

Personnel Committee

Wednesday, 18 March 2015 at 14:00

County Hall, County Hall, West Bridgford, Nottingham, NG2 7QP

AGENDA

1	Minutes of the last meeting held on 21 January 2015	3 - 6
2	Apologies for Absence	
3	Declarations of Interests by Members and Officers:- (see note below) (a) Disclosable Pecuniary Interests (b) Private Interests (pecuniary and non-pecuniary)	
4	Employee Health and Wellbeing and Sickness Absence Performance Update	7 - 22
5	Employee Resourcing Information As At 31st December 2014	23 - 36
6	Operational Report - School and Academies Catering Service	37 - 46
7	Work Programme	47 - 50

<u>Notes</u>

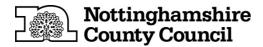
- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

(3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Christine Marson (Tel. 0115 977 3825) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.
- (5) This agenda and its associated reports are available to view online via an online calendar <u>http://www.nottinghamshire.gov.uk/dms/Meetings.aspx</u>



Minutes

Meeting PERSONNEL COMMITTEE

Date

Wednesday 21st January 2015 (commencing at 2.00 pm)

Membership

Persons absent are marked with an 'A'

COUNCILLORS

Sheila Place (Chairman) Nicki Brooks (Vice Chairman)

Maureen Dobson Darren Langton John Ogle Tony Roberts MBE Liz Yates Yvonne Woodhead

A Ken Rigby

OFFICERS IN ATTENDANCE

Julie Brailsford – Assistant Democratic Services Officer Gill Elder – Group Manager, HR Helen Fifoot – Team Manager, Schools Catering Claire Gollin – Group Manager, HR Mark Herring – Team Manager, Facilities Management Jas Hundal – Service Director Transport, Property and Environment John Nilan – Team Manager, Health & Safety, HR Kate Revell – Group Manager, Quality & Marketing Management, ASCH&PP Helen Richardson – Senior Business Partner, HR Martin Sleath – Branch Secretary, Unison Marje Toward – Service Director, HR and Customer Service

MINUTES OF THE LAST MEETING

The minutes of the meeting held on 26th November 2014, having been circulated to all Members, were taken as read and were confirmed and signed by the Chairman.

APOLOGIES FOR ABSENCE

Apologies were received from Councillor Ken Rigby (other)

DECLARATIONS OF INTEREST

There were no declarations of interest.

The Chairman agreed to change the order of the agenda at the request of a presenting officer.

TRADING SERVICES: SCHOOL MEAL PRICES 2015/2016 AND BUILDING CLEANING CHARGES FOR 2015/17

RESOLVED 2015/001

To defer the item to a future meeting.

NB. Subsequent to the meeting it was decided to take the item to Policy committee on Wednesday 11th February 2015.

OPERATIONAL REPORT – FACILITIES MANAGEMENT SERVICES

RESOLVED 2015/002

To note the content of the report

HEALTH AND SAFETY MANAGEMENT REVIEW AND ACTION PLAN

RESOLVED 2015/003

To note the 2013-14 Management Review Summary and the 2014-15 Corporate Health and Safety Action Plan.

<u>SERVICE REMODELLING – WORKFORCE PLANNING AND ORGANISATIONAL</u> <u>DEVELOPMENT</u>

RESOLVED 2015/004

To note the revised Workforce Planning and Organisational Development service model and agree the revised staffing structure as set out in the appendix to the report.

IMPLEMENTATION OF NEW LEARNING SYSTEMS

RESOLVED 2015/005

To note the information contained in the report and presentation.

FURTHER TEMPORARY EXTENSION OF AVAILABLE FUNDING – OPTIMUM WORKFORCE LEADERSHIP

RESOLVED 2015/006

- To agree the fixed term extension of the current service model, funded by the carry forward of the funding in reserve, up to 31st March 2016 in order to enable an entirely income generating service to be trialled.
- 2. To agree the continuation of the current staffing establishment to deliver this work until 31st March 2016 to include:
 - Team manager Band D (1 fte)
 - Workforce Planning Officer Band A (0.7 fte)
 - Administrative officer Grade % (1fte)

WORK PROGRAMME

RESOLVED 2015/006

That the Committee's work programme be noted.

The meeting closed at 3.55pm

CHAIRMAN

21ST January 2015



Report to Personnel Committee

18th March 2015

Agenda Item: 4

REPORT OF THE SERVICE DIRECTOR HR AND CUSTOMER SERVICE

EMPLOYEE HEALTH AND WELLBEING AND SICKNESS ABSENCE PERFORMANCE UPDATE

Purpose of the Report

 To inform Members about Nottinghamshire County Council's current performance in relation to levels of sickness absence across its wider workforce as at 31st December 2014 and on the current and planned measures being taken to improve the health and wellbeing of its direct employees.

Information and Advice

Background

- 2. Sickness absence data, reasons reporting and associated trend analysis is drawn down at regular quarterly intervals from the corporate Business Management System (BMS). This information is used to inform the development of measures to ensure that the ongoing trend of improvement in attendance is maintained, and to identify appropriate responses to further improve the health and wellbeing of the Council's workforce.
- Nottinghamshire County Council continues to aspire to be an exemplar of good employment practice. The role of the Council's Health and Wellbeing Board in promoting and improving health and wellbeing in the workplace to other local employers, extends to being a champion of good practice in employee wellbeing and engagement in its own right.
- 4. Organisational transformation and the associated uncertainty arising makes it essential to retain a focus on employee wellbeing and resilience in order to sustain progress.
- 5. The aim is to provide a psychologically healthy working environment which minimises the potential for the development of a culture of "presenteeism" by continuing to develop management capability and engaging the Council's workforce to proactively build a culture of positive mental and physical wellbeing.
- 6. The focus of this strategy is on:
 - Promoting good health and healthy lifestyle choices
 - Putting preventative workplace measures in place to avoid exposing employees to ill health wherever possible
 - Early engagement to return to work and rehabilitate those who are absent due to ill health.

7. The actions being taken or planned to deliver this strategy are set out in the Council's Employee Health and Wellbeing Action Plan, an updated version of which will be presented to this Committee at a future meeting.

Current performance

- 8. The overall trend remains one of incremental improvement, with validated data for the third quarter of 2014/15 that is as at 31st December 2014, indicating that the level of days lost to sickness, including NCC controlled schools, continues to fall.
- 9. A sustainable performance target for 2014/15, in line with the highest performance quartile of the national Chartered Institute of Public Finance and Accountancy (CIPFA) national benchmarking regime for local government, was agreed and set at **7.40 days on average per employee per year by 1st April 2015**.
- 10. Average overall reported sickness levels stood at **6.85 days** as at 31st December 2014, a further decrease of **0.21 days** on the previous quarter of the year, this is currently well within the in-year target.
- 11. The Council's performance is most influenced and impacted on by the performance of its largest direct services that is Adult Social Care and Health and Public Protection, Children, Families and Cultural Services and the frontline services in Environment and Resources.
- 12. The transfer out of some functions within the authority into alternative service delivery models is likely to continue to impact on the relative overall performance outcome.
- 13. Absence remains highest in the ASCHPP department where there has been a steady increase in reported absence in recent quarters; however there has been an improvement of **0.24 days** on the previous quarter and this now stands at **10.96 days**.
- 14. Targeted HR support and advice is available to all managers to enable them to manage and reduce sickness absence amongst their staff.
- 15. The next update report to Personnel Committee will set out the year end out turn for 2014/15, that is as at 31st March 2015.
- 16. The Council's sickness absence reporting continues to include schools under County Council control (excluding Academies which are independent employers). Continuing to include the data for schools enables the Council to make consistent year on year comparison to identify performance trends and to benchmark this authority's performance against other local authorities using national benchmarking data, including CIPFA, whose definitions include schools.
- 17. The level of reported absence in schools is currently 5.85 days lost on average per employee.

