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

Team: Human Resources **Version No: 0.1** **Date: 20th November 2019**

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**
	Corporate Objective Number (see above)	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 20/21	Yr 2 21/22	Yr 3 22/23	Yr1 20/21	Yr 2 21/22	Yr 3 22/23	
HR 01 **(New)**	3	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 scoping May 2020 (R&S H&S L&D)	Ongoing							Costs already built into the revenue budget for 2020/21.
HR 02 **(New)**	3	Organisational Development		Review of Management behaviours and organsiational values	Staff survey and feedback. Engagement and participation from OD group and wider staff. Culture change. Increased staff satisfaction	Lack of employee engagement; resistance to cultural change: desire/willingness to change behaviours.	NG	HR	Managers/officers /Comms/Unisom		Survey Dec 2019	Ongoing							
### 03 **(New)**																			
Set out below are those Service Plan Actions from prior years that are still live and being carried forward																			
HR 03 16/17 **(B/F)**		Health, safety and wellbeing organisation assessment *(this will become part of the wider Wellbeing Strategy)*	REQUEST TO REMOVE									Mar-19							

HR 01 19/20 **(B/F)**		Employee Wellbeing Strategy	Report to SMT	A suite of prevention / early intervention/ support mechanisms such as Counselling, Occupational Health, Trauma Risk Management (TRiM). Ongoing appropriate training such as breakaway, signposting Health & Wellbeing portal on insite.	Reduced sickness absence, employees feeling more supported; increased morale; sustained resilience; culture change	Lack of funding; lack of employee engagement; no cultural change	NG	HR	Human Resources/ EH&H/Unison		01/12/2018 request date change	01/09/2019 reqest date change							