

PERFORMANCE PORTFOLIO DECISION SCHEDULE



Thursday 26th February 2009

at 9.00 am

in Committee Room B
Civic Centre, Hartlepool

Councillor Hargreaves, Cabinet Member responsible for Performance will consider the following items.

1. **KEY DECISIONS**

No items

2. **OTHER ITEMS REQUIRING DECISION**

- 2.1 Chief Executive's Departmental Plan 2008/09 – 3rd Quarter Monitoring Report – *Assistant Chief Executive and Chief Personnel Officer*
- 2.2 Workforce Profile And Monitoring – Annual Report 2007/08 – *Chief Personnel Officer*

3. **ITEMS FOR INFORMATION**

- 3.1 Corporate Complaints – October to December 2008 – *Assistant Chief Executive*
- 3.2 Corporate Branding Review /Reputation Campaign – *Assistant Chief Executive*
- 3.3 Employee Attendance 2008/9 – 3rd Quarter – *Chief Personnel Officer*
- 3.4 Single Status Agreement Appeals – *Chief Personnel Officer*

4. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

No items

FINANCE AND EFFICIENCY PORTFOLIO

Report to Portfolio Holder

19th February 2009



Report of: Chief Financial Officer, Chief Solicitor and
Director of Neighbourhood Services

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN
2008/09 – 3RD QUARTER MONITORING
REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Chief Executive's Departmental Plan 2008/09 in the first three quarters of the year.

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Chief Executive's Departmental Plan 2008/09.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues in relation to finance, legal services and procurement

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting 19th February 2009.

6. DECISION REQUIRED

Achievement on actions is noted and new target dates agreed.

Report of: Chief Financial Officer, Chief Solicitor and
Director of Neighbourhood Services

Subject: CHIEF EXECUTIVE'S DEPARTMENTAL PLAN
2008/09 – 3RD QUARTER MONITORING
REPORT

PURPOSE OF REPORT

1. To inform the Portfolio Holder of the progress made against the key actions identified in the Chief Executive's Departmental Plan 2008/09 for the period up to 31 December 2008.

BACKGROUND

2. The Finance and Efficiency Portfolio Holder agreed the Chief Executive's Departmental Plan in May 2008.
3. The Chief Executives Department is split into five divisions, with Finance, Legal Services and Procurement Divisions reporting to the Finance and Efficiency Portfolio Holder. Issues relating to Corporate Strategy and Human Resources are reported separately to the Performance Portfolio Holder.
4. The Chief Executive's Departmental Plan 2008/09 sets out the key tasks and issues within an Action Plan to show what is to be achieved by the department in the coming year. The plan also describes how the department contributes to the Organisational Development actions as laid out in the 2008/09 Corporate Plan. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department and monitoring progress against overall Council aims.
5. The Council recently procured a new piece of software, called Covalent, which is used to collect and analyse corporate performance. During the year Covalent will be used to collect performance information detailed in the Corporate Plan, the five Departmental Plans as well as Service and Operational Plans. The new system will also be used to monitor Risk Management across the council within the Performance Management Framework.
6. Each Division has also produced a Divisional Service Plan, detailing the key tasks and issues facing each division in the coming year. Each plan contains an action plan, detailing how each individual division

intends to contribute to the Organisational Development actions contained in the Corporate Plan, as well as the key tasks and priorities contained in the Chief Executives Departmental Plan. Divisional Chief Officers will have the lead responsibility for managing performance of issues and tasks identified in their divisional plans. Where appropriate, issues can be escalated for consideration by CEMT.

THIRD QUARTER PERFORMANCE

7. This section looks in detail at how the Finance, Legal and Procurement Divisions have performed in relation to the key actions that were included in the Chief Executives Departmental Plan 2008/09. On a quarterly basis officers from across the department are asked, via Covalent, to provide an update on progress against every action contained in the Departmental Plan and, where appropriate, every Performance Indicator.
8. Officers are asked to provide a short commentary explaining progress made to date, and asked identify the expected outcome of each action set out in the Departmental Plan. The following traffic lights are used within the Covalent system:



Achieved Target



Expected to achieve target



Target not achieved



Not expected to achieve target

OVERVIEW OF PERFORMANCE

9. Within the Finance, Legal and Procurement Divisions there were a total of 69 actions identified in the 2008/09 Departmental Plan. Table 1, below, summarises the progress made, to the 31 December 2008, towards achieving these actions.

Table1 – Finance, Legal and Procurement progress summary

		Finance	Legal	Procurement	Total
	Achieved Target	32	7	0	39
	Expected to achieve target	8	3	3	14
	Target not achieved	15	0	1	16
	Not expected to achieve	0	0	0	0

	target				
	Total	55	10	4	69

10. A total of 39 actions (57%) have been reported as having achieved their targets and a further 14 (20%) have been noted as expected to achieve their target.

11. However, a total of 16 (23%) actions have been highlighted as not achieving their target. More information on these actions can be found in the relevant sections below.

Finance Division

12. The Plan contained 55 actions that were the responsibility of the Finance Division. By the end of the first three quarters of the year 32 actions had been completed (58%), and a further 8 (15%) were assessed as being on target to be completed by the target date. However, 15 actions did not achieve their target (27%). Table 2 below details these actions, together with a comment explaining why the deadline has not been met and any appropriate remedial action along with any request by the division to amend the target date.

Table 2: Finance Divisions Actions where target was not achieved

Ref	Action	Date to be Completed	Comment
Outcome: Develop Financial Strategy and Management			
CED A095	Improve medium term financial planning and strategy	30/09/2008	Relevant issues reflected in MTFS reports to Cabinet on 22/12/2008. Further details to be reported to Cabinet on 9/02/2009. A target date change has been requested later in this report
CED A097	Establish financial managements arrangements which are 'fit for purpose'	31/12/2008	Integra budget reports have been reviewed and revised. Training and implementation roll out planned with new Integra E series from April 09.
CED A098	Develop framework for monitoring income collection and recovery of arrears	31/12/2008	Historical robust arrangements in place for C Tax and NNDR. Improved system reports have been developed for Benefit Overpayments and Sundry Debtors but these require further detailed refinement.
Outcome: Co-ordinator the tender/award of the Council's corporate Cash in Transit contract (CSO 20)			
CED A301	Invite expressions of interest and issue tender documents	30/06/2008	This action is now complete although it was after the due date. 8 expressions of interest were received and the tender documents were issued week commencing 22/10/2008
CED A302	Evaluate tenders and award contract	31/10/2008	The evaluation exercise is now complete and the Tenderers will be advised of contact award in week commencing 19/01/2009

Outcome: Develop mobile/homeworking (CSO 14)			
CED A271	Develop/adopt Finance Division homeworking policy framework	31/05/2008	Policy document has all been updated with revisions to compressed hours criteria. Working alongside HR to roll document out on a corporate basis.
Outcome: Develop arrangements for the Centralisation of Financial Administration, Debtors, Payments/Receipts and other Financial Admin (CSO 11)			
CED A255	Quantity numbers of staff/proportion of time, staff input cost associated with core themes	30/06/2008	Work on this objective has been deferred for a number of reasons. Firstly resources were prioritised for the completion of job evaluation payment arrangements and the upgrade and introduction of Integra E-series. Both of these projects were scheduled for completion at the end of September 2008. Secondly the outcomes from business transformation review are awaited to see what proposals this offered for consolidation of services. Work will be rescheduled once the proposals from BT are issued.
CED A256	Review arrangements within departments and establish scope for standardisation and consolidation on best practice	30/09/2008	Although behind schedule Corporate Analysis of payment locations, transaction and methods completed and shared with Capita.
CED A257	Review of opportunities to switch customer channels of payment for services and economies from consolidation of electronic payment card and payment processing arrangements	31/12/2008	Discussions undertaken with Capita re PAYE.net solution and cross departmental group have been engaged in a joint discovery meeting with Capita re potential roll out of that solution
Outcome: Maintain Benefits Service CPA Score 2008 and prepare for future inspection regime			
CED A286	Benchmarking Benefits Service against new Audit Commission Inspection KLOE Framework	30/06/2008	HBC data gathering has progressed well. Awaiting mutual peer review exercise with neighbouring authority. A target date change has been requested later in this report for 31/3/09.
Outcome: Review of Cashiering Services arrangements (CSO 21)			
CED A306	Costing analysis of delivery option services	30/06/2008	Consultation exercise with departmental reps undertaken 28/11/2008. Costings for system solution now received from supplier
CED A307	Evaluation of corporate operational impacts of options	30/06/2008	Consultation exercise held with departments 29/11/2008. Priorities identified and system requirements fed back to supplier
CED A308	Determine strategic way forward and develop implementation plan	30/11/2008	Way forward agreed. Implementation plan to be produced once project manager appointed by supplier and provisional dates agreed
Outcome: Review of Interdepartmental Insurance charging arrangements			
CED A295	Analysis of claims history/risk	31/08/2008	This work has been deferred. This is for a number of reasons which include this area

CED A296	Financially model alternative charging bases/departamental budget impacts	30/11/2008	being called up for review by Scrutiny Group, the expectation that this will be an area reviewed within Business Transformation project, and the availability of resources to review this detail within the original timescale.
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13. Within 2008/09 the Finance Division completed a number of actions, including: -

- Revised Business Improvement District Bills were issued at the end of October with reminders for non payment issued week commencing 5/1/2009. As at 31/12/2008 43.53% had been collected.
- CCTV is now in place in the Inaugural Business Improvement District.
- The majority of work implementing new Corporate Pay and Grading structure is now complete. The only outstanding elements are those where either revised grading has not been agreed or schools have not signed up to the new agreement.
- New admin protocols for the new Audit Management Software have been agreed by CMT and subsequently implemented

14. The Finance Division currently monitors 8 Performance Indicators 7 of which are expected to achieve their target. The one PI that is performing below target is CEDFI P005 - Speed of processing change of circumstances for HB/CTB claims which has a target of 8.5 but is currently at 13.5 days as of 31st December 2008. This PI is being impacted by benefits processing workload increases associated with the credit crunch (a 15% increase in benefits workload over the last 4 months). This PI will improve towards the year end when a number of one off annual adjustments to claims are completed in a relatively short period. In addition resource inputs are being mobilised, overtime is being worked, benefits data quality checking and visiting staff have been switched onto benefit assessment work, two vacant posts have been filled and there are plans to fill a further vacant post. The DWP have recognised the increasing benefits workload demand that local authorities nationally are currently facing which inevitably impacts on PI's. It is anticipated that the responses put in place by the council supported by effective performance management will enable the Council to maintain high customer service standards.

