Service Improvement Plan *(abridged)* – Human Resources 2006/07- 2008/09

Theme:	
Objective: Implementation of remaining modules for the PSE System and further development of the HR Module	
Action & Milestones	**Success Measures & Targets**
• Develop and deliver Recruitment module including full on-line recruitment. (Please see PSE Project Plan for detailed actions)	• Reduction in resources. Quicker response times, branding of SBC as employer of choice by improving image of the Council. • Enhance reporting procedure. • Target Date May, dependent on work of Northgate IS Ltd.
• Develop and deliver Training & Development Module. (Please see PSE Project Plan for detailed actions)	• Automation of bookings for training courses. • Collation of key skills and training requirements. • Enhance reporting procedure. • Target date of August 2006
• Develop and deliver Health & Safety Module. (Please see PSE Project Plan for detailed actions)	• Automation of Health & Safety course bookings and recording statistics. Enhance reporting procedure. Target date of December 2006
• Develop and deliver "yourself" module. (Please see PSE Project Plan for detailed actions)	• Ability for managers and employees to access and amend their own information. Target date of December 2006.
• Development of the PSE System to automate key triggers within the HR Module	• Target date of May 2006 depending on work of Northgate IS Ltd.
• Investigate the ability to produce Organisation Charts through PSE to ensure full functionality of the "Yourself Module"	• Ability for managers to report on own service area and produce structure reports • Target date of December 2006
• Change Improvements and Priorities Action Plan Development of Management Information Reports from the PSE System	• Produce meaningful information to inform the Council on Workforce profile and demographics to enable development of Workforce Development Plan. Target date March 2006
• Work in Partnership with Darlington Borough Council to assist in introduction of PSE across both Councils (See HR?)	

Service Improvement Plan *(abridged)* **– Human Resources 2006/07- 2008/09**

Theme:	
Objective: Develop the Stockton Darlington Partnership	
Action & Milestones	**Success Measures & Targets**
• Develop the HR Partnership arrangements	• Service Improvements • Improved efficiency • Additional Capacity
• Develop the HR/Payroll System (PSE) Arrangements • Implement a joint payroll system	• Joint payroll system implemented by April 2007

Theme:	
Objective: Integration of Adult Services	
Action & Milestones	**Success Measures & Targets**
• Arrangements to integrate Adult Services with partner organisations in accordance with legislative requirements. The extent of the integration to be determined with the partner organisations.	• Agreed timescales are met and the HR implications are dealt with appropriately and promptly.

Theme:	
Objective: Implementation of Age Discrimination Legislation	
Action & Milestones	**Success Measures & Targets**
• Review current age discrimination policy in light of legislative changes and amend as necessary	• New policy implemented and applied consistently
• Review and amend where necessary other policies and conditions of service affected by legislative change.	• All policies and conditions of service comply with new legislative requirements
• Consult/Inform, Members, managers, trade unions and employees of changes.	• All groups aware of changes and implications
• Write to all employees due to retire (age 65) after 1 October 2006, at least six months prior, informing them of retirement date and right to request to work beyond this date	• Procedure in place to identify employees due to retire at age 65. • All such employees written to at least six months prior to retirement date

Service Improvement Plan *(abridged*) – Human Resources 2006/07- 2008/09

Theme:	
Objective: Introduction of CASE+	
Action & Milestones	**Success Measures & Targets**
This system is an upgrade from Premier Envoy's DOS CASE car mileage and expenses application to a web based application. Due to be implemented June/July 2006. • Information Exchange day-Client Location • Data Collection and Migration- Data collected from client offices and delivered to Premier Offices • Interfaces –Premier Offices • Installation – Clients Office • Training – Clients Office	CASE+ is introduced successfully before or on 1 January 2007.

Theme:	
Objective: Children's Services Integration	
Action & Milestones	**Success Measures & Targets**
• Assist with the HR implications of the reconfiguration of services into the Children's Trust	• Services reconfigured appropriately and the HR implications managed appropriately in accordance with good practice and council policy.