Benchmarking

- 18. The Council's current level of performance of **6.85 days** sickness absence on average per employee per annum continues to compare favourably against the latest available data from all relevant national benchmark organisations:
 - The Chartered Institute of Personnel and Development (CIPD), reports absence levels across the whole public sector average **7.90 days** per employee per annum.
 - CIPFA data indicates average performance against all the County Councils in the benchmarking group is **8.80 days**, whilst across all local authorities who are members of the benchmarking network, it is **9.50 days**.
 - The Local Government Association (LGA) also report the local government average sickness FTE employee per annum as **8.80 days** for all Councils.
- 19. All available benchmarking data demonstrates that NCC's overall performance continues to be considerably better than the national average for the local government sector the wider public sector. If sustained, this should ensure that the Council's revised performance target of **7.40 days** is met by year end 2014/15.

Reasons for absence

- 20. The 14 categories adopted by the Council for managers to attribute a reason for each occurrence of employee sickness absence when recording the absence on the Business Management System reflect those used by the LGA. This allows for comparison with other local authorities and national performance benchmarking.
- 21. The LGA Workforce Survey reports the main causes of reported sickness absence across all local authorities as stress at **21.9%** and muscular skeletal injuries at **15.00%**, The Council's current performance is better than the national average against these categories.
- 22. Reasons for absence in NCC as at 31st December 2014 are set out in **appendix B** of this report:

• Stress:

- 23. Relatively high levels of stress related absence across the local authority sector reflect the operating environment of budget reductions and organisational change which have resulted in post reductions and increased demands on those who remain in the service. This also raises the potential for "presenteeism" to occur which needs to be identified and managed at source.
- 24. Despite an ongoing improvement from a position when stress and stress related illness constituted as much as 21% of all recorded absence, it remains the most prevalent cause of sickness absence in the County Council. Reported absence attributed to stress currently continues to steadily decline, standing at 17.56% of all reported absence as indicated in appendix B compared with 17.84% at the previous quarter.
- 25. Feedback from the Council's 2013 Employee Survey indicated that support to employees to deal with pressure at work and to strike an effective work-life balance are areas for Page 9 of 50

improvement, in particular helping individuals to handle the impact of stress, anxiety and depression more effectively.

- 26. It is imperative that this trend of improvement is maintained and that levels of stress and stress related illness continue to decline.
- 27. HR Business Partners continue to work with managers in hot spot areas to identify causes and solutions which will include promoting the use of the Council's on-line Well Worker stress audit tool to engage with staff to identify actual and potential stressors and action plan accordingly. Well Worker will be relaunched in April 2015.
- 28. HR are actively working with the trade unions through the Joint Attendance Management and Wellbeing Steering Group (JWAMSG), a sub group of the Central Joint Consultation and Negotiating Panel (CJCNP), to focus on supporting staff through change. This work has a particular focus on mental health awareness. Specific guidance for managers on supporting staff with mental illness to remain in and perform well at work and developing learning associated materials are under on-going development.
 - Other reasons:
- 29. The next most prevalent reason for absence across the Council remains surgical operations and post-operative recovery which has risen to **17.36% from 7.32%** at the previous quarter, followed by absence reported against "Other" reasons remaining relatively constant at **15.61%**.
- 30. Within this Council absence attributable to muscular skeletal problems now stands at **12.49%**, a further increase of **0.28 percentage points** on the previous quarter. This may reflect the comparatively high proportion of physically demanding frontline services, where this type of health problem can be work related, which are currently provided inhouse compared to the alternative service models in place in many other authorities.
- 31. The percentage of illness not attributed by managers at the point of recording to any specific reason in the reporting categories, having fallen, currently remains relatively constant at 1.12% but has improved by 0.07 percentage points on the previous quarter. This improving trend follows a recent reminder to managers on the NCC intranet about the importance of attributing every absence against one of the reasons reporting categories.

Long term absence:

- 32. A recent modification to the BMS Business Intelligence (BI) report to ensure the assignment of absences to the correct category also re-aligned the proportions of short term and long term absence identified.
- 33. As set out in **appendix C** of this report, for the third quarter of the year data indicates that **61.59%** of all reported absence is long term, that is of more than 4 weeks continuous duration.

Next Steps

- 34. As transformation embeds it remains critical that organisational and individual resilience is maximised and support is available to its employees to personally cope with change and perform their best at work. The Council remains committed to enabling all NCC managers to monitor workloads and support their staff through change and to offer support on an individual basis.
- 35. Supporting the Council to be a Healthy Organisation will therefore be a key priority of the Council's new Workforce Strategy which is being developed to support the delivery of the Workforce Development Programme of the Council's cross cutting transformation portfolio.
- 36. Working with the trade unions through the Joint Redundancy and Redeployment Working Group (JRRWG), a sub group of the CJCNP, a plan has been developed which identifies a series of actions to effectively address the actual and potential impact of ongoing and significant change on employee wellbeing.
- 37. These activities will be reflected in the wider Employee Health and Wellbeing Action Plan for 2015-18 which has been developed with input from Public Health and the Trade Unions through the JWAMSG.
- 38. The action plan has an emphasis on the promotion of good mental health and the effective management and support of employees experiencing mental health issues.
- 39. A final draft of the Employee Health and Wellbeing Action Plan will be considered by the JWAMSG at its meeting on 11th March 2015 following which the action plan will be presented to the following meeting of this Committee on 11th May 2015.
- 40. It is anticipated that, by building on the wellbeing interventions and initiatives successfully delivered to date, which have been recognised through the Council's achievement of Gold level accreditation against the Wellbeing at Work Workplace Health Award, the Council will be amongst the first local employers to achieve the newly introduced Platinum level accreditation by April 2016.

Other Options Considered

41. The Council's approach to employee health and wellbeing is the subject of ongoing discussions with trade's union colleagues through the Joint Wellbeing and Attendance Management Steering Group which considers a wide range of potential options for continued improvement.

Reasons for Recommendations

42. The recommendations will enable Elected Members to review the current levels of performance and direction of travel set out in this report and the actions that are in place to maintain a level of performance, which meets the Council's identified targets and supports continuous improvement in levels of attendance across the Council. Regular update reports will be submitted on a quarterly basis.

Statutory and Policy Implications

43. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Human Resources Implications

44. These are set out in the body of this report. The trades unions are engaged in the further development of employee health and wellbeing initiatives through the Joint Wellbeing and Attendance Management Steering Group.

Equalities Implications

45. The Council's Attendance Management policy and procedure applies equally to all directly employed staff. There is a separate policy which is applicable to all maintained schools and is recommended to all schools with different governance arrangements. These procedures contain guidance which ensures that appropriate management of the sickness absence of employees with a disability complies with the requirements of the Equality Act 2010.