Legal Division

15. The Plan contained 10 actions that were the responsibility of the Legal Division. As at 31 December a total of 7 actions (70%) had been completed, and a further 3 (30%) were on target to be completed by

the target date stated in the plan. No actions have failed or are expected to fail to meet their target.

16. Within the first quarter of 2008/09 the Legal Division completed a number of actions, including: -

- A revised Whistle blowing policy has been placed on both the intranet and the internet. Also questions regarding this policy will also be covered in the latest 'Staff Survey'.

17. The Legal Division does not currently monitor any performance indicators within the Chief Executive's Departmental Plan.

Procurement Division

18. The Plan contained 4 actions that are the responsibility of this division with 3 currently expecting to achieve various targets throughout the coming year and one that hasn't achieved its target laid out in table 3 below:

Table 3: Procurement Divisions Actions where target was not achieved

Ref	Action	Date to be Completed	Comment
Outcome: Develop and implement the procurement strategy			
CED A170	Develop and implement the strategic procurement function	31/08/2008	Procurement 'Centre for Excellence' Business Case being developed as part of Business Transformation. See requested date change

19. The Procurement Service Division does not currently monitor any performance indicators within the Chief Executive's Departmental Plan

Request for changes to Target dates

20. The following actions have been identified by departments as actions which need to have their target dates changed for various reasons and Portfolio Holder is asked to approve these date changes

Code	Action	Initial Due Date	Proposed due date	Comment
CED A095	Improve medium term financial planning and strategy	30/09/2008	27/02/2009	Report District Audit was not received until Oct 2008 therefore not all issues addressed prior to receipt of final report
CED A286	Benchmarking Service Benefits against new Audit Commission Inspection KLOE	30/06/2008	31/03/2009	Benchmarking has been undertaken at HBC. The results need to be benchmarked with partner peer authority details which were not available until December 08. Final

	framework			action plan is dependent on results of peer review and sharing of best practice.
CED A290	Undertake quarterly review of Finance Division risk register	31/12/2008	31/03/2009	This should be an end of year target as the review is one at the end of each quarter throughout the year.
CED A170	Develop and implement the strategic procurement function	31/08/2008	31/03/2009	This will be part of business Transformation implementation scheduled for 2009/10

Recommendations

21. It is recommended that achievements of key actions are noted and date changes approved.

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

26th February 2009



Report of: Chief Personnel Officer

Subject: WORKFORCE PROFILE AND MONITORING –
ANNUAL REPORT 2007/08

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on the Council's workforce profile performance in 2007/08, how it compares to the local population and applications for jobs in 2007/08, actions taken during the period and planned actions and targets.

2. SUMMARY OF CONTENTS

The report provides details of the Council's workforce profiles performance in 2007/08, how it compares to the local population and applicants for jobs in 2007/08, actions taken during the period and planned future actions and targets.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Performance

4. TYPE OF DECISION

Non Key

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Note the report and endorse the planned actions and targets.

Report of: Chief Personnel Officer

Subject: WORKFORCE PROFILE AND MONITORING –
ANNUAL REPORT 2007/08

1. PURPOSE OF REPORT

To update the Portfolio Holder on the Council's workforce profile performance in 2007/08, how it compares to the local population and applicants for jobs in 2007/08, actions taken during the period and planned future actions and targets.

2. BACKGROUND

- 2.1 The Council's Equality and Diversity in Employment Policy includes a commitment to "strive for a workforce that reflects the diversity of the population of Hartlepool". The Race Relations (Amendment) Act 2000 and Disability Discrimination Act 2005 stipulate that the Council has a responsibility to monitor employees and applicants for employment (by racial group and by disability). The Equal Opportunities Commission recommended that similar monitoring be undertaken in respect of gender, disability and age together with various performance indicators regarding the workforce in terms of gender, ethnicity and disability. The Equality Standard for Local Government requires profiling of the council workforce and the local labour market with a view to comparisons being made and action being taken to reduce any differences. Table 1 details the relevant aspects of the various levels and the progress the Council is making.

Table 1

Level	Level definitions	Evidence Required	Progress
Level 1	1.4.2 Commitment to an employment equality assessment of the Local Labour Market Area, workforce profiling and equal pay review	Commitment made	Complete
Level 2	2.4.2 Engage in employment equality assessment of the Local Labour Market area 2.4.3 Engage in workforce profiling and an equal pay review	Plan and action Local Labour Market area assessment Corporate Equality plan contains plans for workforce profiling and equal pay review	Complete Complete
Level 3	3.4.2 Set employment	Employment targets,	Targets set (in this

	equality targets for recruitment, staff retention, workforce profiles	informed by Local Labour Market area assessment and workforce profiling	report) in respect of recruitment and retention), based on LLMA assessment and workforce profiling
Level 4	4.4.5 Use monitoring reports to assess whether authority employment profiles more closely fit the profile of Local Labour Market Area	Produce monitoring reports and circulate to designated consultation and scrutiny groups	Monitoring reports produced where workforce profiling and target setting in place
Level 5	5.4.1 Demonstrate movement towards greater equality in the workforce profile and other employment targets	Use monitoring reports to assess whether employment profiles increasingly correspond to LLMA profiles, respond to representation within the recruitment process and respond to access to training and development opportunities Demonstrate measurable increase in the number of employees with a disability/from a BME within the workforce	Demonstrable increase in employees with a disability

2.2 This report is restricted to the Council's workforce profile and recruitment activity and sets targets in respect of narrowing the gap between the local population of working age and the Council's workforce profile. The report does not address retention, training or development issues, although the latter two are addressed as part of the Workforce Development annual report.

This is the third annual report covering both the workforce profile and recruitment activity. Prior to this, the annual report covered the workforce profile only.

In 2004 and 2007 the Joint Strategy Unit (JSU) were commissioned to provide updated census data in relation to gender, disability, ethnicity and age of the local, sub regional, and national population of working age in order that comparisons can be made with the workforce.

Unfortunately the BVPI's are based on Census data in respect of the ethnicity and disability profile of the local population (BVPI 16b and BVPI 17b) and therefore the most up to date information is not used. Except in respect of specific BVPI indicators, the updated JSU information is used for comparative purposes. The JSU information in relation to age is not compatible with the available workforce information and therefore census data has been used for comparative purposes.

The recruitment analysis includes all jobs advertised between 1 April 2007 and 31 March 2008. It excludes applicants for jobs where the HR Division has not been involved in the recruitment process (i.e. non Head Teacher jobs in schools and many weekly paid jobs in the Council) and also posts advertised internally only (as recruiting from internal candidates only will not alter the workforce profile). Analysis of the applicants for posts is limited to those where the applicants provide monitoring information.

Interpretation of the results has been undertaken in accordance with joint guidance regarding the approach to be taken when monitoring schools recruitment data issued by the Local Government Employers, Department for Children's & Families and Commission for Race Equality. The guidance (which is specific to schools but has general applicability) is as follows:

Factor	Comparison or benchmark
Applicants for posts	Teachers: ethnicity of teachers in the region or in comparable LEA's, using information published in DfES publication 'School Workforce in England Support Staff: economically active population
Applicants shortlisted	Use 4/5ths rule to compare "success rates" of white applicants selected for interview with black and minority ethnic applicants
Candidates appointed	Use 4/5ths rule to compare "success rates" of white applicants with black and minority ethnic applicants

The remainder of the report is structured into sections dealing with

- Gender (section 3)
- Disability (section 4)
- Ethnicity (section 5)
- Age (section 6)

Within sections 3-6 information is provided in respect of

- BVPI Performance information and future targets
- Workforce Profile compared to the labour markets and future targets
- Applicants for jobs advertised externally during 2007/08
- Actions undertaken during 2007/08
- Actions planned for 2008/09

The government previously advised that BVPI 17b – the percentage of the working age population from minority ethnic communities was

to deleted from the BVPI set for 2007/08 and therefore does not need to be reported. However this PI has been retained locally.

From 2008/09 the Employment Equality BVPI's will be replaced by a range of Audit Commission Primary and Secondary and local indicators.

3. GENDER

- 3.1 As part of the Best Value regime, the Corporate Health Performance Indicator is the percentage of top 5% of earners that are women (BVPI 11a). In 2007/08 performance of 46.26% was achieved, this affected the quartile position which reduced to the third quartile. This is detailed in Table 2, along with performance data in respect of 2005/6, 2006/7 and future targets in respect of 2008/9, 2009/10 and 2010/11.

Table 2

BVPI Ref	2005/6 Actual Performance	2006/7 Actual Performance	2006/7 Upper quartile Performance	2007/8 Actual Performance	2008/9 Target	2009/10 Target	2010/11
BVPI11a - Senior Women	50.44%	49.15%	49.13%	46.26%	49.30%	49.30%	49.30%

Further analysis by department is attached in **Appendix 1**.

- 3.2 Compared to previous years, the top 5% performance has decreased to below the local population profile. Future year targets have been set to reflect the local population. As the gap is not significant enough to cause concern at this time, no specific actions are planned in this respect but the situation will be monitored.
- 3.3 The workforce gender profile compared to local, regional and national population of working age is detailed in Table 3.

Table 3

Breakdown by Gender	Males and females of working age (%age)	Males of working age (%age)	Females of working age (%age)
Hartlepool Borough Council (All employees) at 1.4.06	100	25.71	74.29
Hartlepool Borough Council (All employees) at 1.4.07	100	25.40	74.60
Hartlepool Borough Council (All employees) at 1.4.08	100	24.75	75.25
Hartlepool Borough Council (Top 5% of employees) at 1.4.06	100	49.56	50.44
Hartlepool Borough Council (Top 5% of employees) at 1.4.07	100	50.85	49.15
Hartlepool Borough Council (Top 5% of employees) at 1.4.08	100	53.75	46.25
Hartlepool Borough	100	50.7	49.3
Tees Valley	100	50.8	49.2
North East	100	51.0	49.0
England & Wales	100	51.4	48.6

Further analysis by department is attached in **Appendix 1**.

