

HUMAN RESOURCES SERVICE PLAN 2000/2003 AND SERVICE LEVEL AGREEMENT 2000/2001

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1 Purpose

1.1 To ask the Personnel Committee to:

- (a) approve the Division's Service Plan for 2000/2003; and
- (b) note the Division's Service Level Agreement for 2000/2001

2 Summary

- 2.1 The Service Plan 2000/2003 and the Service Level Agreement have been developed by the Human Resources Division's senior management team in line with corporate requirements.
- 2.2 The Service Plan outlines achievements in 1999/2000 and sets out new aims and objectives for 2000/2003. The Service Level Agreement details the services provided by the Division on a Corporate and Directorate basis along with service standards, conditions and the recharges payable. Both documents will be subject to ongoing review and revision.
- 2.3 Consultation with Directorate Management Teams has taken place on both of these documents.

3 Recommendations

- 3.1 That the Service Plan for 2000/2003 be approved.
- 3.2 That the Service Level Agreement for 2000/2001 be noted.

4 **Background**

- 4.1 The Council's Service Planning process has been reviewed and all Heads of Service are required to produce a Service Plan spanning a three year period. In addition from 1 April 2000 all support services are required to detail in a Service Level Agreement the services they provide to the organisation and the recharges for those services.

5 **Issues and Choices**

- 5.1 **Annex A** (circulated under a separate cover) is the Service Plan 2000/2003 for the Human Resources Division (HR). The Plan outlines the achievements of the last plan and details the objectives for the Division of the next three years. The plan addresses the priorities of the organisation now, but this is an ever-changing picture. Influences such as Best Value, new legislation and continued financial constraints will all have a bearing on the Council's HR requirements and therefore the plan has to be an organic document responding to changes in priority very quickly. Therefore, in addition to monitoring the performance of the plan over the next three years we will also keep it under review, responding to the feedback from our clients and the changing needs of the organisation.
- 5.2 **Annex B** (circulated under a separate cover) is the Service Level Agreement (SLA) 2000/2001 for the Human Resources Division. This is the first time the Division has produced a SLA that details all of the services the Division provides on a Corporate and Directorate basis. This process has given us valuable information about our services and charges and will be subject to ongoing consultation with our clients as to the quality and quantity of service they receive.
- 5.3 Some of the major organisational issues that were a feature of 1999/2000, such as the development and implementation of both the Open Door integrated personnel and payroll system and the senior management development programme, will of necessity continue to be priority work in 2000/2003. Progressing these issues will support the continued development of the service and the organisation significantly in conjunction with new initiatives, in particular the HR Key Policy Framework.
- 5.4 The HR Key Policy Framework is a cross-divisional initiative aimed at improving the clarity of information for managers on the key employment policies and procedures in the Council. This framework consists of producing a comprehensive, user-friendly Guide for Managers of checklists on how to work with these policies in everyday situations. Following the phased launch of this Guide there will be a large-scale programme of training events ranging from briefings, workshops, skills courses and surgeries for every manager and supervisor who has people management responsibilities. We estimate that approximately 600 employees will need some form of training. This training programme will commence with the launch of the first phase of the Guide in April 2000 and will continue for the next 18 months. All areas of the Division are

involved in this project and in addition to the organisational benefits we anticipate, the project will act as a useful team building and integration tool within the Division.

6 Implications

6.1 Environmental

None.

6.2 Equalities

Issues relating to equality are integral to the work of the Division and are given full consideration throughout policy and procedure development, consultation, and day to day service provision.

6.3 Financial

None.

6.4 Legal

None.

6.5 Staff and Accommodation

None.

7 Conclusions

7.1 The development of the Service Plan and Service Level Agreement has been a valuable process for the Division, it has brought greater focus to our work, more clearly defining our role and priorities. The process also gives our clients clarity and detail about the range of services we provide and gives them a real opportunity to contribute to ongoing service development.

Background Papers: None