RECOMMENDATIONS

It is recommended that Elected Members note:

- 1. The current level of performance in respect of sickness absence levels and on-going trend of continuous improvement.
- 2. The actions being taken to improve employee wellbeing.

Marjorie Toward Service Director HR and Customer Service

For any enquiries about this report please contact:

Claire Gollin, Group Manager HR, on 0115 9773837 or claire.gollin@nottscc.gov.uk

Constitutional Comments (LMcC 19/02/2015)

46. The report is for noting only.

Financial Comments (NDR 19/02/2015)

47. There are no financial implications arising directly from this report.

Human Resources Comments (04/02/15)

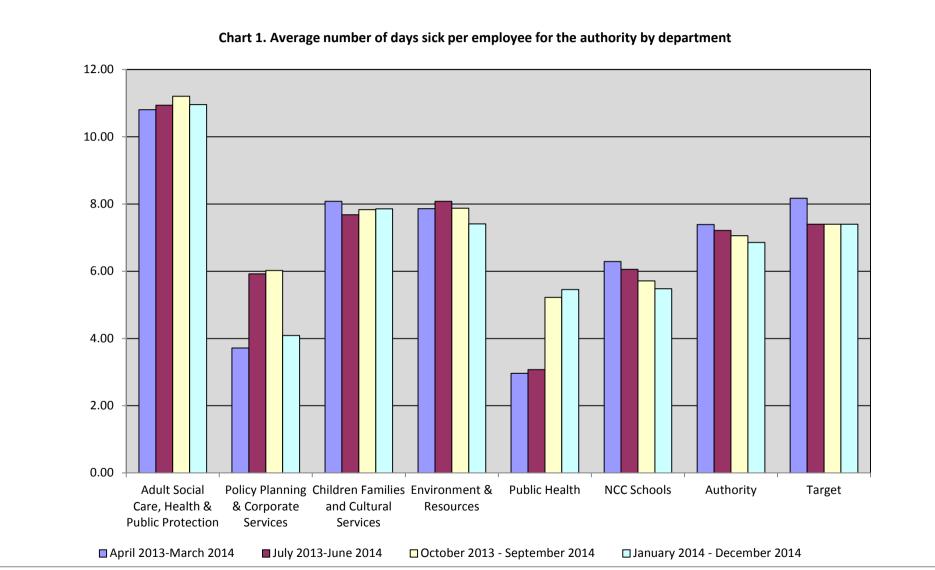
48. The human resources implications are implicit in the body of the report.

Background Papers

None

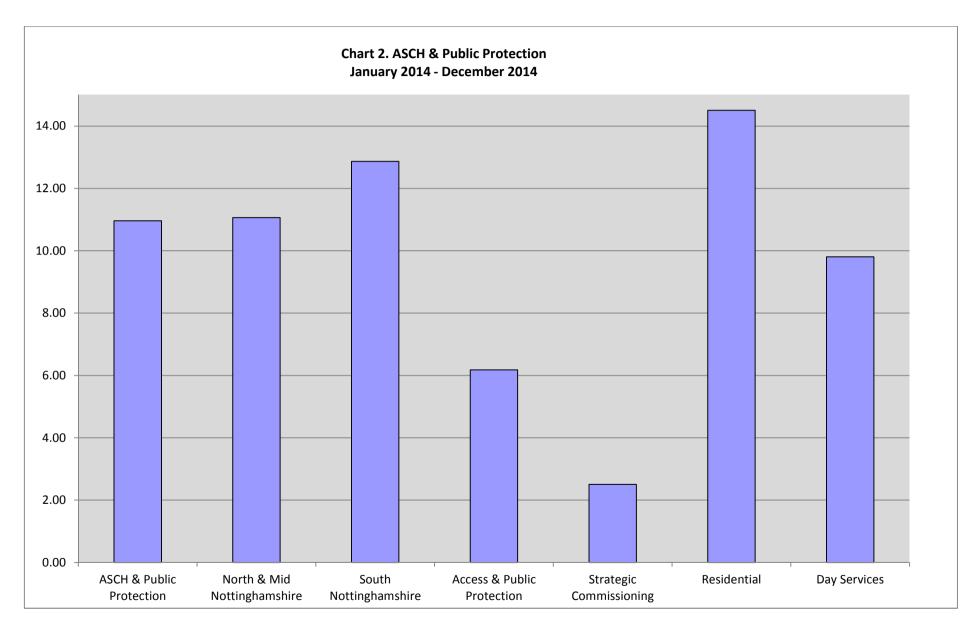
Electoral Division(s) and Member(s) Affected