- 3.4 The percentage of top 5% of employees who are male exceeds the percentage of males in the local community. The top 5% of employees who are female represents the third quartile performance. The percentage of all employees who are male has increased (reversing the trend in the previous year).

Table 4

PI Ref	Gender	2007/8 Target	2008/9 Target	2009/10 Target
LPI HR 2a	Male	25.4%	25.4%	25.4%
LPI HR 2b	Female	74.6%	74.6%	74.6%

In order to achieve the targets, planned actions are detailed in paragraph 3.8.

- 3.5 Details of applicants' gender and their relative success in obtaining a job during 2007/8 are detailed in Table 5.

Table 5

Stage	Male Applicants	Female Applicants	All applicants	4/5ths rule met?
%age (no.) of applications received	25.91% (715)	45.54% (1257)	100.00% (2760)	N/A
%age (no.) of applicants shortlisted	24.28% (194)	47.93% (383)	28.94% (799)	No
%age (no) of shortlisted applicants who were appointed	26.29% (51)	27.94% (107)	27.28% (218)	Yes

Further analysis is attached at **Appendix 2**

- 3.6 Given the gender profile of the workforce it is perhaps unsurprising that there are significantly more females than males who apply for jobs with the Council. There is no evidence, at Council level of discrimination against male applicants in either the shortlisting or appointment stages. Further investigation is needed to identify whether this applies equally across all departments of the Council.
- 3.7 As the gender (female) profile of the workforce was very close to (top 5% of earners) or significantly exceeded (whole workforce) the profile of the local populations of working age, no specific actions were planned or undertaken in 2007/08 in respect of gender.
- 3.8 In order to achieve the targets set in 3.1 and 3.4 above, the following actions are proposed for 2008/09
- Further Investigation on monitoring data by department
 - Implementation of the Workforce Strategy

4. DISABILITY

- 4.1 As part of the Best Value regime, the Corporate Health Performance Indicators are
- BVPI11c The percentage of top 5% of earners who have a disability
- BVPI16a The percentage of staff with disabilities
- BVPI16b The percentage of the working age population with disabilities (based on Census 2001 data)

Performance in relation to each of the indicators is detailed in Table 6, along with performance data in respect of 2004/5, 2005/6 and 2006/7 and future targets in respect of 2008/9 and 2009/10.

Table 6

BVPI Ref	2005/6 Actual Perfor- mance	2006/7 Actual Perfor- mance	2006/7 Upper quartile Perfor- mance	2007/8 Actual Perfor- mance	2007/8 Target	2008/9 Target	2009/10 Target
BVPI11c – Senior Employees with a Disability	6.79%	8.04%	3.28%	8.06%	9.22%	9.22%	9.22%
BVPI16a – Employees with a disability	4.41%	5.25%	3.05%	4.91%	5.41%	5.57%	5.73%
BVPI16b – Local Population with a disability (source: Census 2001)	22.14%	22.14%	N/A	22.14%	N/A	N/A	N/A

Further analysis by department is attached at **Appendix 3**

- 4.2 Performance in relation to the top 5% of earners has improved however performance in relation to the whole workforce has reduced, but this has not affected BVPI16a and BVPI11c top quartile performance. Given this change, future years' targets have been set to improve on current performance, whilst recognising that the workforce does not reflect the local population. In order to achieve the targets, planned actions are detailed in paragraph 4.8.
- 4.3 The workforce disability profile compared to local, regional and national population of working age is detailed in Table 7.

Table 7

Breakdown by disability (Tables 3a, 3b and 4)	Males and females who are DDA Work Limited (%age)	Males and females who are DDA Work Limited (%age)	Females who are DDA Work Limited (%age)
Hartlepool Council (All employees) at 1.4.06	4.41	8.36	3.02
Hartlepool Council (All employees) at 1.4.07	5.25	9.30	3.94
Hartlepool Council (All employees) at 1.4.08	4.88	8.62	3.71
Hartlepool Council (Top 5% of earners) at 1.4.06	6.15	10.61	4.23
Hartlepool Council (Top 5% of earners) at 1.4.07	6.79	14.31	2.17
Hartlepool Council (Top 5% of earners) at 1.4.08	8.06	12.39	2.27
Hartlepool Borough	24.3	24.4	24.0
Tees Valley	21.9	22.7	21.0
North East	23.5	24.5	22.5
England & Wales	18.7	18.7	18.7

Further analysis by department is attached at **Appendix 3**

- 4.4 As BVPI 16a relates to the whole workforce, there is no need to set a separate target to reduce the difference between the workforce and the local population of working age as this has been taken into account when setting the BVPI target.
- 4.5 Details of disabled/not disabled applicants and their relative success in obtaining a job during 2007/8 is detailed in Table 8.

Table 8

Stage	Applicants with no declared disability	Applicants with a declared disability	All Applicants	4/5ths rule met?
%age (no.) of applications received	64.82% (1579)	2.13% (52)	100.00% (2436)	N/A
%age (no.) of applicants shortlisted	29.70% (469)	23.07% (12)	28.61% (697)	No
%age (no.) of shortlisted applicants who were appointed	27.93% (131)	25% (3)	27.83% (194)	Yes

Further analysis by department is attached at **Appendix 4**.

- 4.6 The percentage of applications from disabled people is less than the disability profile of the workforce and consideration has been given as to how the number of applicants with a disability can be increased. Whilst there is no evidence, at Council level, of discrimination against applicants with a disability at shortlisting and appointment stages, further investigation is needed to identify if this applies across all departments of the Council.
- 4.7 As the disability profile of the workforce was not close to reflecting the profile of the local population of working age, the following actions were undertaken in 2007/08:
- Provision of placements for the ILM project for those on Incapacity benefit
 - Achievement of Level 3 of the Employment Section of the Equality Standard for Local Government
 - Established a system of guidance/training on relevant equality issues for appointment panels
 - Improve access to Employment Opportunities
 - Investigation of Monitoring data by Department
- 4.8 In order to achieve the targets set in 4.1 above, the following actions have been set for 2008/9:
- Continue to provide placements for the ILM project for those on Incapacity Benefit
 - Undertake Recruitment Review
 - Implementation of Exit Interview Monitoring
 - Further Investigation of monitoring data by department.

5. ETHNICITY

- 5.1 As part of the Best Value regime, the Corporate Health Performance Indicators are
- | | |
|---------|---|
| BVPI11b | The percentage of top 5% of earners from black and minority ethnic communities |
| BVPI17a | The percentage of staff from minority ethnic communities |
| BVPI17b | The percentage of the working age population from minority ethnic communities (based on Census 2001 data) |

Performance in relation to each of the indicators is detailed in Table 9, along with performance data in respect of 2004/5, 2005/6 and 2006/7 and future targets in respect of 2008/9 and 2009/10.

Table 9

BVPI Ref	2005/6 Actual Perfor- mance	2006/7 Actual Perfor- mance	2006/7 Upper quartile Perfor- mance	2007/8 Actual Perfor- mance	2007/8 Target	2008/9 Target	2009/10 Target	2010/11 Target
BVPI11b – Senior Ethnic Minority Employees	1.15%	1.16%	3.85%	1.13%	2.31%	1.13%	1.13%	1.13%
BVPI17a – Employees from Minority Ethnic Communities	0.8%	0.8%	5.6%	0.7%	0.9%	0.7%	0.8%	0.8%
BVPI17b – Local Working Age Population from Minority Ethnic Communities (source: Census 2001)	1.1%	1.1%	N/A	1.1%	N/A	N/A	N/A	N/A

Further analysis by department is attached at **Appendix 5**.

5.2 Performance in relation to employees from black and ethnic minority groups in the top 5% and whole workforce has reduced slightly but not significantly enough to cause concern. Performance in relation to BVPI17a continues to represent bottom quartile performance. The future years' targets have been set to maintain the current performance in respect of top 5% and to increase performance in relation to the whole workforce. In order to achieve the targets, actions for 2008/09 are detailed in paragraph 5.8.

5.3 The workforce ethnic profile compared to local, regional and national population of working age is detailed in Table 10.

Table 10

Breakdown by Ethnicity	Males and females who are from an ethnic minority community (%age)	Males who are from an ethnic minority community (%age)	Females who are from an ethnic minority community (%age)
Hartlepool Council (All employees) at 1.4.06	0.8	0.9	0.7
Hartlepool Council (All employees) at 1.4.07	0.8	1.2	0.6
Hartlepool Council (All employees) at 1.4.08	0.7	1.0	0.6
Hartlepool Council (Top 5% of earners) at 1.4.06	1.15	1.15	0.0
Hartlepool Council (Top 5% of earners) at 1.4.07	1.16	1.16	0.0
Hartlepool Council (Top 5% of earners) at 1.4.08	1.13	2.02	0.0
Hartlepool Borough	1.2	1.2	1.2
Tees Valley	2.8	2.9	2.7
North East	2.5	2.6	2.4
England & Wales	9.0	8.6	9.4

Further analysis by department is attached at **Appendix 5**.

5.4 As BVPI 17a relates to the whole workforce, there is no need to set a separate target to reduce the difference between the workforce and the local population of working age as this has been taken into account when setting the BVPI target.

5.5 Details of disabled/not disabled applicants and their relative success in obtaining a job during 2007/8 is detailed in Table 11.

Table 11

Stage	Applicants from White Backgrounds	Applicants from Minority Ethnic Backgrounds	All Applicants	4/5ths rule met?
%age (no.) of applications received	61.30% (1692)	2.14% (59)	100.00% (2760)	N/A
%age (no.) of applicants shortlisted	29.31% (496)	33.90% (20)	28.95% (799)	Yes
%age (no.) of shortlisted applicants who were appointed	29.03% (144)	20% (4)	27.28% (218)	No

Further analysis by department is attached in **Appendix 6**.

