

Some of the achievements from the 2008 – 2011 People Strategy Updates

- New HR Payroll System Phase 2, Employee and manager access. Briefings and training sessions arranged for managers and staff.
- Early bid for IIP re-accreditation in 2008.
- Staff starting to work from home as part of the Flexibility-Works project.
- A new agency preferred supplier agreement.
- Managed the transition of staff to the new local government pension scheme tiered contribution rates, with very few queries from staff.
- Well into our preparation for IIP reassessment in June.
- Planning has started for Phase 3 of the HR Payroll System project, On-Line Recruitment
- Successfully reaccredited with Investors in People for the 4th time in June 2008
- 100% of appraisal returns were achieved by the target date of 31st July 2008.
- Leadership Development, LDT (360 Appraisal) shows good improvements against the Leadership Model.
- Training - Coaching for managers and Story Telling for managers.
- HR Surgeries introduced for staff to call in to ask questions and seek HR advice.
- Running regular open learning sessions.
- Review of Standby and Call out arrangements across the Council.
- Conducting a survey across all staff to support our signing of the skills pledge.
- HR Officers and the Learning and Development Manager are part of the Herts HR Partnership Group and Herts Learning & Development Officer Group exploring joint working and procurement initiatives.
- A series of management development programmes, to support succession planning are launched.
- Use of Resources assessment on workforce planning with level 3 achieved.
- Flu pandemic detailed planning including HR support for business continuity planning.
- HR Business Continuity runs for July payroll.

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- Absence workshops for managers, funded training delivered by EERA, with very positive feedback.
- Succession planning activities, several senior managers complete the Solace Future Public Leaders programme.
- A programme of customer services training activities in liaison with our partners from the HR Pathfinder Groups.
- Career development interviews and NVQ briefings take place to support the terms of the Skills Pledge, signed by the Leader and John Campbell in February.
- A review of the essential learning programmes to ensure they are aligned with our corporate priorities.
- Online appraisals piloted.
- SCF memberships reviewed as a result of the new directorate structure.
- Refreshed Trade Union facilities agreement.
- On-line recruitment pilot of internally advertised role.
- A programme of REIP funded workshops on managing performance for all line managers.
- The ILM 3 Certificate for First Line Managers completes and ILM 5 starts.
- Skills Pledge action plan, several of the actions included already complete e.g. skills audit, career development interviews and NVQ briefings.
- Our absence target is for 2009/10 within reach with a rate of 8.10 days at the end of February.
- Skills pledge, a group of officers complete NVQs in Business Administration.
- Training officers for the delivery of more in-house training.
- Workshop pilot, 'Working in a Political Environment'.
- Absence Target achieved at for 2009/10 8.68 days per person despite losing 101 days to swine flu and 126 days to snow/ice related accidents. 73% of staff had four or less days absence 42% had no absences at all. Our staff were thanked in team talk.
- 2010 Staff Survey overall job satisfaction increased to a very high 77%. Results shared and action planning starts at corporate and service level.
- Turnover ends at 10.2% for 2009/10,
- Equal Pay review completed.

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- 11 officers complete ILM level 3 Certificate in First Line Management and 5 officers at ILM level 5.
- New Member Development plan, which includes a targeted programme of essential activities and a questionnaire to support their personal development.
- All new members attend a welcome evening.
- Following the success of the a pilot, further workshops on 'Working in a Political Environment'.
- A significant contribution to the Office Accommodation project is provided by HR in readiness for the applications.
- Various projects are underway to help us improve our service and cope with decreased capacity. This includes an HR helpline and improvements to our information infrastructure.
- All HR files are sorted and prepared for document imaging.
- Staff Survey - each service has its own staff survey action plan.
- Appraisal cycle finishes, We extract the information from the personal development plans and follow up on the learning and development needs identified.
- A workshop on creative career development piloted and a career development fair is arranged.
- Member development activities- i.e. Handling the Media, Chairing Meetings, Speed reading and Licensing Regulations.
- Update to CMT on progress with the IIP Action Plan.
- Certificate presentations for ILM3 and ILM 5.
- HR processing home-working application forms.
- New workshop designed and implemented 'Managing in an Uncertain Environment'.
- A successful Benefits Day.
- A new retirement workshop piloted in partnership with Stevenage and Dacorum BC.
- Hay Job Evaluation training shared with another Council to ensure a good professionally trained pool of evaluators. We run mock JE panels for the newly trained.
- Our absence target for 2010/11 is within reach of being well exceeded with a rate of 5.08 days at the end of January.

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- In January 2011, online recruitment for all applicants was launched. This allows people to apply for vacancies directly via our website.
- HR Business Continuity runs for February payroll.