All

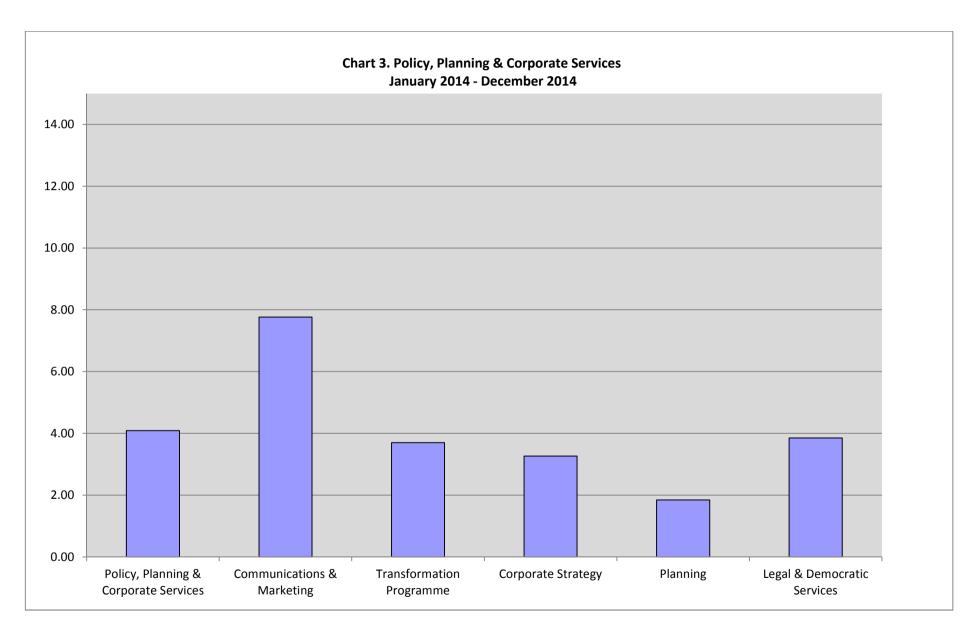


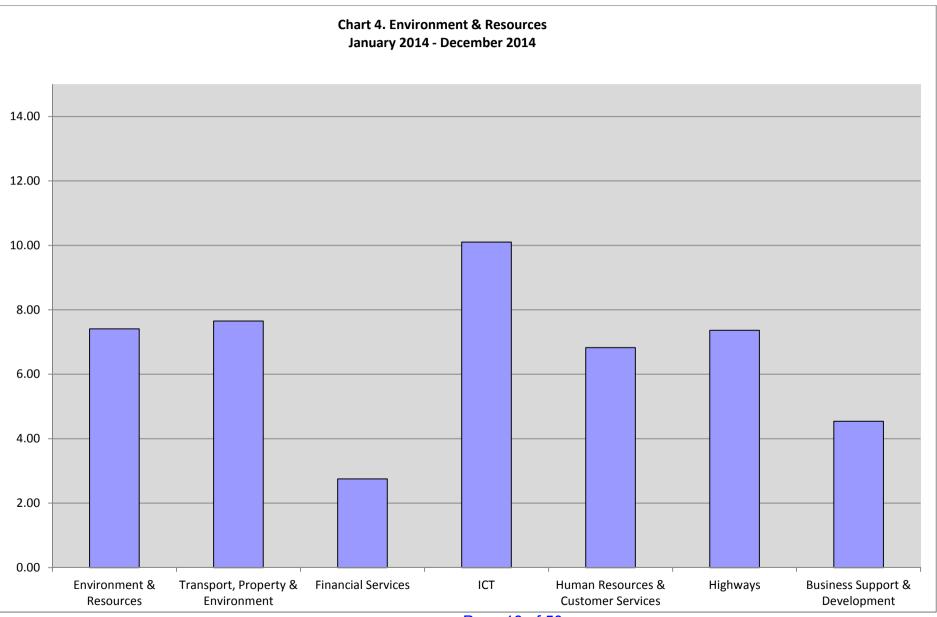
Appendix A: Overall Sickness Levels by Department on rolling 12 month basis

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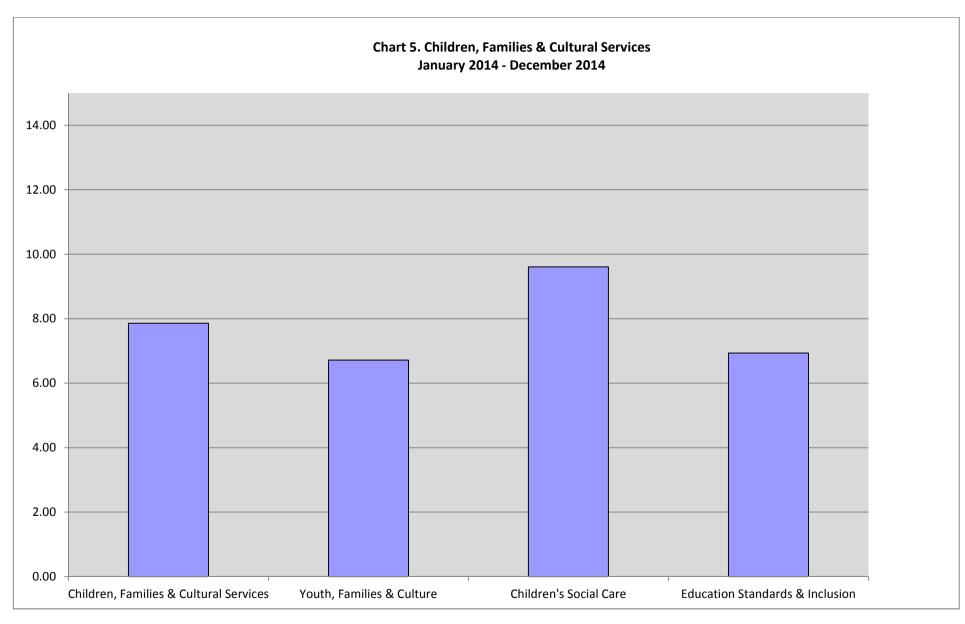


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Table 1: Sickness Levels Over Rolling 12 month basis by Department

Department	Headcount	April 2013- March 2014	July 2013-June 2014	October 2013 - September 2014	January 2014 - December 2014
Adult Social Care, Health & Public	1913				
Protection		10.81	10.94	11.20	10.96
Policy Planning & Corporate Services	607	3.72	5.92	6.02	4.09
Children Families and Cultural Services	2464	8.08	7.68	7.83	7.86
Environment & Resources	3963	7.86	8.08	7.88	7.41
Public Health	63	2.96	3.07	5.22	5.46
NCC Schools	9350	6.29	6.06	5.71	5.48
Authority	18328 overall	7.39	7.22	7.06	6.85
Target	-	8.17	7.40	7.40	7.40

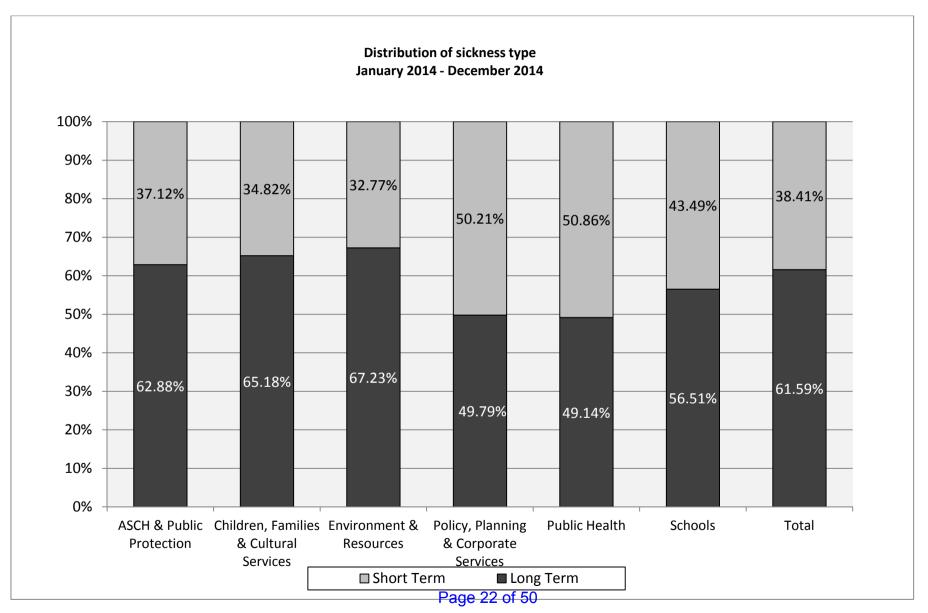
NB: some employees work in more than one department therefore overall headcount total will not correspond to sum total of all departments which is 18,360

	Headcount*	Back Problems	Cold/Flu/ Sore Throat	Headache/ Migraine	Heart/ Circulation	Infection	Muscular/ Skeletal	Op/Post Op Recovery	Other	Pregnancy Related	Respiratory	Skin Disorder	Stomach/ Digestion	Stress/ Depression	Not assigned
ASCH & Public Protection	1913	4.16%	6.13%	2.24%	1.33%	2.32%	13.92%	16.78%	16.37%	0.77%	2.05%	0.11%	8.66%	21.62%	3.53%
Children, Families & Cultural Services	2464	5.40%	7.99%	2.15%	2.20%	2.46%	10.64%	17.38%	15.79%	2.94%	2.86%	0.22%	8.04%	21.17%	0.77%
Environment & Resources	3963	10.33%	5.54%	2.25%	1.88%	3.56%	16.47%	18.60%	14.18%	0.55%	2.30%	0.41%	6.66%	15.63%	1.64%
Policy, Planning & Corporate Services	607	0.85%	18.34%	2.61%	0.07%	3.45%	12.08%	6.63%	5.33%	5.59%	4.26%	0.00%	8.19%	32.60%	0.00%
Public Health	63	4.69%	9.87%	0.28%	0.00%	4.14%	3.17%	29.26%	42.93%	1.38%	0.28%	0.00%	4.00%	0.00%	0.00%
Schools	9350	6.17%	10.51%	2.55%	1.23%	3.88%	10.38%	16.97%	16.18%	1.81%	3.39%	0.16%	11.20%	15.49%	0.09%
Totals	18328 (whole authority)	6.71%	8.22%	2.35%	1.56%	3.31%	12.49%	17.36%	15.61%	1.56%	2.82%	0.22%	9.09%	17.56%	1.12%