5.6 It is pleasing to report that the percentage of applications from BME communities is greater than the than the BME profile of the workforce and local population. There was a substantial increase in the number of application received from BME applicants (25 in 2006/07, 59 in 2007/08). There is no evidence at Council level of discrimination against applicants of a BME background at shortlisting or appointment

stage, although based on small numbers there is an increase in success rates for both stages from BME applicants.

5.7 As the ethnicity profile of the workforce is not close to reflecting the profile of the local population of working age, the following actions were undertaken in 2007/8:

- Implemented ongoing monitoring arrangements in respect of school employees
- Consultation event with minority groups in April 2007
- Development and distribution of guidance to employees on reporting discrimination, bullying and harassment
- Achieved Level 3 of the Employment section of the Equality Standard for Local Government by March 2008
- Update Race Equality Scheme

5.8 In order to achieve the targets set in 5.1 above, the following actions are proposed for 2007/08:

- Undertake a recruitment review
- Implementation of Exit Interview monitoring
- Further consultation with minority groups
- Further investigation of monitoring data by department.

6. AGE

6.1 There are no age related Corporate Health Performance Indicators as part of the Best Value regime, although local performance indicators have been developed.

6.2 The workforce age profile compared to local, regional and national population of working age is detailed in Tables 12 (males and females), Table 13 (males only) and Table 14 (females only).

Table 12

Breakdown by Working Age (Males and Females) Source: Census 2001	Males and females aged 16-17	Males and females aged 18-24	Males and females aged 25-34	Males and females aged 35-44	Males and females aged 45-54	Males and females aged 55-64	Males and females aged 65+
	LPI HR1a	LPI HR1b	LPI HR1c	LPI HR1d	LPI HR1e	LPI HR1f	LPI HR1g
Hartlepool Council at 1.4.06	0.36	5.90	18.88	29.60	29.80	15.36	0.11
Hartlepool Council at 1.4.07	0.31	6.06	13.62	30.40	31.46	17.43	0.72
Hartlepool Council at 1.4.08	0.26	6.36	18.59	29.18	29.49	15.28	0.83
Council Target at 1.4.08	0.18	5.87	17.78	29.80	29.98	15.80	0.60
Hartlepool Borough	4.64	12.05	20.20	24.50	21.58	17.03	N/A
Tees Valley	4.52	12.70	20.41	24.00	21.52	16.84	N/A
North East	4.08	13.39	20.38	23.61	21.54	17.00	N/A
England & Wales	3.93	13.15	22.32	23.31	20.72	16.57	N/A

Further analysis by department is attached at **Appendix 7**

Table 13

Breakdown by Working Age (Males only) Source: Census 2001	Males aged 16-17	Males aged 18-24	Males aged 25-34	Males aged 35-44	Males aged 45-54	Males aged 55-64	Males aged 65+
	LPI HR1a	LPI HR1b	LPI HR1c	LPI HR1d	LPI HR1e	LPI HR1f	LPI HR1g
Hartlepool Council at 1.4.06	0.43	7.56	16.25	27.28	29.28	18.77	0.43
Hartlepool Council at 1.4.07	0.00	7.07	16.14	27.23	29.06	19.63	0.87
Hartlepool Council at 1.4.08	0.26	6.88	16.58	25.40	30.25	19.75	0.88
Hartlepool Borough	4.71	11.82	19.59	24.50	22.17	17.21	N/A
Tees Valley	4.60	12.78	19.92	23.78	21.91	17.01	N/A
North East	4.17	13.55	20.06	23.48	21.80	16.94	N/A
England & Wales	4.08	13.28	22.10	23.30	20.74	16.50	N/A

Further analysis by department is attached at **Appendix 7.**

Table 14

Breakdown by Working Age (Females only)	Females aged 19	Females aged 20-24	Females aged 25-34	Females aged 35-44	Females aged 45-54	Females aged 55-64	Females aged 65+
Source: Census 2001	19	- 24	34	44	54	64	
	LPI HR1a	LPI HR1b	LPI HR1c	LPI HR1d	LPI HR1e	LPI HR1f	LPI HR1g
Hartlepool Council at 1.4.06	0.33	5.32	19.79	30.40	29.98	14.17	0.00
Hartlepool Council at 1.4.07	0.24	5.46	18.34	30.68	30.29	14.49	0.51
Hartlepool Council at 1.4.08	0.26	6.20	19.25	30.43	29.24	13.81	0.81
Hartlepool Borough	4.58	12.27	20.78	24.49	21.03	16.85	N/A
Tees Valley	9.40	12.63	20.87	24.22	21.15	16.68	N/A
North East	8.90	13.24	20.69	23.74	21.29	17.05	N/A
England & Wales	38.40	13.02	22.54	23.33	20.70	16.63	N/A

Further analysis by department is attached in **Appendix 7**.

- 6.3 The workforce profile continues to be lower than that of the local community for people under the age of 35 and higher for people aged between 35 and 54.
- 6.4 Year on year targets (as detailed in Table 15) of maintaining the current profile and hence stemming the trend towards an ageing workforce have been set

Table 15

Age Group	1.4.08 target (%)	1.4.09 target (%)	1.4.10 target (%)	Local population (%)
16-17	0.18	0.18	0.18	4.64
18-24	5.87	5.87	5.87	12.05
25-34	17.78	17.78	17.78	20.20
35-44	29.80	29.80	29.80	24.50
45-54	29.98	29.98	29.98	21.58
55-64	15.80	15.80	15.80	17.03
65+	0.60	0.60	0.60	N/A

- 6.5 Details of applicants by age and their relative success in obtaining a job during 2007/8 is detailed in Table 16.

Table 16

Stage	Aged 16-24	Aged 25-34	Aged 35-44	Aged 45-54	Aged 55-65+	All Applicants
%age (no.) of applications received	18.55% (512)	17.57% (485)	15.94% (440)	11.34% (313)	0.62% (17)	100.00% (2760)
%age (no.) applicants shortlisted	24.41% (125)	31.13% (151)	27.72% (122)	26.84% (84)	23.53% (4)	28.95% (799)
%age (no.) shortlisted applicants who were appointed	26.4% (33)	29.14% (44)	31.14% (38)	29.76% (25)	50% (2)	27.28% (218)

Further analysis by department is attached at **Appendix 8**.

6.6 During 2007/08 there has been a reduction in posts advertised by the Council and this is reflected in the number of applications received as there are significantly less applications received across all age ranges than in the previous year. There is a significant reduction in applications from the under 25s and their success rate continues to be lower than that of other applicants from other age groups, which perhaps continues to reflect their lack of work experience.

6.7 As the age profile of the workforce does not reflect that of the local population of working age, the following actions were undertaken in 2007/08

- Achieved Level 3 of the Employment Section of the Equality Standard for Local Government March 2008

6.8 In order to achieve the targets set in 6.4 above, the following actions are in place for 2008/09:

- Consultation with people of all ages
- Recruitment review
- Further investigation of monitoring data by department.

7. RECOMMENDATIONS

7.1 That the Portfolio Member note the report and endorse the targets set.

8. CONTACT OFFICER

Alison Oxley
Human Resources Manager - Operations
01429 523049

Appendix 1

Gender Performance Indicators 2007/8 (Profiled by Department)

a) Best Value Performance Indicators

Top 5% of workforce (BVPI 11a)	CEX	DACS	DRPS	DChS	Schools	DNS	Whole Council	Hartlepool Borough – whole population
Percentage of top 5% earners who are female at 31.3.07	27.01	64.91	26.67	65.96	N/A	30.84	49.15	49.3
Percentage of top 5% earners who are male at 31.3.07	72.99	35.09	73.33	34.04	N/A	69.16	50.85	50.7

b) Other Performance Indicators

Whole Workforce	CEX	DACS	DRPS	DChS	Schools	DNS	Whole Council	Hartlepool Borough – whole population
Percentage of workforce who are female at 1/4/2007	72.30	76.53	61.46	82.40	81.70	58.53	74.60	49.3
Percentage of workforce who are male at 1/4/2007	27.70	23.47	38.54	17.60	18.30	41.47	25.40	50.7

Appendix 2

Gender Breakdown of Applicants April 2007 – March 2008

a) Numbers of Applicants

	CEX	DRP	DNS	DChS	DACS	Overall Council
Male applicants						
Made application	92	117	92	165	249	715
Shortlisted	30	32	27	45	60	194
Shortlisted applicants w ho are appointed	6	6	10	10	19	51
Female Applicants						
Made application	213	111	49	482	402	1257
Shortlisted	51	40	19	143	130	383
Shortlisted applicants w ho are appointed	14	11	1	36	45	107
All Applicants						
Made application	496	276	186	906	896	2760
Shortlisted	131	92	63	247	266	799
Shortlisted applicants w ho are appointed	31	25	19	59	84	218

b) Percentage of Applicants

	CEX	DRP	DNS	DChS	DACS	Overall Council
Male applicants						
Made application	18.55%	42.39%	49.46%	18.21%	27.79%	25.90%
Shortlisted	32.60%	27.35%	29.34%	27.27%	24.10%	27.13%
Shortlisted applicants w ho are appointed	20%	18.75%	37.03%	22.22%	31.66%	26.29%
Female Applicants						
Made application	42.94%	40.21%	26.34%	52.20%	44.87%	45.54%
Shortlisted	23.94%	36.04%	38.77%	29.67%	32.34%	30.47%
Shortlisted applicants w ho are appointed	27.45%	27.5%	5.26%	25.17%	34.62%	27.94%
All Applicants						
Made application	100%	100%	100%	100%	100%	100%
Shortlisted	26.41%	33.33%	33.87%	27.26%	29.69%	28.95%
Shortlisted applicants w ho are appointed	23.66%	27.17%	30.16%	23.89%	31.58%	27.28%

Appendix 3

Disability Related Performance Indicators 2007/8 (Profiled by Department)

Ref	Definition	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
BVPI 11c	Percentage of top 5% of earners with a disability	0.00	0.00	17.26	8.16	N/A	11.11	8.06	22.14
BVPI 16a	Percentage of employees with a disability	8.08	7.34	6.83	2.72	3.87	5.85	4.91	22.14
BVPI 16b	The percentage of the working age population with disabilities (based on Census 2001 data)	22.14	22.14	22.14	22.14	22.14	22.14	22.14	22.14

