

Report to the Council

Committee: Cabinet
Date: 29 July 2021
Subject: Corporate Services Portfolio
Portfolio Holder: Councillor Darshan Sunger

Recommending:

That the report of the Corporate Services Portfolio Holder be noted

People Team

Common Operating Model

Consultation and recruitment are still underway for the remaining teams/positions to finalise the restructure process

- ICT has now concluded their restructure.
- Finance have now finished stage one recruitment and will be moving to phase two in July 2021: they have two new structure vacancies to recruit.
- Legal re-structure has been delayed until Autumn 2021.
- Draft proposals in respect of changes in facilities team are being discussed and produced.
- Small restructure within the housing strategy team, may lead to one post being deleted.

People Strategy 2020 – 2022

Attracting, On-Boarding and Retaining Talent

- iTrent iRecruit Phase 2 – Implementation, fully automated system, contract and forms due for completion August 2021
- iTrent iRecruit Phase 3 – Onboarding, full access and policies due for completion by June 2021 – This has been delayed until Feb 2022 due to iTrent platform redesign
- iTrent iRecruit new exit interview digital questionnaires will be launched along with digital register of interest forms from June 2021.
- HR Power Hours have been running for a period of 6 months, these have been adapted based on attendee feedback, we have had approx. 100 attendees so far.
- Onboarding/Induction document has been embedded into the organisation. To be reviewed Autumn 2021 as we move out of Covid.
- Working with Change 100 (Leonard Cheshire) we have offered 2 placements to graduates with disabilities this year within the Partnerships and Strategy-Delivery-Performance teams

Developing our skills and behaviours

- The Leadership and Management Development Programme launched on the 24th June.
- Development has started for our new iLearn learning management system.

- Development has started for our new fully integrated LMS (Learning Management system) launching December 2021.
- In total we now have 32 Apprentices in the workforce. Our Public Sector target is 14.

Engagement and Wellbeing project

- Perkbox sign up is currently sitting at 90% of the organisation, 521 employees out of 581 have logged into the site to access the fantastic employee benefits and tools. We have had over 3873 perk redemptions so far, a total saving for our employees of approximately £8K
- Perkbox Insights launched on 2 November 2020; we have had 722 responses with 422 verbatim feedback comments. We have held directorate engagement feedback sessions throughout January 2021 with the Senior Management Team and Service Directors.
- Perkbox Recognition launched on 1 December 2020, we have had overwhelming engagement on the platform already with over 700 employee recognitions against our EFDC values and behaviours.
- We have an additional cohort of Mental Health First Aider (MHFA) training in September 2021 taking us to approx. 80 trained MHFA for the organisation.

High Performing and Flexible Workforce

- We launched an employee survey, post Easter, called 'Our Ways of Working 2021-2022 Beyond the Pandemic' this includes effective flexibility, travel and H&S, we are now presenting the results of this to the Executive Team and the wider leadership team.
- Review and redesign of the performance management tool is ready for sign off; this is called 'Inspiring Great Performance', we are looking to pilot this.

Internal Policy and Process Improvement

- Policy ratification process is now live.

Accommodation Project

- The Team are supporting the OWoW programme of work and the transition period back in the Civic office in a new effective flexibility and collaborative way of working.

Business Support

Grants

- Business Support continue to support Revenues with grant applications and the Accounts Payable team for grant payments.

Local Land Charges

- The HM Land Registry project has been delayed until October/November 2021 due to resource issues at HMLR. ICT are working hard to support LLC to implement an IT solution to complete the project. Data cleansing continues supporting the project timeline and searches continue to be completed as a priority.

Projects

Print to Post

- A supplier has been procured to work with the Council on a print to post pilot project of 18 months which started in March 2021, the implementation plan is now in Phase 4 of 5 and on track for completion in July/August 2021. After the implementation is complete, we will enter into the management and review phase, working closely with Service Areas to reduce printing and reengineer processes supported by the supplier.

Accommodation - Concierge Project

- To facilitate the move back into the refurbished Civic building, officers are developing a new streamlined concierge service for EFDC employees. Phase 2 will be providing a Concierge service for tenants and partners. Business Support are currently gathering requirements/process/policy to achieve this.
- Phase 1 of the project was completed on target in March 2021.
- A decision has been made to split Facilities Management into Hard and Soft services with the cleaning project moved to Business Support. A cleaning contract is currently being written to procure services for cleaning of the Civic space and Corporate estate.

Accommodation - Community Hub

- Business Support continue to support 'Customer' gathering Partner requirements for implementation of the Community hub and addressing H&S, Security, printing and room booking requirements and reconfigurations.

Storage and Archiving

- The Council's current storage and archiving solution is no longer viable and a decision has been made to outsource this function. Work is being undertaken to reduce the paperwork we currently own and a full inventory taken to handover to a supplier for ease and retrieval of documents. Soft Market testing for this solution has been undertaken and we will now look to procure a suitable supplier in Q2 2021/22.

Purchase Cards

- A purchase card project is underway looking to roll out purchase cards across the organisation to replace small value orders being processed through Accounts Payable. This will reduce employee time processing and move away from paper-based methods. Process re-engineering current processes from paper to digital solutions will take place with completion expected in Q2/3 2021/22

Corporate Health and Safety

- In-person Risk Assessment training is booked to begin on the 22nd July starting with the Technical Services Managers from Oakwood Hill Depot. Going forward, all 64 managers will be booked onto face-to-face sessions from September 2021 until January 2022 – the training will be delivered by both Safety Officers who are competent trainers and will include all relevant and consistent templates and guidance to be used by EFDC Managers and employees
- Several First Aid sessions have been successfully delivered under Covid restrictions enabling us a safe return to the workplace for staff and public alike.

- Incident Management for the Civic building has been discussed and agreed, relevant emergency training for all staff in terms of Fire Evacuation, First Aid, bomb and suspect mail/package is to be completed and a rota of senior managers be in place for when the Civic opens for business once Covid restrictions have been lifted.

Contingency Planning

- Three more directors will receive GOLD training next month and be added to our on call rota to manage both internal and external emergencies. Three Directors have now completed the Civil Protection course. As a result Emergency Planning and how EFDC plans and manages an incident, is to be reviewed later this year.
- Essex Police have been asked and have agreed to assist with GOLD training for Directors giving them a better understanding of joint working with emergency services, what is expected in a Strategic Command Group and their role. This will be booked and carried out once COVID restrictions are lifted.