Appendix B: Reasons for Absence 31.12.14

*NB: Some employees have multiple employments in more than one department, therefore overall headcount total will not correspond to the sum total headcount of all departments which as at 31.12.14 was 17, 956 including schools and 8, 978 excluding schools







Report to Personnel Committee

18th March 2015

Agenda Item: 5

REPORT OF THE SERVICE DIRECTOR HR AND CUSTOMER SERVICE

NOTTINGHAMSHIRE COUNTY COUNCIL EMPLOYEE RESOURCING INFORMATION AS AT 31ST DECEMBER 2014

Purpose of the Report

 The purpose of this report is to provide Elected Members with an updated quarterly overview of the position in relation to the number of people directly employed by the County Council as at 31st December 2014 and trends relating to this data. This will enable members to monitor the on-going impact of the Council's organisational transformation programme and financial strategy on its workforce.

Information and Advice

Background:

- 2. The Options for Change emerging from the Council's transformation programme, *Redefining Your Council*, have significant implications for the size and nature of its future workforce.
- The short term workforce implications of the implementation of the Council's service review proposals for 2015/16 and 2016/17 were set out in the Section 188 notice issued on 4th November 2014, reflecting the budget proposals considered by Policy Committee on 12th November.
- 4. This set out a potential staffing reduction of 491.79 FTE posts. A 45 day statutory consultation period followed and managers are now conducting redundancy selection or enabling processes as appropriate.
- 5. These processes will begin to have an impact on reported data from the next quarter onward.
- 6. To enable the effective monitoring and assessment of the on-going impact of organisational change and transformation on overall staffing levels, regular quarterly Employee Resourcing update reports will continue to be produced.
- 7. These highlight the relative impact of redundancies and associated mitigation as well as natural turnover, TUPE transfers, Vacancy Control and the use of agency staff on the overall number of employees in its direct workforce.



Headcount:

- 8. The County Council headcount figure for non-school based staff as at 31st December 2014 is **8,978**. This includes directly employed permanent staff and staff on fixed term contracts and excludes relief, supply and casual employees.
- 9. Since April 2014 this represents an overall headcount reduction of **194** from **9,172**.
- 10. The trend of overall reduction in workforce numbers is due to a number of reasons including the implementation of Service Reviews and organisational redesign of the Council with resultant redundancies and transfer out of some staff, as well as natural turnover and retirement.

Turnover:

- 11. Natural turnover inevitably occurs as employees reach retirement age, gain alternative employment, transfer to other employers or choose to leave work for other reasons.
- 12. In these situations a vacancy occurs and due consideration is given through the Council's Vacancy Control Process, introduced in June 2013, to deleting or filling the vacant post with a redeployee in order to minimise the impact of service change on existing employees.
- 13. The Council is committed, for effective workforce planning reasons, to retaining key skills and experience whilst ensuring the continued supply of new skills and ideas where vacant posts are released for advertising to supplement those already within the existing workforce.
- 14. The latest Local Government Association Workforce Survey shows that the Local Government average turnover is **11.40%**.
- 15. The most recently available CIPFA Value for money benchmarking data measures turnover through leavers, excluding redundancies. Against all the County Councils in the benchmarking group the average against this indicator is **10.00%**, whilst across all local authorities who are members of the benchmarking network, it is **10.60%**.
- 16. When redundancies are factored in the NCC turnover rate is now in alignment with the median national average for local government, standing at **11.40%**, compared with a reported peak of **14.70%** at the previous quarter. There is potential for this to increase again once the full impact of the most recent Section 188 notice is realised.

Redundancies:

17. Of the **491.79 FTE** posts listed on the most recent Section 188 notice issued on 4th November 2014 **78.64 FTE** were vacant.

- 18. The majority of other vacancies continue to be filled on a temporary basis under the Council's Vacancy Control Process.
- 19. When redundancies are proposed, all reasonable mitigations are considered in order to reduce the impact of post deletions arising from service review on individuals, including vacancy control, redeployment, effective workforce planning (including retraining / reskilling), reduced working hours and, wherever possible, volunteers for redundancy are given priority consideration.
- 20. The following **table** provides an update on the overall number of redundancies during the current year, **as at 31st December 2014**, and the previous financial year.

	2013/14	2014/15	Total To date	%
Voluntary Redundancy	134	115	249	81.1%
Compulsory Redundancy	14	44	58	18.9%
		Total	307	

- 21. As the impact of major organisational change begins to be felt it will become increasingly difficult to achieve a majority of necessary post redundancies by voluntary means.
- 22. The table above confirms that this trend is beginning to manifest itself as, whilst the majority of redundancies arising to date, **81.1%**, were achieved through voluntary means, this compares to **85.6%** at the previous quarter.
- 23. The trades unions continue to work closely with management at a corporate level through the Joint Redundancy and Redeployment Working Group to ensure that the potential to reduce the number of compulsory redundancies is fully and consistently explored and maintained.
- 24. The range of mitigations, including the Vacancy Control and associated redeployment search, retraining and job search support will remain in place to help manage and minimise the impact on individuals, are described below:

Redeployments:

25. Every effort continues to be made to support employees at risk of redundancy by seeking redeployment into suitable alternative employment opportunities. This includes an on-line redeployment portal for employees at risk of redundancy.

- 26. In comparison to the number of potential compulsory redundancies during this period the number of employees redeployed now equates to a **33.3%** success rate, compared with **34%** at the last quarter.
- 27. This trend is also an indication of the impact of major organisational change with a continuing overall decrease in the number of posts available for redeployment along with a reduction in available job vacancies.
- 28. The Council aims to offer every reasonable support to engage redeployees in accessing skills based training and retraining opportunities to maximise their potential to be redeployed into suitable alternative posts.

Other support for employees at risk of redundancy:

- 29. The Council remains actively committed to pro-actively assisting staff at risk of redundancy to remain in employment wherever possible and to support staff to respond positively to the impact of service and organisational change.
- 30. A dedicated intranet site offers an extensive range of on-line support and guidance covering a wide range of topics ranging from career planning, CV writing and interview skills, dealing with change to planning for retirement and financial management.
- 31. This support package is continually reviewed, extended and improved, in conjunction with trades union colleagues, to reflect feedback from employees and additional events are made available, on a Countywide basis, on a demand led basis. Access to the support package extends to all employees facing change at work but those at risk are prioritised.
- 32. The provisions continue to be well utilised, between April 2013 and December 2014, employees made **10,901** views of information and associated support guides and documents. Since its introduction in November 2013, the Council's new on-line redundancy calculator has to date received **15,220** views.
- 33. Managers are requested to facilitate access to this information, or to bring it to the attention of employees who do not routinely have access to a computer during the course of their employment. Information regarding training events and individual support sessions is also accessible via the internet so employees can access this from outside of their work base if they wish.
- 34. In the period since the 1st April 2014 to 31st December 2014 a further **135** training and support sessions were offered, run in partnership with external providers including Job Centre Plus and Futures.
- 35. These sessions were attended by an additional **409** employees and **36** further events have been arranged onward up to July 2015 to support those employees identified as being at risk as a result of the most recent proposals.