Appendix 4

Breakdown of Applicants by Disability – April 2007 to March 2008

a) Number of applicants

April – March	CEX	DRP	DNS	DChS	DACS	Overall Council
Actual						
Disabled Applicants						
Made application	10	4	2	21	12	52
Shortlisted	1	0	0	10	1	12
Shortlisted applicants w ho are appointed	0	0	0	3	0	3
Not Disabled Applicants						
Made application	278	162	133	523	483	1579
Shortlisted	75	60	46	153	133	469
Shortlisted applicants w ho are appointed	20	15	11	34	51	131
All Applicants						
Made application	496	204	186	839	711	2436
Shortlisted	131	78	63	230	195	697
Shortlisted applicants w ho are appointed	31	22	19	53	69	194

b) Percentage of Applicants

April – March	CEX	DRP	DNS	DChS	DACS	Overall Council
Percentage						
Disabled Applicants						
Made application	2.02	1.96	1.07	2.50	2.11	2.13
Shortlisted	10	0	0	47.62	6.66	23.08
Shortlisted applicants w ho are appointed	0	0	0	30	0	25
Not Disabled Applicants						
Made application	56.05	79.41	71.50	62.34	67.93	64.82
Shortlisted	26.98	37.04	34.59	29.25	27.54	29.57
Shortlisted applicants w ho are appointed	26.66	25	23.91	22.22	38.35	28.05
All Applicants						
Made application	100	100	100	100	100	100
Shortlisted	16.46	38.23	33.87	27.41	27.43	28.61
Shortlisted applicants w ho are appointed	23.66	28.20	30.16	23.04	35.38	27.83

Appendix 5

Ethnicity Related Performance Indicators 2007/8 (Profiled by Department)

Ref	Definition	CEX	DACS	DRPS	DChS	Schools	DNS	Hartlepool Council	Hartlepool Borough
BVP I 11b	Percentage of top 5% of earners who are from a black and minority ethnic background	N/A	N/A	N/A	2.81	N/A	N/A	1.13	1.1
BVP I 17a	Percentage of employees from ethnic minority communities	0.8	0.6	4.9	1.0	0.5	0.4	0.7	1.1
BVP I 17b	The percentage of the working age population from minority ethnic communities (based on Census 2001 data)	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1

Appendix 6

Breakdown of Applicants by Ethnicity – April 2007 – March 2008

a) Number of applicants

	CEX	DRP	DNS	DChs	DACs	Total
April – March						
Actual						
White Applicants						
Made application	275	203	122	536	556	1692
Shortlisted	69	70	42	150	165	496
Shortlisted applicants w ho are appointed	19	17	10	38	60	144
Ethnic Minority Applicants						
Made application	13	4	7	17	18	59
Shortlisted	8	0	3	7	2	20
Shortlisted applicants w ho are appointed	1	0	1	2	0	4
All Applicants						
Made Application	496	276	186	906	896	2760
Shortlisted	131	92	63	247	266	799
Shortlisted applicants w ho are appointed	31	25	19	59	84	218

b) Percentage of applicants

	CEX	DRP	DNS	DChs	DACs	Total
April – March						
Percentage						
White Applicants						
Made application	55.44	73.55	65.59	59.16	62.05	61.30
Shortlisted	25.09	34.48	34.43	27.98	29.68	29.31
Shortlisted applicants who are appointed	27.54	24.28	23.81	25.33	36.36	29.03
Ethnic Minority Applicants						
Made application	2.62	1.45	3.76	1.88	2.01	2.14
Shortlisted	61.53	0	42.86	41.18	11.11	33.89
Shortlisted applicants who are appointed	12.5	0	33.33	28.57	0	20
All Applicants						
Made Application	100	100	100	100	100	100
Shortlisted	16.45	33.33	33.87	27.26	29.68	28.95
Shortlisted applicants who are appointed	23.66	27.17	30.16	23.89	31.58	27.28

Appendix 7

Age Related Performance Indicators 2007/8 (Profiled by Department)

a) Males Only

Male Workforce	CEX	DACS	DRP	DChs	Schools	DNS	Hartlepool Council	Hartlepool Borough
Percentage of male workforce aged less than 18 at 1.4.07	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.71%
Percentage of male workforce aged 18 – 24 at 1.4.07	8.64%	9.76%	6.33%	4.71%	8.12%	5.36%	7.07%	11.82%
Percentage of male workforce aged 25 – 34 at 1.4.07	16.05%	17.68%	24.05%	8.24%	24.06%	8.67%	16.14%	19.59%
Percentage of male workforce aged 35 – 44 at 1.4.07	43.21%	25%	20.25%	28.24%	22.61%	30.10%	27.23%	24.50%
Percentage of male workforce aged 45 – 54 at 1.4.07	18.52%	26.22%	35.44%	42.35%	23.19%	33.42%	29.06%	22.17%
Percentage of male workforce aged 55 – 64 at 1.4.07	13.58%	18.90%	12.66%	16.47%	20.87%	22.19%	16.63%	17.21%
Percentage of male workforce aged 65 and above at 1.4.07	0.0%	2.44%	1.27%	0.0%	1.16%	0.26%	0.87%	N/A
Percentage of male overall workforce at 1.4.07	100%	100%	100%	100%	100%	100%	100%	100%

b) Females only

Female Workforce	CEX	DACS	DRP	DChs	Schools	DNS	Hartlepool Council	Hartlepool Borough
Percentage of female workforce aged less than 18 at 1.4.07	0.0%	0.75%	0.0%	0.26%	0.0%	0.54%	0.24%	4.58%
Percentage of female workforce aged 18 – 24 at 1.4.07	10.28%	6.37%	10.48%	5.64%	5.02%	2.68%	5.46%	12.27%
Percentage of female workforce aged 25 – 34 at 1.4.07	20.56%	12.17%	23.39%	17.95%	23.48%	8.41%	18.34%	20.78%
Percentage of female workforce aged 35 – 44 at 1.4.07	34.11%	27.72%	28.23%	29.74%	30.40%	34.17%	30.68%	24.49%
Percentage of female workforce aged 45 – 54 at 1.4.07	27.10%	30.71%	29.84%	29.23%	28.96%	35.60%	30.29%	21.03%
Percentage of female workforce aged 55 – 64 at 1.4.07	7.94%	20.41%	8.06%	16.67%	11.87%	18.43%	14.49%	16.85%
Percentage of female workforce aged 65 and above at 1.4.07	0.0%	1.87%	0.0%	0.51%	0.26%	0.18%	0.51%	N/A
Percentage of female overall workforce at 1.4.07	100%	100%	100%	100%	100%	100%	100%	100%

c) Males and Females

Whole Workforce	CEX	DACS	DRP	DChs	Schools	DNS	Hartlepool Council	Hartlepool Borough
Percentage of workforce aged less than 18 at 1.4.07	0.0%	0.57%	0.0%	0.21%	0.0%	0.32%	0.18%	4.64%
Percentage of workforce aged 18 – 24 at 1.4.07	9.83%	7.16%	8.87%	5.47%	5.59%	3.79%	5.87%	12.05%
Percentage of workforce aged 25 – 34 at 1.4.07	19.32%	13.47%	23.65%	16.21%	23.59%	8.52%	17.78%	20.20%
Percentage of workforce aged 35 – 44 at 1.4.07	36.61%	27.08%	25.12%	29.47%	28.97%	32.49%	29.80%	24.50%
Percentage of workforce aged 45 – 54 at 1.4.07	24.75%	29.66%	32.02%	31.58%	27.90%	34.70%	29.98%	21.58%
Percentage of workforce aged 55 – 64 at 1.4.07	9.49%	20.06%	9.85%	16.63%	13.53%	19.58%	15.80%	17.03%
Percentage of workforce aged 65 and above at 1.4.07	0.0%	2.01%	0.49%	0.42%	0.43%	0.21%	0.60%	N/A
Percentage of overall workforce at 1.4.07	100%	100%	100%	100%	100%	100%	100%	100%

Appendix 8

Breakdown of Applicants by Age – April 2007 – March 2008

a) Number of Applicants

	CEX	DRP	DNS	DChs	DACs	Total
April – March						
Actual						
16 – 24 Applicants						
Made application	91	38	42	140	201	512
Shortlisted	21	15	12	35	42	125
Shortlisted applicants who are appointed	7	3	2	7	14	33
25 – 34 Applicants						
Made application	93	60	33	154	145	485
Shortlisted	31	24	14	45	37	151
Shortlisted applicants who are appointed	10	6	5	11	12	44
35 – 44 Applicants						
Made application	64	63	23	156	134	440
Shortlisted	15	19	8	43	37	122
Shortlisted applicants who are appointed	1	6	2	14	15	38

45 – 54 Applicants						
Made application	40	44	30	109	90	313
Shortlisted	9	11	11	37	16	84
Shortlisted applicants who are appointed	2	2	2	10	9	25
55 – 65 Applicants						
Made application	3	3	1	1	9	17
Shortlisted	2	0	0	0	2	4
Shortlisted applicants who are appointed	0	0	0	0	2	2
All Applicants						
Made Application	496	276	186	906	896	2760
Shortlisted	131	92	63	247	266	799
Shortlisted applicants who are appointed	31	25	19	59	84	218

b) Percentage of Applicants

	CEX	DRP	DNS	DChs	DACs	Total
April – March						
Actual						
16 – 24 Applicants						
Made application	18.35%	13.77%	22.58%	15.45%	22.43%	18.55%
Shortlisted	23.07%	39.47%	28.57%	25%	20.89%	24.41%
Shortlisted applicants who are appointed	33.33%	20%	16.66%	20%	33.33%	26.4%
25 – 34 Applicants						
Made application	18.75%	21.74%	17.74%	16.99%	16.18%	17.57%
Shortlisted	33.33%	40%	42.42%	29.22%	25.52%	31.13%
Shortlisted applicants who are appointed	32.26%	25%	35.71%	24.44%	32.43%	29.14%
35 – 44 Applicants						
Made application	12.90%	22.83%	12.36%	17.22%	14.95%	15.94%
Shortlisted	23.43%	30.16%	34.78%	27.56%	27.61%	27.72%
Shortlisted applicants who are appointed	6.66%	31.58%	25%	32.56%	40.54%	31.14%

45 – 54 Applicants						
Made application	8.06%	15.94%	16.13%	12.03%	10.04%	11.34%
Shortlisted	22.50%	25%	36.66%	33.94%	17.77%	26.84%
Shortlisted applicants who are appointed	22.22%	18.18%	18.18%	27.03%	56.25%	29.76%
55 – 65 Applicants						
Made application	0.60%	1.08%	0.54%	0.11%	1.00%	0.62%
Shortlisted	66.66%	0%	0%	0%	22.22%	23.53%
Shortlisted applicants who are appointed	0%	0%	0%	0%	100%	50%
All Applicants						
Made Application	100%	100%	100%	100%	100%	100%
Shortlisted	26.41%	33.33%	33.87%	27.26%	29.69%	28.95%
Shortlisted applicants who are appointed	23.66%	27.17%	30.16%	23.88%	31.58%	27.28%

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

26th February 2009



Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – OCTOBER TO
DECEMBER 2008

SUMMARY

1. PURPOSE OF REPORT

To report to the Portfolio Holder on corporate complaints performance for the third quarter of 2008/9.

