

ANGUS COUNCIL

PERSONNEL & PROPERTY SERVICES COMMITTEE

13 JUNE 2000

**BEST VALUE SERVICE REVIEW - PERSONNEL DEPARTMENT EMPLOYEE DEVELOPMENT SERVICE
REPORT BY DIRECTOR OF PERSONNEL**

ABSTRACT

This report informs Members that a review of the Personnel Department Employee Development Service has been undertaken within the context of the Council's Best Value Action Plan and seeks the Committee's approval for the Service Improvement Plan prepared as a consequence of that review.

1. RECOMMENDATION(S)

The Committee:

- a) note the terms of this report
- b) note and approves the terms of the Service Review of the Personnel Department's Development Service
- c) approves the proposed Service Improvement Plan arising from the review and detailed in the Appendix to this report.

2. INTRODUCTION

In accordance with the schedule of Best Value Service Reviews agreed by this Committee, a Service Review Team was established in August 1999 to review the Employee Development Service within the Personnel Department. The team has now completed its work and submitted its report. A copy of the report is available in the Members' Lounge.

3. ASSESSMENT OF PERFORMANCE

In accordance with the Council's Best Value procedures the review team was required to make a concluding assessment of the performance of the service. The three possible assessment levels are 'below acceptable standard', 'acceptable standard' and 'above acceptable standard'. The team determined the service was of an 'acceptable standard'

4. SERVICE IMPROVEMENT PLAN

The team was also required to prepare recommendations to enhance the service in the form of a Service Improvement Plan. That Plan is shown in the Appendix of this report.

It is disappointing that relevant benchmarking information was not readily available to the team to enable them to make comparisons with Employee Development in other comparable organisations within local government and private sector. However, it is worth noting that the development of benchmarking information is an action required by the Service Improvement Plan.

I endorse the Service Improvement Plan and ask that the Committee approve it as a basis for action.

5. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report. Should it be necessary, any financial implications relating to the implementation of the Service Improvement Plan would be the subject of further reports to appropriate Committees.

6. CONSULTATION

The Chief Executive, Director of Finance and Director of Law & Administration have been consulted on the terms of this report.

JANICE TORBET
Director of Personnel

NOTE No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973, (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above Report.

Action	Responsibility	Timescale
Liaise with Heads of Service to ensure that Training Co-ordinators are wherever possible a member of the Departmental Management Team	Director of Personnel	October 2000
Consider if the IIP team leader should be the same senior officer in each department for better co-ordination	Director of Personnel	October 2000
Examine the provision of improved training & development records	Head of Employee Development, Training & Safety	March 2001
Review systems for analysis of course satisfaction returns by course participants.	Employee Development Manager	March 2001
Review time recording systems	Head of Employee Development, Training & Safety	March 2001
Prepare a 3-5 year strategy to support the delivery of the Council's corporate strategy	Director of Personnel & Chief Officers Management Team	March 2001
Prepare a more accurate picture of the Council's skills resources by building better data.	Director of Personnel	June 2001
Consider the introduction of uniform competency standards for clerical and administration staff	Employee Development Manager	June 2001
Analyse inequalities of provision of training budgets throughout the 15 departments of the Council	Corporate issue Director of Personnel	Corporate VFM
Develop benchmarking data for the service with local government partners	Employee Development Manager	As part of continuous review