Theme:	
Objective: Disaggregation of Connexions Service into the Children's Trust.	
Action & Milestones	**Success Measures & Targets**
• Form working group comprising representatives of Tees Valley authorities and Connexions staff.	• Working group established with representative membership
• Prepare and agree project plan	• Plan prepared and agreed by all parties
• Agree protocol for secondments	• Protocol prepared and agreed by all parties. Implemented where appropriate.
• Agree protocol for disaggregation of staff amongst authorities	• Arrangements agreed with all authorities and Connexions.
• Ensure TUPE requirements are met in respect of transferring staff.	• Transfer of staff is successful on 1 April 2007.

Service Improvement Plan *(abridged)* – Human Resources 2006/07- 2008/09

Theme:	
Objective: Implementation council-wide Criminal Records Bureau policy.	
Action & Milestones	**Success Measures & Targets**
• Prepare and implement council-wide policy for CRB checks.	• Policy implemented and applied consistently
• Prepare and implement CRB policy in each school.	• Policy prepared and recommended to each Governing Body for adoption.
• Consult and agree posts requiring CRB checking and the level of check.	• Posts agreed and recorded on PSE system.
• Agree retrospective checking of those posts	• Checking of all posts undertaken initially and then on a programmed basis.
• Establish CRB Advisory Panel to consider issues raised as a result of CRB checks.	• Panel established.
• Ensure all posts within CESC Operations area checked by 31 August 2006 and across the council by 31 December 2006.	• All employees in posts considered appropriate for checking have undertaken an appropriate CRB check. Any areas of concern addressed.

Theme:	
Objective: Ensure compliance with new and revised Health & Safety Legislation	
Action & Milestones	**Success Measures & Targets**
Ensure compliance with new and existing health & safety legislation by:	• Safe systems of work in place throughout the authority
• Providing a comprehensive programme of H&S training	• Programme in place
• Undertaking accident/assault investigations	• Established
• Provide a specialist service on musculoskeleletal issues	• Established
• Undertake a programme. of H&S inspections	• Programme. in place
• Providing "specialist" functions for the authority e.g. "planning supervisor" "vibration" measurement programme.	• Programme in place
• Lead on the 'stress' pilot project in partnership with ACAS and HSE	• Pilot programme completed in the six service areas and risk assessments underway

Service Improvement Plan *(abridged*) – Human Resources 2006/07- 2008/09

Theme:	
Objective: Review the recruitment process in line with Bichard recommendations	
Action & Milestones	**Success Measures & Targets**
• Prepare guidance for managers regarding "Safer Recruitment"	• Guidance prepared and distributed. • Evidence that managers are applying the "safer recruitment" principles.
• Review all recruitment material: application forms, job descriptions, person specifications and advertisements in accordance with Bichard guidelines.	• All recruitment materials and arrangements reviewed and amended in accordance with the proposals.
• Incorporate "safer recruitment" into training courses for managers.	• Training course revised to reflect "safer recruitment" principles. • Evaluation to ensure managers are applying the practice.

Theme:	
Objective: Review of School Staffing structures	
Action & Milestones	**Success Measures & Targets**
• Ensure all schools and Pupil Referral Units comply with "Review of Staffing" legislation and workforce reform requirements. • Liaise with Head of Service to ensure compliance. • Monitor staffing structures.	• Monitoring of all schools/PRUs staffing structures. Assistance where the statutory requirements have not been complied with.
• Assist schools and PRUs with the implementation of the reviews e.g. new contracts, redundancy and early retirement issues	• All staffing structures are implemented to the agreed timescales and that staffing levels are contained within budget.
• Issue new contracts of employment	• Contracts of employment are issued to all affected staff in accordance with legislative requirements and the service level agreements.
• Ensure revised employee data is recorded accurately on PSE system. • Recording new employment details on system from information provided by school.	• Employees are paid accurately and all relevant information is stored appropriately.