2. SUMMARY OF CONTENTS

The report covers performance information on numbers of complaints, timescales for investigation and outcomes of investigations for formal complaints dealt with in the third quarter of 2008/09. A total of 19 formal complaints was received in the quarter. Sixty eight percent of these were responded to within authority deadlines. Forty two percent of the complaints were upheld fully or in part.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for performance management issues.

4. TYPE OF DECISION

Non-key

5. DECISION MAKING ROUTE

Portfolio Holder meeting on 26th February 2009

6. DECISION(S) REQUIRED

That the report be noted.

Report of: Assistant Chief Executive

Subject: CORPORATE COMPLAINTS – OCTOBER TO
DECEMBER 2008

1. PURPOSE OF REPORT

- 1.1 To report to the Portfolio Holder on corporate complaints performance for the third quarter of 2008/9.

2. FORMAL COMPLAINTS INFORMATION – October – December 2008

- 2.1 In the third quarter of 2008/09, a total of 12 formal corporate complaints was recorded by departments and 7 social care complaints were also investigated. The complaints were dealt with by:
- Adult and Community Services - 3 corporate and 3 social care complaints
 - Children's Services - 1 corporate and 4 social care complaints
 - Neighbourhood Services Department - 4 corporate complaints
 - Chief Executive's - 3 corporate complaints
 - Regeneration & Planning Services – 1 corporate complaint.

This scale of complaints is similar to that recorded in the first quarter of this year when a total of 15 formal complaints was recorded. The second quarter was unusual in that a group of 17 complaints was received about one issue (closure of Falcon Rd), which led to an overall total of 34 complaints for that quarter. (See **Appendix 1** for detailed figures)

- 2.2 The social care complaints received by the Adult & Community Services and Children's Services Departments are dealt with under statutory procedures which differ from the corporate procedure in terms of time scales and investigative process. However, for the sake of completeness, basic statistics on numbers of complaints received are included in this report.

Meeting deadlines

- 2.3 The corporate complaints procedure has a deadline of 15 days for reporting back to a complainant with a written response to their complaint, after a thorough investigation. For social care complaints, deadlines vary depending on the level of the complaint - within 10 working days for the Local Resolution stage, 25 working days for the Formal Investigation stage and 30 working days for the Complaint Review Panel stage. There is scope for extending the social care deadlines should this become necessary. Prompt investigation is always a priority for all types of complaints, but in some cases the complexity of a complaint and/or the number of

people to be contacted during the investigation can mean that the deadline cannot be met.

- 2.4 In the third quarter of 2008/09, the deadline was met in 68 percent of cases. This is an apparent drop from the figure of 84 percent of investigations completed within the deadline for the second quarter of this year. However, the second quarter's figure was inflated by the Falcon Rd complaints and if these are excluded the figure drops to 71 percent, not dissimilar from the current quarter (68%) and the first quarter (73%).

Outcomes of complaints investigations

- 2.5 When a complaint investigation has been completed, a judgement is made by the investigating officer as to whether or not the authority has been at fault and hence whether the complaint is upheld fully, in part or not upheld. In the third quarter of 2008/09, 2 complaints (10%) were fully upheld and 6 cases (32%) were partly upheld. This compares with the figures for the first quarter of 2008/09 of 1 case (7%) fully upheld and 3 cases (20%) partly upheld. In Quarter 2, when the figures were skewed by the large number of complaints about the Falcon Rd closure, 3 complaints (8%) were fully upheld and 20 (53%) were partly upheld.

Remedies for complaints

- 2.6 Departments are asked to provide information on what remedies have been offered to people whose complaints have been upheld either in part or in full. In some cases, a remedy can put a complainant in the position they would have been in but for the Council's error, e.g. the provision of a service that had been omitted or the amendment of an incorrect record. In other cases, a direct remedy of this sort is not possible but apologies have been given, and explanations provided as to how the problem arose and of the action taken to prevent the problem recurring.

Learning from complaints

- 2.7 Complaints can provide useful information on how a service is performing and what problems are being experienced by service users. Departments provide information on what lessons have been learnt from the complaints that they have received and what actions have been taken to prevent their recurrence. In the third quarter of 2008/09, wherever possible, departments have taken action on complaints. For example, in one service an electronic system for logging enquiries has been changed to avoid further problems. Other areas have reviewed the way services are organised and provided staff training or made sure that staff are provided with all the relevant information in order to provide a good service. In some cases this has involved working with partner organisations, e.g. care providers to ensure that high standards of service are maintained.

3. RECOMMENDATIONS

That the report be noted.

4. BACKGROUND PAPERS

Corporate Complaints - April to June 2008 - Report to the Performance Management Portfolio Holder, 26th September 2008.

Corporate Complaints – July to September 2008 - Report to the Performance Management Portfolio Holder, 14th November 2008.

Hartlepool Borough Council Corporate Complaints Procedure 2008.

5. CONTACT OFFICER

**Liz Crookston, Principal Strategy & Research Officer,
Chief Executive's Department, Corporate Strategy Division
Hartlepool Borough Council**

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Email: liz.crookston@hartlepool.gov.uk

APPENDIX 1 – COMPLAINTS MONITORING – October 1st to December 31st 2008

(Q1 – April to June 2008; Q2 – July to Sept 2008; Q3 – Oct to Dec 2008)

	NUMBER			MEETING DEADLINES						OUTCOMES								
	Total no. of complaints			Reported on within deadline			Reported outside deadline			Not upheld			Upheld in part			Upheld		
	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3
CHIEF EXECUTIVE'S																		
Corporate Strategy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Finance	3	-	1	3	-	1	-	-	-	2	-	1	-	-	-	1	-	-
Human Resources	2	1	1	-	1	1	2	-	-	2	1	-	-	-	-	-	-	1
Legal	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
TOTAL FOR CHIEF EXEC'S	5	1	3	3	1	3	2	-	-	4	1	1	-	-	-	1	-	2
ADULT & COMMUNITY SERVICES																		
Corporate complaints	2	5	3	2	4	1	-	1	2	1	4	3	1	-	-	-	1	-
Social Care complaints	2	1	3	1	1	3	1	-	-	-	1	1	2	-	2	-	-	-
TOTAL FOR ADULT & COMM SERVICES	4	6	6	3	5	4	1	1	2	1	5	4	3	-	2	-	1	-

Continued overleaf

COMPLAINTS MONITORING – October 1st to December 31st 2008 - continued
 (Q1 – April to June 2008; Q2 – July to Sept 2008; **Q3 – Oct to Dec 2008**)

	NUMBER			MEETING DEADLINES						OUTCOMES								
	Total no. of complaints			Reported on within deadline			Reported outside deadline			Not upheld			Upheld in part			Upheld		
	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3
CHILDREN'S SERVICES																		
Corporate complaints	-	-	1	-	-	1	-	-	0	-	-	1	-	-	-	-	-	-
Social Care complaints	1	3	4	1	2	2	-	1	2	1	2	1	-	1	3	-	-	-
TOTAL FOR CHILDREN'S SERVICES	1	3	5	1	2	3	-	1	2	1	2	2	-	1	3	-	-	-
REGENERATION & PLANNING SERVICES	-	3	1	-	1	1	-	2	-	-	2	1	-	1	-	-	-	-
NEIGHBOURHOOD SERVICES	5	25	4	4	23	2	1	2	2	5	5	3	-	18	1	-	2	-
TOTAL NUMBER OF COMPLAINTS	15	38	19	11	32	13	4	6	6	11	15	11	3	20	6	1	3	2
				73%	84%	68%	27%	16%	32%	73%	39%	58%	20%	53%	32%	7%	8%	10%

PERFORMANCE PORTFOLIO

Report to Portfolio Holder

26th February 2009



Report of: Assistant Chief Executive

Subject: CORPORATE BRANDING REVIEW/REPUTATION CAMPAIGN

SUMMARY

1. PURPOSE OF REPORT

To provide an update of progress in relation to the Corporate Branding Review and Local Government Association's Reputation Campaign.

2. SUMMARY OF CONTENTS

The report provides details of progress to date.

3. RELEVANCE TO PORTFOLIO HOLDER

These are Corporate issues and are part of the Portfolio Holder's responsibilities.

4. TYPE OF DECISION

Non-key, no decision.

5. DECISION MAKING ROUTE

Performance Portfolio Holder only.

6. DECISION(S) REQUIRED

To note the report.

Report of: Assistant Chief Executive

Subject: CORPORATE BRANDING REVIEW/REPUTATION CAMPAIGN

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on progress made in respect of the Corporate Branding Review and Local Government Association's Reputation Campaign.

2. BACKGROUND

- 2.1 There has been a series of previous reports presented to the Portfolio Holder regarding corporate branding and the Reputation Campaign.

- 2.2 To recap, with regards to branding, it was previously agreed to

- Make minor changes to the Council logo;
- Produce a new branding and style guide;
- Carry out an audit to get a fuller picture of how the current brand is being applied.

