

HR UPDATE REPORT

1. RECOMMENDATION

- 1.1 That the Committee note the contents of this report.

2. BACKGROUND

- 2.1 This report gives an update on HR matters since the last HR Committee. These matters are in addition to the reactive caseload which includes job evaluations, restructuring advice, grievances, disciplinaries and sickness absence matters.
- 2.2 We also continue to provide Payroll and HR Advisory services to the National Park Authority.

3. LEARNING MANAGEMENT SYSTEM

- 3.1 The successful bidder for the Learning Management System is a company called Learning Pool.
- 3.2 We are now working with them to ensure that all the correct processes are followed in terms of moving the data from our current systems into the new one. Extracting data from iTrent has proved to be problematic, but ICT have been working closely with iTrent, and we believe this will shortly be resolved with a suitable solution.
- 3.3 Operational areas (Housing Maintenance, Waste, Transport, Streetscene, Grounds Maintenance) have kept other (excel) records, and we are working with these areas to ensure all data is correctly held to import into the new LMS, and that nothing is missed in the transfer.
- 3.4 As well as ensuring up to date correct user and training data is transferred, we are also busy building new eLearning content with 'module owners, taught course files and then assigning 'audiences' to each course. This will enable us to run effective reports of where all employees are at with their essential required training.
- 3.5 We are creating a dashboard with both employee and manager views, with rag ratings and other reports.
- 3.6 Once the system is live with base data we will be able to develop the system, and the eLearning course offering further.

4. RECRUITMENT UPDATE

- 4.1 We have now attended 7 recruitment events since April 2023, at schools, colleges and job centres. It is great to get out and engage directly with those looking for future job opportunities and to promote our diverse range of roles – many people are really surprised by the range of roles we cover. There is genuine interest in apprenticeship opportunities from the students. Our branded goodies are always well received. We're just about to add some 'revision post-its' to this too.

- 4.2 We are currently finalising our revised application form, which will be streamlined to ask some basic 'tick box' questions, followed by the ability to upload CV and covering letter, or any other document. The aim is to make the process really user friendly, quick and easy to apply, and to allow those who would maybe struggle to complete the full form an effective route to apply.
- 4.3 We have been working with Graphics to produce a 'Candidate pack' with all relevant council information in one engaging format. We hope to use this for all jobs by February 2024.
- 4.4 We've updated our 'Long Service' process. Previously upon reaching 20/30/40 years' service a standard letter was sent to the Service Manager to give to their employee, congratulating the employee and informing them that their monetary award would be paid to their bank. Now, the letter is personalised, and includes a section for line manager, manager, Chief Exec and Leader comments. This is now supplemented by an annual get together with the Leader, Chairman and EMT to celebrate these milestones, and our Business Support colleagues facilitate this session. The first took place in December and was well attended and valued by those employees. We also had an employee retire, after 46 years' service – Kate and Jill met with him in November for tea and one of Jill's brilliant cakes, to thank him for this very long and valuable service to the Council.

5. HR PEER REVIEW

- 5.1 The HR team have taken part in a peer review conducted by the LGA.
- 5.2 Findings from the review have been shared with EMT and Assistant Directors.
- 5.3 Ways forward will now be considered by EMT in a report in January looking at the Future of the HR service, especially in relation to the focus of the transformation programme and the successful delivery of the corporate plan.

6. LEADERSHIP DEVELOPMENT PROGRAMME

- 6.1 All those on the Leadership Development Programme have now completed their 360 feedback sessions with the Programme Lead, Averil Price.
- 6.2 A Programme launch was held on 5th December in the afternoon with all attendees and EMT present for the first part of the session.
- 6.3 The first modules for each of the cohorts will be held in January.

7. WELLBEING UPDATE

- 7.1 As a council we supported World Mental Health Day on 10 October 2023. Updated guidance with links to external websites was promoted including asking all staff to share what helps them manage their mental wellbeing. From the information collated we publicised these to staff.
- 7.2 Wellbeing walks were launched last year with the aim of encouraging staff to get out of the office at lunchtime, meet others and experience the benefits of a walk (from ATC) in the fresh air with colleagues. Aim of clearing the mind and meeting others. A member of the Wellbeing Champions group is present on each walk and walks are organised via this group.

- 7.3 The wellbeing walks continue to happen each month starting from Appletree Court at 12.30pm. A cross section of staff have joined the walks, some on a regular basis, others if the date/time suits. New friendships have been formed and a Teams group chat established for those who like to walk outside of the set dates. The Wellbeing Walks have happened in all weathers although we did postpone on the day of the recent storm on 2 November.
- 7.4 Our Employee Support Line continues to provide 24/7 emotional and practical support to all colleagues. In March 2023 the provider launched a Digital Platform containing a selection of modular programmes which can be completed on a weekly basis to help with a healthier mind. Topics include Sleep, Stress, Body Image, Mindfulness, Alcohol and money worries – to name just a few. Feedback from those who have shared their experiences have been positive. This is free to staff.
- 7.5 To provide guidance to staff on the ever-increasing cost of living, we provided information online with links to support from our employee support line provider and links with information available from our benefits and housing teams. Information focused around: Money and debt advice, Housing, Utility and Energy bills and childcare.
- 7.6 Updates on our initiatives have been communicated via the HR Service Newsletter. In January 2024 a dedicated newsletter focusing on mental health is scheduled to be sent to staff.

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Background Papers:

None