <li>produced guidance on absence management policy</li> <li>publicised absence management policy</li> <li>continued to monitor and report results to committee</li> <li>review contract by May 2006 in line with review of Community Health Partnerships</li> </ul>	<p>Guidance produced and absence policy publicised. Results are monitored and results reported to committee on quarterly basis. Time slippage by NHS on review of Community Health Partnerships. Will review the position by 30 September 2006.</p>	<p>Promoting health wellbeing and care. Developing the organisation</p>