In relation to the Reputation Campaign, a report to the Portfolio Holder on 27 June 2008 indicated that there were only two actions of the twelve that the council was not delivering on fully. These were:

- Adopt a highly visible, strongly branded Council cleaning operation;
- Ensure the Council brand is consistently linked to services.

To recap, the campaign challenges councils to deliver effectively on twelve actions which fit into the categories of Cleaner, Safer, Greener and Communications.

3. PROGRESS MADE

Branding

- 3.1 The new branding and style guide has been completed and can be accessed electronically via the Council's intranet. The guide is much more comprehensive than the previous one but it will be constantly

amended/updated to meet changing needs and circumstances. A copy of the guide will be available at the meeting.

- 3.2 The branding audit has also been completed and this provides a useful written record, with photographic evidence, of how the brand is being applied in various areas across the Council. The audit covers everything from buildings and facilities to staff uniforms. It shows that in some instances such as the Civic Centre and paddling pools the brand is applied very well but there are other examples such as the Headland Sports Hall and Hartlepool Enterprise Centre where there is no external branding to link these services to the Council. A copy of the full audit is attached at **Appendix 'A'** with examples of photographs at **Appendix 'B'**.

4. THE NEXT STEPS

Branding

- 4.1 The new branding and style guide has been communicated to all Council staff via, e-mail, the intranet and Newslane, and staff are being encouraged to start using the new brand straightaway. However, to ensure that there is no additional expense incurred by the authority, staff have been informed to use existing stocks of stationery/literature etc before reordering items with the new brand.

Clearly, the audit shows that there are many areas where the brand is not currently being linked to services. Again, given that there are no specific resources available this will have to be addressed over time. For example, as and when improvements are being made to buildings and services, every effort will be made to ensure that the brand is applied in line with the guidelines. Similarly, the new vehicle livery will only be applied either when a new vehicle is purchased or an existing one is re-sprayed.

Reputation Campaign

- 4.2 With regard to the two outstanding actions highlighted in paragraph 2.2 above, the Council can now demonstrate to the Local Government Association that it is committed to meeting these. For example, with regards to the 'strongly branded cleaning operation', when the Council next orders hi-visibility jackets for staff, these will be clearly branded with the strapline 'Creating a cleaner town'.

Conclusion

- 4.2 The Corporate Branding Review and Reputation Campaign have been cross-Council initiatives involving all departments. It is a major achievement that both exercises have been carried out without any additional resources having to be identified and this is a tribute to all

involved. The small cross-council officer group will continue to monitor the progress being made and ensure that the brand is applied consistently whenever it can.

5. RECOMMENDATION

That the Portfolio Holder notes the report.

6. CONTACT OFFICER

Alastair Rae, Public Relations Officer, telephone 523510.

CORPORATE BRANDING AUDIT LIST OF COUNCIL PREMISES / FACILITIES BY DEPARTMENT

Main Administrative Buildings

- 1 Civic Centre – stainless steel logo at main entrance. Good.
None on stepped approach at front.
Old Ch. Exec. Sign at rear (photo 1A).
- 2 Bryan Hanson House, Lynn St. – large sign with logo plus 2 small logos at main entrance. Also other logos at a number of points around the outside of the building. Good.
- 3 Aneurin Bevan House, Avenue Rd. – stainless steel sign plus smaller logo at main entrance - good. Also 2 small logos at side and main entrance. Adequate.
- 4 Leadbitter Buildings, Church Sq. – none displayed.
- 5 Municipal Buildings, Church Sq. – none displayed.
- 6 Archive Store, Church Sq. – none displayed.
- 7 Human Resources, Windsor Offices, MGSC – small logo on sign in front window. Poor.
- 8 Registrar's Office, Raby Rd. – none displayed except for small sticker in window facing Raby Road. Poor.

Regeneration and Planning Services

- 9 Brougham Enterprise Centre – none displayed.
- 10 Jobsmart, 41 Park Road – very small logo on panel above main entrance. Poor.
- 11 Community Safety Team, 8 Church St. – none displayed.
- 12 ASBO Unit and Police Station, Jutland Rd. – none displayed except for very small logo on A4 notice in window. Poor.
- 13 Drug and Alcohol Abuse Unit, Whitby St. – none displayed (only "Safer H'pool" logo).

Children's Services

- 14 Exmoor Grove Day Centre - none displayed.
- 15 Young Persons' Service, 85 Station Lane – small logo on front entrance sign and on sign in side window. Fair.
- 16 Connexions, Tower St. – small logo on sign at front entrance. Adequate.
- 17 Sure Start, Hindpool Close – small logo on sign at main entrance. Adequate.
- 18 Miers Ave. – none at main entrance but logo on sign facing Miers Ave.
- 19 St John Vianney School, King Oswy Drive – logos on 2 signs at main entrance. Adequate.
- 20 19A Lowthian Rd. – small logo on sign above main entrance and in Lowthian Road. Good.
- 21 Lynnfield Community Learning Centre, Elcho St. – small logo on sign at entrance. Adequate.
- 22 Stranton Community Centre, Southburn Tce. – none displayed.
- 23 Stranton Children's Centre, Family Support Office, Southburn Terrace – none displayed.
- 24 29 Chatham Rd. – small logo on sign at main entrance. Adequate.
- 25 Masfield Road. – logo on sign at main entrance. Adequate.
- 26 Kingsley Ave. – logos on 2 signs at main entrance. Adequate.
- 27 Rossmere Way – small logo on sign at main entrance. Adequate.

- 28 The Link, Lealholm Rd. – logo on sign on main frontage. Adequate.
- 29 Education Development Centre, Seaton Lane – logos on all signs at entrance and within curtilage. Good.
- 30 Family Information Service, Central Library, York Rd. – none displayed apart from small paper notice in front window of library. Very poor.
- 31 OSCAH 1, Miers Ave. – none displayed.
- 32 OSCAH 2, Wynyard Rd. CC – none displayed.
- 33 OSCAH 3, Jesmond Rd. School – none displayed.

Neighbourhood Services

- 34 Lynn St. Depot – 3 signs at main entrance all with logos. Quite good.
- 35 Church St. Offices – Logo on panel above main entrance. Quite good.
- 35A Road Works Signage – nothing in existence - Stockton BC example in photographic folder.

Adult and Community Services

Main Sites

- 36 Mill House Leisure Centre, Raby Rd. – 2 small logos above entrance and exit. Poor. Nothing inside except tiny logo on “Time Table” display in main foyer. Poor.
- 37 Headland Sports Hall, Union St. – none displayed inside or out.
- 38 Brierton Sports Complex – none displayed inside or out (has “Widening Horizons” logo outside).
- 39 Borough Hall, Middlegate – none displayed inside or out.
- 40 Carnegie Building, Northgate – none displayed.
- 41 Hartlepool’s Maritime Experience and Museum – none displayed inside or out.
- 42 Hartlepool Art Gallery, Church Sq. – none displayed except very small logo on panel at front entrance. Very poor. Internal entrance doors have logos. Good.
- 43 Town Hall Theatre, Raby Rd. – none displayed.
- 44 Sir William Gray House, Clarence Rd. – very small logo on front entrance panel. Poor.

Libraries

- 45 Central, York Rd. – none displayed.
- 46 Headland, Middlegate – small logo on display in window. Poor.
- 47 Seaton Carew, Station Lane – none displayed.
- 48 Throston Grange, Wiltshire Way – faded logo on sign at side of building. None at main entrance. Poor.
- 49 Foggy Furze, Stockton Rd. – 2 signs but only one small logo on main frontage. Poor.
- 50 Owton Manor, Wynyard Rd. – none displayed at main entrance (shared with Comm. Centre) but large sign + logo on side of building.
- 51 West View, Miers Ave – small logo on sign at main entrance (shared with Comm. Centre). Fair.

Parks and Gardens etc.

- 52 Stranton Grange Cemetery and Office – logos on signs at entrances and at office. Adequate.
- 53 West View Cemetery – logos on signs at entrances (except entrance nearest Davison Drive).

- 54 North Cemetery – small logo within notice at entrances in Raby Road and Jesmond Road. Adequate.
- 55 Spion Kop Cemetery – no HBC logos displayed but 2 excellent cast plaques of “Old” Borough crest at main entrance.
- 56 Stranton Garden Nursery, Tanfield Rd. – small logos on 3 signs at main entrance and frontage. Fair.
- 57 Horticultural Services Division, Tanfield Rd – pictorial type logo on sign at main gate. Poor.
- 58 Summerhill Visitor Centre – none displayed.
- 59 Seaton Park – none displayed
- 60 Rossmere Park – none displayed apart from logo on litter warning sign.
- 61 Ward Jackson Park – logos on panel at main entrance and various other points. Adequate.
- 62 Burn Valley Gardens – small logo on panel at York Road entrance. Adequate.
- 63 Countryside Wardens, Nuclear Power Sta. – A4 HBC pictorial display in side window. Poor.
- 64 Headland Paddling Pool – logo on 2 safety / information notices. Adequate.
- 65 Seaton Carew Paddling Pool – logo on sign by pool. Adequate.

Youth and Community Centres

- 66 Owton Manor CC, Wynyard Rd. – none at main entrance (shared with Library) but large sign at side with logo.
- 67 Burbank CC, Burbank St. – logo on sign in Burbank St. + two logos at main entrance. Adequate.
- 68 Rossmere CC and YC, Rossmere Way – logo on sign above main entrance. Fair. Some confusion due to “Rossmere Centre” sign on main façade.
- 69 Jutland Rd. CC and YC - none displayed.
- 70 Seaton Carew CC and YC, Elizabeth Way – none displayed.
- 71 Throston Grange CC, Wiltshire Way – logo on sign at main entrance plus single logo sign nearby. Fair.
- 72 West View CC, Miers Ave. – small logo on sign at main entrance (shared with Library). Fair.
- 73 Throston Youth Project (Boys’ Welfare), Wiltshire Way – small logo on sign at main entrance. Fair.
- 74 Brinkburn YC, Brinkburn School, Blakelock Rd. – small logo on sign at main entrance. Fair.
- 75 Greatham CC & YC, Village Hall, The Green – none displayed
- 76 Havelock Day Centre, Burbank St. – none displayed.
- 77 H’pool Day Opportunities & Resource Centre, Warren Road – logo on sign at side of main entrance. Fair.

