

HUMAN RESOURCES - SERVICE PLAN - 2020/21 Head of Service: Ken Miles (Nikki Gordon, HR Manager)

Team: Human Resources

Version No: 0.1

Date: 30th November 2020

Corporate Objectives

- 1) North Devon Futures
- 2) Financial Security
- 3) Customer Focus
- 4) Environment

Business as usual core function (brief bullet points only)

- 1) Human Resource services, responsive to change and able to support transformation
- 2) Health and Safety
- 3) Organisational Development

ACTIONS AND OBJECTIVES

Resources

Action No.	Corporate Plan	What you aim to achieve					on	Managed by	Assigned to	Resource Requirement		Dates		FINANCE						Additional Comments
		Headline Action	How will it be delivered? Is a business case or PID required?	What will be delivered and what are the benefits?	Measures - how will we measure success?	Highlight any risk - political, operational, to public, staff, tenants, Community Impact Assessment, Financial				ICT HR Legal Estates Procurement Communications Consultation Other	Date for Required Resource (be as accurate as possible)	Start Date	Target Date for completion	Revenue - £ Expenditure / (Income) Reduction (-) / increase (+) Show costs as accumulated Estimate (E) Actual (A)			Capital - £ Expenditure / (Income) Reduction (-) / increase (+) Estimate (E) Actual (A)			
Action No.	Corp. Obj No.	ACTION	DESCRIPTION	OUTCOME	MEASURES	RISK	LEAD	OFFICER/TEAM	RESOURCE	DATE	START	TARGET	Yr1 21/22	Yr 2 22/23	Yr 3 23/24	Yr1 21/22	Yr 2 22/23	Yr 3 23/24		
HR01 (New)	2	Comensura - review the use for provision of agency staff currently an agreement with Mid Devon/South Hams/Teignbridge/Torridge/West Devon/Dartmoor NP	Business Case - if Comensura contract is continued. PID if changing to something new.	To ensure we are getting the best value for money through the use of agency staff	Increased availability of agency staff, easier to source for Professional posts, without having to go outside scope		NG	SMT	HR/Legal/service users		Dec-20	Jul-21								
HR02 (new)	2&4	Undertake review of car designations in light of new ways of working		Clearer understanding of current position	Potential cost savings more appropriate car scheme bring in line with other authorities	Depends on outcome	NG/AT	HR/Payroll	Unison/HR/Payroll /Managers/Comm s			As soon as possible Mar-21								
HR03 (new)	2	Explore feasibility of new Job Evaluation Scheme		Decision re feasibility re if we should/need to move to a new scheme	Ensure fit for purpose robust system in place be that existing or new	Financial risks as could be inflationary. Risk of not being able to attract and retain staff, poor morale.	NG	HR/Payroll	HR/Payroll/Comm s/Unison External support SWC			Mar-22								

Set out below are those Service Plan Actions from prior years that are still live and being carried forward

HR 01 20/21 (B/F)	2	Implement and embed joint HR/ Payroll system		Fully integrated system between HR and Payroll; avoids duplication of data entry. New time and attendance system; new 'onboarding' recruitment processes; new performance management system to assist in delivering improvement and change. Giving managers increased tools and information to enable them to manage their staff based on real time information.	System in place; less duplication. Increased efficiency and customer focussed recruitment processes; greater ability for self serve and improved end user experience	Lack of employee engagement; resistance to cultural change; misuse of system; lack of access to technology; limited resources and temporary impact on service delivery.	NG/AT	HR/Payroll	Managers/ officers/ ICT /Comms/Unison	Ongoing	Go live (phase 1) 01.04.20. Phase 2 (recruitment) end March 202. Phase 2 (H&S L&D, expenses, overtime) end June 2021	Ongoing								Costs already built into the revenue budget for 2020/21.
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BUILDING
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Goal 1

Yes

COMMUN
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COMMUN
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PLANNIN
COMMUN
ITY

Goal 2

No

SAFETY
CORPOR
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SUPPORT
CULTURE
&
LEISURE
CUSTOM
ER
SERVICE
DEVELOP
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CONTRO
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Goal 3

Goal 4

ELECTIO
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ENVIRON
MENTAL
PROTECT
FINANCE
&
PERFOR
FOOD
SAFETY /
CORPOR

HARBOU
RS

HOUSING

HUMAN
RESOUR
CES

ICT

INTERNA
L AUDIT

LEGAL

LICENSIN
G
LOCAL
LAND
CHARGE
NORTHAM

BURROW
PARKING
SERVICE
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PROPERT
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REVENUE
&
BENEFIT

WASTE