Vacancy Management:

- 36. Revised Vacancy Control arrangements, implemented from 3rd June 2013, ensure a greater robustness and consistency of vacancy management to enable further post reductions to be made with the minimum number of compulsory redundancies by deleting vacant posts and providing redeployment opportunities for employees at risk of redundancy.
- 37. The Vacancy Control statistics in **Appendix A** reflect the period September to December 2014. During this period **349** vacancies were processed with the following outcomes:
 - Permanent 194 posts
 - Fixed term 131 posts
 - Agency workers 24 posts
- 38. Of the **194** permanent posts advertised, **74** relate to the Transport, Property and Environment Service, predominantly as a consequence of the introduction of the Universal Free Schools Meals Service.

TUPE Transfers:

- 39. The overall impact of staffing reductions needs to be considered in the context of fluctuations in the workforce due to the implementation of transfers of staff in and out of the authority under the terms of the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE).
- 40. As further Service Reviews are undertaken the number of TUPE transfers out arising from the implementation of agreed alternative service models may increase.
- 41. So far in 2014/15, **71** NCC staff in total have transferred out of the authority whilst **2** employees transferred into the authority as set out in the table below:

TUPE transfers 2014/15	In	Out
Catering and Cleaning	1	69
ASCHPP Joint Commissioning	1	
Rampton Hospital Library		2
Total	2	71

Use of Agency Workers:

- 42. The latest quarter's figures for agency workers, consultants and interims can be found in **Appendix B**. The figures collated on 31st December 2014 show a slight increase from **169** to **179** agency incumbents.
- 43. As previously reported, there continues to be a significant number of agency workers within Children's Social Care. The most recent quarter has seen an

increase of **6** from **58** to **64** mainly to cover vacancies. Recruitment is ongoing and we have little problem in recruiting newly qualified social workers. There continues to be an issue with retaining these recruits once they have completed their Assessed and Supported Year of Employment (ASYE). Work is ongoing to explore how our performance in this area can be improved.

- 44. There has also been an increase of **9** in ASCH & PP. This is due to the use of longer term agency workers in Day Services as posts are not being recruited to permanently to protect vacancies for those potentially facing redundancy later this year.
- 45. The other area which has seen a slight increase is Business Support where there are an additional **9** agency workers in post. This is due to the appointment of a number of permanent staff in this area to the Social Work Support Officer roles currently being piloted within Children's Social Care. This pilot was approved by the Children and Young People's Committee on 8th December 2014 and is expected to deliver further reductions in the number of agency social workers. The pilot is due to run from February to October 2015.
- 46. The managed service provided by Reed went live on 10th November 2014 with a phased implementation. Children's Social Care was the final area to align current incumbents and this took place on 1st February 2015. The staggered implementation meant that any initial difficulties with the transition to the new arrangements for hiring managers and timesheet approvers could be addressed before the process was rolled out to the whole organisation. It also allowed time to complete sensitive negotiations with the two largest providers of qualified agency social workers to bring them on board the managed service with the attendant alignment to the consistent contractually agreed rates.
- 47. Further information will be brought to Personnel Committee in May 2015 when there will have been a full quarter of all agency requirements going through the managed service. An update will be provided on how the new arrangements are meeting the identified benefits outlined in the report to this Committee on 23rd January 2013.
- 48. For completeness, there was a reduction in both PPCS and Environment and Resources departments on the use of agency workers in the quarter to 31st December 2015.

Next Steps:

- 49. To support the successful delivery of its *Redefining Your Council* transformation programme and enable it to become a high performing organisation which is an employer of choice, the Council will need to adopt a structured and strategic approach to its overall workforce planning. This will include:
 - talent management
 - career planning
 - leadership and management development
 - effective recruitment

- effective retention
- 50. These priorities will ensure that the Council has the right skills sets available in the right places in a flexible delivery model across a range of partner and other employing organisations.
- 51. This will be reflected in the Council's new Workforce Strategy for 2015-18 which is being developed to support the delivery of the Workforce Development Programme of the Council's cross cutting transformation portfolio.
- 52. This new organisational design model will require a flexible workforce responsive to supply and demand and will inevitably impact on the future headcount of directly employed staff.

Other Options Considered

53. A wide range of options and actions have been considered as set out in the body of the report.

Reasons for Recommendations

54. The regular provision of this information will enable Members to continue to review the impact of the Council's transformation under *Redefining Your Council* in terms of the numbers of people directly employed by the organisation. In relation to the profile of the Council's workforce it will continue to be monitored in line with statutory reporting requirements and Members will be updated on this through annual reports to Personnel Committee.

Statutory and Policy Implications

55. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Human Resources Implications

56. The trades unions are actively engaged through the Joint Redundancy and Redeployment Working Group and the Council's Joint Consultative and Negotiating framework in ensuring that appropriate mitigations reduce the number of redundancies, particularly compulsory redundancies. The trades unions have noted the contents of the report.

Equalities Implications

57. The Council's Enabling Procedure and Early Retirement and Redundancy and Redeployment policies apply equally to all directly employed staff. These procedures contain guidance which ensures appropriate and consistent management of the redundancy consultation and selection processes and that this is undertaken in compliance with the requirements of the Equality Act 2010.

- 58. Equality Impact Assessments are undertaken as appropriate as part of the Service Review process to ensure that implications of any proposed changes for service users and staff are identified and action taken to address any specific issues or disproportionate impacts on particular groups arising from the proposed changes.
- 59. This Committee has also received a report summarising the profile of the County Council's workforce, as at 1st April 2014, as part of an established annual reporting regime. The report highlights that despite post reductions, the representation of disabled people, people from black and ethnic minority groups and the balance of male and female employees on the workforce continues to remain fairly constant and comparable with the representation in the local community.

Financial Implications

- 60. The range of mitigations in place help to ensure that, wherever possible, at risk staff are redeployed to suitable alternative posts thus maintaining the Council's investment in their skill development and reducing the cost of redundancy compensation payments, and, where the redundant employee is over 55 years of age, under Local Government Pension Scheme Regulations, the early release of their pension benefits.
- 61. The financial cost of redundancies to the Council is factored into the Medium Term Financial Strategy and actual costs are reported on an annual basis through the Statement of Accounts.

RECOMMENDATIONS

It is recommended that Members:

- 1. Note the updated employee resourcing information and trends contained within this report, including the use of agency staff, consultants and interims.
- 2. Note the relative impact of redundancies and associated mitigations, natural turnover, vacancy control and TUPE transfers on the overall number of employees.
- 3. Note the range of mitigating measures and support provisions put in place to minimise the impact in respect of compulsory redundancies.