Service Improvement Plan *(abridged)* – Human Resources 2006/07- 2008/09

Theme:	
Objective: Implementation of Single Status Agreement	
Action & Milestones	**Success Measures & Targets**
• Complete job evaluation for phase1	• Implementation of Phase 1 of new pay and grading structure in 2007
• Review "Part 3" terms and conditions	• As above
• Develop Phase 1 pay and grading structure	• As above
• Complete job evaluation for phase 2 and develop new pay and grading structure	• Implementation of Phase 2 of new pay and grading structure by March 2007
• Develop strategy plan for communications and implementation of the Single Status Agreement	• Minimise unanticipated issues which could arise as a result of implementation
• Monitor impact of equal pay/value tribunal proceedings	• Single Status Agreement complies with current employment law/tribunal judgements at the time of implementation
• Develop Appeals process	• Process in place at the end of Phase 1

Theme:	
Objective: Review of Support Services	
Action & Milestones	**Success Measures & Targets**
• To provide HR assistance to the review of support services. (CESC)	• The ongoing review of support services is conducted according to the timescales agreed.

Service Improvement Plan *(abridged)* – Human Resources 2006/07- 2008/09

Theme:	
Objective: Implementation of new career structure for Teaching Assistants	
Action & Milestones	**Success Measures & Targets**
• Agree Teaching Assistant Proposal	• Successful consultation with individuals, trade unions and school representatives.
• Agree with all school Governing Bodies and central services to adopt the document.	• Governing Bodies to agree the proposal formally.
• Document implemented appropriately.	• Head teachers/ Heads of Service assimilate staff to the new arrangements. Notify safeguarded staff.
• Assistance with staff who require protection arrangements.	• HR support to staff who are safeguarded. Certificates of Material Reduction issued where appropriate.
• Issue of revised contracts of employment to all staff affected by the proposal.	• Contracts issued in accordance with legislative requirements and the appropriate service level agreement.
• Revised employee information to be recorded accurately on the PSE system	• Employees paid accurately and appropriate information stored.

Theme:	
Objective: Implementation of Pensions Regulations changes	
Action & Milestones	**Success Measures & Targets**
• Prepare for change in scheme removing the "85 year rule" on 1 October 06. Transitional protection arrangements not yet available	• All policies and procedures comply with new legislative requirements.
• Liaise with Teesside Pension Fund to ensure that members of the scheme are kept informed of changes.	• All scheme members, managers and elected members are aware of changes to scheme before October deadline.
• Consultation on further changes expected summer (June) 2006. Will require response prepared and circulated. Cabinet report August 2006 respond by September 2006.	• Council views on consultation provided within deadline.
• Draft regulations published in Autumn 2006. Will need to respond to statutory consultation by January 2007.	• Council views on consultation provided within deadline.
• Final regulations published in April 2007 to come into effect April 2008.	• All policies and procedures comply with new legislative requirements.

Service Improvement Plan *(abridged*) – Human Resources 2006/07- 2008/09

Theme:	
Objective: E-appraisal	
Action & Milestones	**Success Measures & Targets**
• Identify Software or links to PSE module	• System identified
• Design new documentation	• New documentation agreed
• Rollout and training (Awareness)	• Increase in number of appraisals carried out

Theme:	
Objective: E-learning	
Action & Milestones	**Success Measures & Targets**
• Identify 'Scriptwriter software '	• Replace courses with e programme • Increase in numbers accessing e courses
• Training staff to use software	
• Establish links to intranet / open learning	

Theme:	
Objective: Review Management Development Programme	
Action & Milestones	**Success Measures & Targets**
• Establish requirements from CMT (content methodology/outcomes objectives)	• Programme agreed and implemented
• Design specification for new programme	
• Procurement	

Theme:	
Objective: Workforce Data for Workforce development	
Action & Milestones	**Success Measures & Targets**
• Personal training data gathered and loaded	• Reports on qualifications available to bid for funding and other workforce data • Electronic booking
• Training and e directory plus ecourse administration	•

Service Improvement Plan *(abridged)* – Human Resources 2006/07- 2008/09

Theme:	
Objective: IIP Reaccreditation	
Action & Milestones	**Success Measures & Targets**
• Set assessment date	
• Deliver awareness session	• Award achieved