Marjorie Toward Service Director HR and Customer Service

For any enquiries about this report please contact: Claire Gollin, Group Manager HR on 0115 9773837 or <u>claire.gollin@nottscc.gov.uk</u>

Constitutional Comments (LMcC 19/02/2015)

62. The report is for noting only.

Financial Comments (NDR 19/02/2015)

63. The financial implications are referred to in paragraphs 54 and 55 of the report.

Human Resources Comments (CLG 9/02/15)

64. The human resources implications are implicit in the body of the report.

Background Papers

None

Electoral Division(s) and Member(s) Affected

All

Appendix A: Outcomes from Vacancy Control Process 01.10.2014 – 31.12.2014									
By Department:	No of Decision Records	No. of Posts	Permanent	Fixed Term	Agency	Deleted Post			
ASCHPP	36	45	9	31	5	0			
CFCS	105	170	87	75	8	0			
E&R	94	116	94	17	5	0			
PPCS	12	17	4	7	6	0			
Public Health	1	1	0	1	0	0			
Total	248	349	194	131	24	0			

By Division:

ASCHPP	No of Decision Records	No. of Posts	Permanent	Fixed Term	Agency	Deleted Post
Joint Commissioning, Quality, Business Change	0	0	0	0	0	0
Personal Care and Support Older Adults	0	0	0	0	0	0
Personal Care and Support Younger Adults	0	0	0	0	0	0
Promoting Independence and Public Protection	0	0	0	0	0	0
Access and Public Protection	17	23	3	19	1	0
North and Mid Notts	12	13	6	3	4	0
South Notts	4	4	0	4	0	0
Commissioning, Day Services, Residential Services	3	5	0	5	0	0
Total	36	45	9	31	5	0

CFCS						
	No of Decision	No. of		Fixed		
	Records	Posts	Permanent		Agency	Deleted Post
Education		1 0010			rigency	
Standards &						
Inclusion	53	68	14	47	7	0
Children's Social				4.0		
Care	30	80	69	10	1	0
Youth, Families and Culture	22	22	4	18	0	0
Total	105	170	87	75	8	0
Environment			01	15	0	Ū
& Resources	No of Decision	No. of		Fixed		
a nesources	Records	Posts	Permanent	Term	Agency	Deleted Post
Finance and						
Procurement	1	1	0	1	0	0
Highways	8	10	7	3	0	0
HR and						
Customer	-	47	0	7		0
Service	7	17	9	7	1	0
ICT	13	13	4	5	4	0
Transport Property and						
Environment	65	75	74	1	0	0
Total	94	116	94	17	5	0
PPCS	No of	No.				
	Decision	of		Fixed		
	Records	Posts	Permanent	Term	Agency	Deleted Post
Communications	6	9	3	4	2	0
Improvement			0	0		0
Programme	0	0	0	0	0	0
Corporate Strategy	0	0	0	0	0	0
Planning	0	0	0	0	0	0
Legal and	, <u> </u>	~	.	.		~
Democratic						
Services	4	6	0	2	4	0
Safer and						
Engaged	2	2	1	1		0
Communities	2	2	1 4	1 7	0	0
Total Public Hoalth	12	17 No	4	1	6	0
Public Health	No of Decision	No. of		Fixed		
	Records	Posts	Permanent	Term	Agency	Deleted Post
	1	1	0	1	0	0
	<u> '</u>	↓ • → ↓	2		- -	~
Total	1	1	0	1	0	0

Appendix B:

Agency Staff employed at 31st December 2014

Department	Agency staff	Consultants	Interims	Total
PPCS		·		
Transformation Programme		3		3
Communications Team				
Legal Services	11			11
Corporate Strategy	1			1
Democratic Services				
Total	12	3		15
ASCH&PP				
Access & Public Protection	2	1		3
North & Mid Notts	3			3
South Notts	1			1
Strategic Comm, Day Services and	31			33
Residential				
Trading Standards	5			5
Total	42	1		43
CFCS				
Children's Social Care	64		2	66
ESI		2	1	3
YFC	5	1		6
Business Support	12			12
Total	81	3	3	87
E&R				
Finance	2			2
Highways	17		5	22
HR				
ICT	12	1		13
Procurement				
Transport, Property and Env	13			13
Total	44	1	5	50
Total all Departments	179	8	8	195



Report to Personnel Committee

18 March 2015

Agenda Item: 6

REPORT OF SERVICE DIRECTOR, TRANSPORT, PROPERTY & ENVIRONMENT.

OPERATIONAL REPORT - SCHOOLS AND ACADEMIES CATERING SERVICE

Purpose of the Report

1. This report provides the nine monthly performance summary for the Schools and Academies Catering Service for the period ending 31 December 2014.

Information and Advice

2. The Environment & Resources Department provides a range of Catering & Facilities related services to schools and other customers across the County largely on a self-financing bought back basis. **Appendix 1** provides a table summary of overall results.

Operational Report

- 3. The Schools Catering Service served an average 41,656 meals per day over the 9 month period representing an increase of 14.4% on 2013/14. Overall cumulative uptake for the year is now 59% in Primaries and 44.6% in Secondary's.
- 4. Take up of Universal Infant Free School Meals for the Autumn Term 2014 is 78.4%. Following national guidance plans were made on the assumption of the likely figure of 85%. Anecdotal evidence suggests that nationally actual levels range between 75% and 90%. The calculations for Nottinghamshire are based on the assumption that every entitled pupil attends school every day.
- 5. Other free school meals are recorded at a 75.2% take-up and it is pleasing to note that the increase seen in September has been maintained.
- 6. Expenditure on both food and wages remain within budget forecasts for the year to date and projected contributions will be achieved.
- 7. The changing market provision in respect of Academies continues to apply pressure in ensuring services are bespoke to individual requirements and with the development of Academy Trusts more and more services are being consolidated in to a sole provision, this linked with investments will attract an increase in private sector provision. NCC's recent bid covering services at National, Holgate and Tuxford Primary has unfortunately not been successful and the operational transfer of the service to Chartwells will be carried in April 2015.

- 8. In understanding the reasons behind the decision to award contracts to the private sector so far appears to be both price and NCC's marketing/sales literature offer.
- 9. Although the Schools Catering Service is now expected to lose approximately £450k in turnover over the coming months this will be offset by an increase in the provision of Infant Free Meals and will ensure the overall financial viability of the business is maintained. Not all Academies and Schools have selected to award contracts via a formal tendering process. Where this is the case NCC continues to work closely at a local level to ensure service demands are identified and developed.
- 10.A report is currently being finalised on a recent customer satisfaction survey conducted and with a response from 185 customers it is hoped this will identify any issues around current performance and provide a steer for actions necessary to develop the service further. The report will be brought to the May Personnel committee on the overall outcomes.

Other Options Considered

11. None – report for noting only

Reasons for Recommendation

12. The monitoring of performance of the Catering & Facility Management service supports the aspirations of the County Council to secure good quality affordable services.

Statutory and Policy Implications

13. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

14. The financial implications are contained within the body of the report.

RECOMMENDATION

1) That the Committee notes the contents of this report

Jas Hundal Service Director – Transport, Property & Environment

For any enquiries about this report please contact: Kevin McKay Group Manager, Catering & Facilities Management T: 0115 977 4369

E: kevin.mckay@nottscc.gov.uk

Constitutional Comments

This report is for noting only no Constitutional Comments are required

Financial Comments (TMR 03.03.15)

The financial implications are set out in the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None

Electoral Divisions and Members Affected

• All

Schools and Academies Catering Committee report



Primary and Special Schools and Academies Catering FINANCIAL

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
		Actual	65%	
		47.53%	55% 50% 48.#2393996 45% 48.#23939396 45% 48.#23939396 45.9% 51.47% 51.47% 51.47% 53.49% 53.49% 53.49% 53.49% 53.49% 53.49% 53.49% 53.49% 54.24% 54.24% 54.24% 55.5% 53.49% 54.24% 54.24% 54.24% 54.24% 54.24% 54.24% 54.24% 55.5% 55	
		Target	40%	
Schools Catering - Labour costs as % of turnover	Aim to Minimise	47.96%	25%	
			0%	

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Food costs as % turnover -		Actual 33.97% Target	35% 34.5498496 32.6493939694748989996 35%	
Schools Catering	Aim to Minimise	34.42%	15% 10% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart					Improvements
		Actual	£175k		£175k			
		£175k	£150k £158	k				
		Target	£125k £100k					
Returns to Schools - Schools Catering	Aim to Maximise	£169k	£75k				— Target (Years)	
			£50k					
			£25k				_	
		•	£0k - BRINS	ŕ	01314	ZOLANE	-	

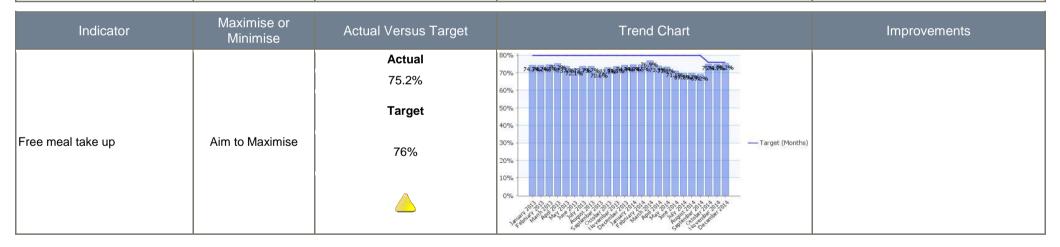
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Turnover - Schools Catering	Aim to Maximise	£14,008,000	£15,000,000 £16,04,000 £16,40,000 £16,40,000 £14,40,000 £14,470,000 £14,068,000 £12,206,000 £12,500,000 £13,597,000 £12,206,000 £12,206,000 £12,206,000 £12,500,000 £12,500,000 £12,500,000 £12,500,000 £12,500,000 £12,500,000 £12,500,000 £2,593,926,000 £3,47,000 £14,06,000 £2,590,000 £2,590,000 £2,593,920,000 £3,47,000 £3,47,000 £3,47,000 £4,166,000 £3,47,000 £4,166,000 £3,47,000 £4,166,000 £3,47,000 £4,166,000	

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Contribution - Schools Catering	Aim to Maximise	£1,571,000 Target	£2,000,000 £2,054,000 £1,857,000 £1,857,000 £1,857,000 £1,857,000 £1,857,000 £1,857,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,556,000 £1,356,000 £2,356	

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Surplus/deficit - Schools Catering	Aim to Maximise	Actual -£21,000 Target -£125,000	£250,000 £00 £00 £00 £00 £00 £00 £00	

Primary and Special Schools and Academies Catering PERFORMANCE

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Buy back Levels - Schools overall	Aim to Maximise	Actual 67% Target 73%	70% 67% 67% 65% 67% 67% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% 15% 50% 50%	
		10% 5% 0%		



Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart Improvements
		Actual	90% 95% 91%
		91%	80%
	y back Levels - Primary and ecial Schools Aim to Maximise	Target	70%
Buy back Levels - Primary and Special Schools		90%	40%
		-	abulti abulti tati

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart Improvements
		Actual 61%	65% 64% 60% 61% 55% 50% 45% 50%
Buy back Levels - Secondaries and Acadamies		56%	40% 35% 30% 25% 20%
		15% 10% 5% 0%	

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
		Actual 52.2%	50.0% 45.0% 44.0% 4144433225 43% 84.0% 44.0% 50.0% 40.0%	
		Target	35.0%	
Total Meal Take Up Aim to Maximise	50.0%	20.0%		
	O			



Report to Personnel Committee

18 March 2015

Agenda Item: 7

REPORT OF CORPORATE DIRECTOR, POLICY, PLANNING AND CORPORATE SERVICES

WORK PROGRAMME

Purpose of the Report

1. To consider the Committee's work programme for 2014/15.

Information and Advice

- 2. The County Council requires each committee to maintain a work programme. The work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning. The work programme will be updated and reviewed at each pre-agenda meeting and committee meeting. Any member of the committee is able to suggest items for possible inclusion.
- 3. The attached work programme has been drafted in consultation with the Chairman and Vice-Chairman, and includes items which can be anticipated at the present time. Other items will be added to the programme as they are identified.
- 4. As part of the transparency introduced by the new committee arrangements, committees are expected to review day to day operational decisions made by officers using their delegated powers. It is anticipated that the committee will wish to commission periodic reports on such decisions. The committee is therefore requested to identify activities on which it would like to receive reports for inclusion in the work programme.

Other Options Considered

5. None.

Reason/s for Recommendation/s

6. To assist the committee in preparing its work programme.

Statutory and Policy Implications

7. This report has been compiled after consideration of implications in respect of finance, public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

That the committee's work programme be noted, and consideration be given to any changes which the committee wishes to make.

Jayne Francis-Ward Corporate Director, Policy, Planning and Corporate Services

For any enquiries about this report please contact: Julie Brailsford, Assistant Democratic Services Officer, Tel: 0115 977 4694

Constitutional Comments (HD)

8. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

Financial Comments (PS)

9. There are no financial implications arising directly from this report.

Background Papers

None

Electoral Division(s) and Member(s) Affected

All

Personnel Committee Work Programme

Title	Summary	Decision or Information	Lead Officer	Report Author
11 th May 2015				
Sickness Absence Performance 2014/15 quarterly update at 31.3.15 (Quarter 4)	Update report	Information	Marje Toward	Claire Gollin
Nottinghamshire County Council Employee Resourcing Information quarterly update at 31.3.15 (Quarter 4)	Update report	Information	Marje Toward	Claire Gollin
Facilities Performance Report	Update report	Information	Jas Hundal	Kevin McKay
Catering & Facilities Management Schools Survey Reports	New report	Information	Jas Hundal	Kevin McKay
1 st July 2015				
End of year Catering & Facilities Management Results	Update	Information	Jas Hundal	Kevin McKay
September 2015 (date to be arranged)				
Sickness Absence Performance 2015/16 quarterly update at 30.6.15 (Quarter 1)	Update report	Information	Marje Toward	Claire Gollin
Nottinghamshire County Council Employee Resourcing Information quarterly update at 30.6.15 (Quarter 1)	Update report	Information	Marje Toward	Claire Gollin
Annual Workforce Monitoring Profile	Update	Information	Marje Toward	Claire Gollin
November 2015 (date to be arranged)				
Health & Safety Page 49 of 50	Update	Information	Marje Toward	Claire Gollin