Uniforms

Photographic examples attached of uniforms provided to :-

- 78 Community Centre staff.
- 79 Mill House staff.
- 80 Civic Centre cleaning staff.

Site Signage

- 81 Example of Victory Square refurb. – none displayed.
Good Police example photograph attached.

EXAMPLES OF EXISTING BRANDING



Hartlepool Civic Centre



Stranton Cemetery



Register Office



Hartlepool Enterprise Centre



Seaton Carew Paddling Pool



Staff Uniform

PERFORMANCE PORTFOLIO

**Report to Portfolio Holder
26 February 2009**



Report of: Chief Personnel Officer

Subject: EMPLOYEE ATTENDANCE 2008/9 –
3rd QUARTER

SUMMARY

1. PURPOSE OF REPORT

To update the Portfolio Holder on performance up to the third quarter of 2008/9, and actions taken in relation to employee sickness absence.

2. SUMMARY OF CONTENTS

The report provides details of employee sickness absence for the third quarter of 2008/9 and actions taken across the Council.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate issues.

4. TYPE OF DECISION

Non-key decision.

5. DECISION MAKING ROUTE

Portfolio Holder only.

6. DECISION(S) REQUIRED

Note the report.

Report of: Chief Personnel Officer

Subject: EMPLOYEE ATTENDANCE 2008/9 – 3rd QUARTER

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on performance up to the third quarter of 2008/9 and actions taken in relation to employee absence.

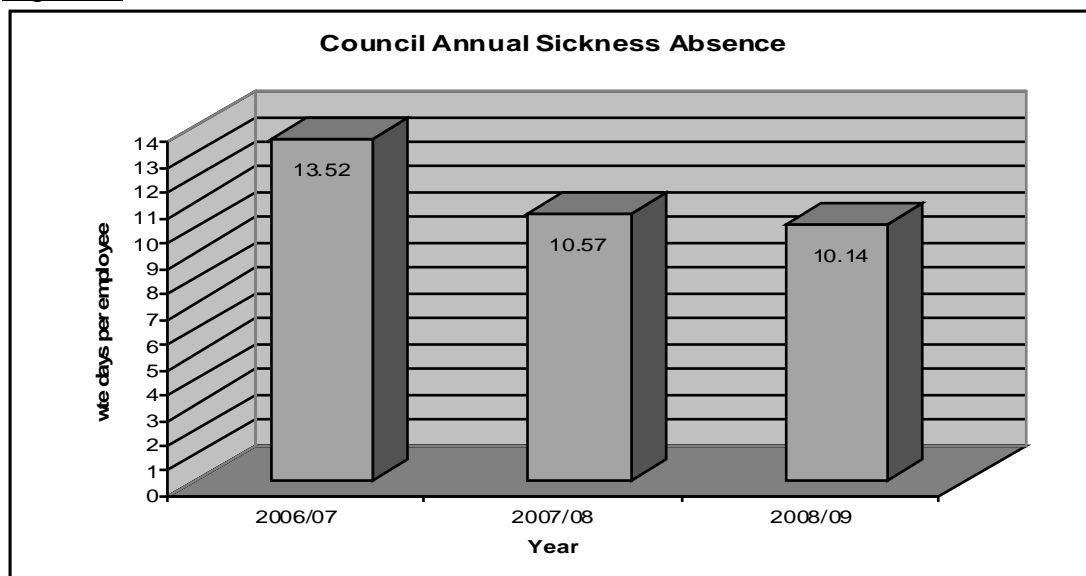
2. BACKGROUND

- 2.1 The extent to which employees are absent from work due to illness has a direct impact on the quality, level and cost of the provision of services. As such the Government has included BVPI12 – The number of working days/shifts lost due to sickness absence in its group of Corporate Health Performance Indicators.

3. THE COUNCIL'S PERFORMANCE FOR THE 3rd QUARTER OF 2007/8

- 3.1 The target figure for 2008/9 for the Council is 9.80 days absence per wte employee (whole time equivalent). The end of year prediction at the end of the 3rd quarter shows a slightly above target figure of 10.14 days per wte per employee per annum as illustrated in Figure 1 below. This shows a steady improvement from the previous years. The Council continues to focus on sickness absence management to enable the Council to achieve its target of 9.80 wte average sickness per employee for the 2008/9 year and is optimistic this will be achieved.

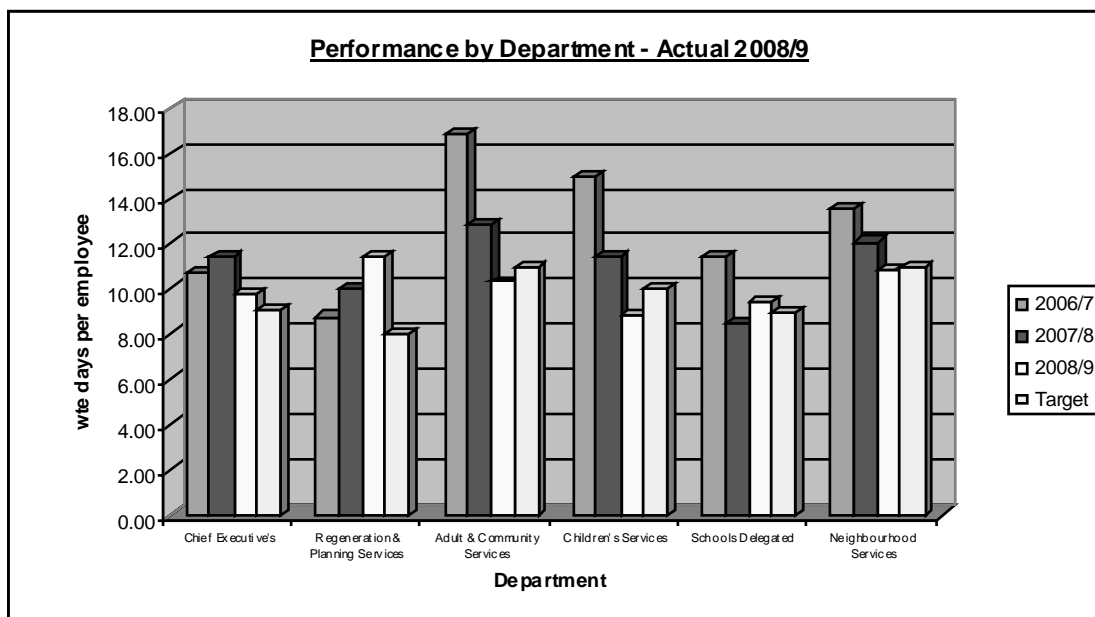
Figure 1



- 3.2 Figure 2 below illustrates the actual performance for each Department and Schools as at 31 December 2008. This can be compared to performance over the last two years. The final column shows the 2008/9 annual target set by each Department and Schools.

The figure identifies that there is an overall downward trend in sickness absence rates across all Departments and Schools as compared with the last two years. The increase in Regeneration and Planning is due to a number of long term cases that has a greater impact on a small department. It is expected that the figure will reduce for the 4th quarter.

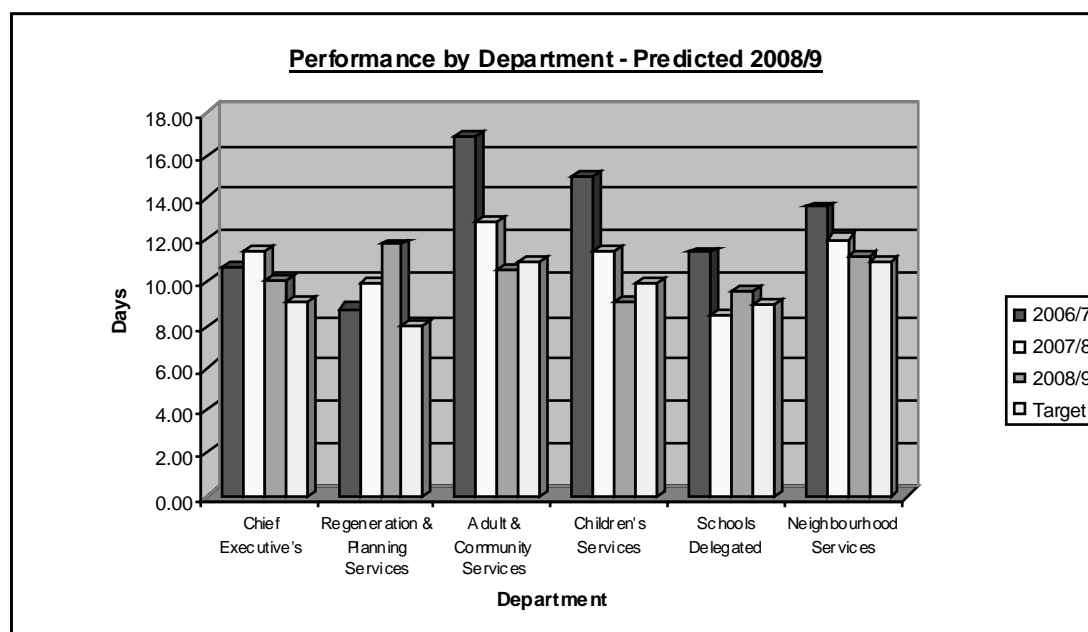
Figure 2



- 3.3 Figure 3 below identifies the end of year prediction figures for each Department and Schools as at 31 December 2008 and forecasts the performance as at 31 March 2009. This can be compared to the actual performance over the last two years. The final column shows the 2008/9 annual target set by each Department and Schools.

These figures illustrate an overall improvement in sickness absence rates across the Council. Most Departments are close to their annual target and we are optimistic that the hard work of managers and Human Resources officers will ensure that all targets are met at the end of the 4th quarter.

Figure 3



- 3.4 Table 1 below illustrates the actual **1st quarter** (April to June), **2nd quarter** (July to September) and **3rd quarter** (October and December) average sickness absence days per wte employee and a comparison of performance at the 1st, 2nd and 3rd quarters in the last 2 years. The results in 2008/9 for the third quarter indicate sickness has stabilised for the last two years, with an overall positive improvement.

Table 1

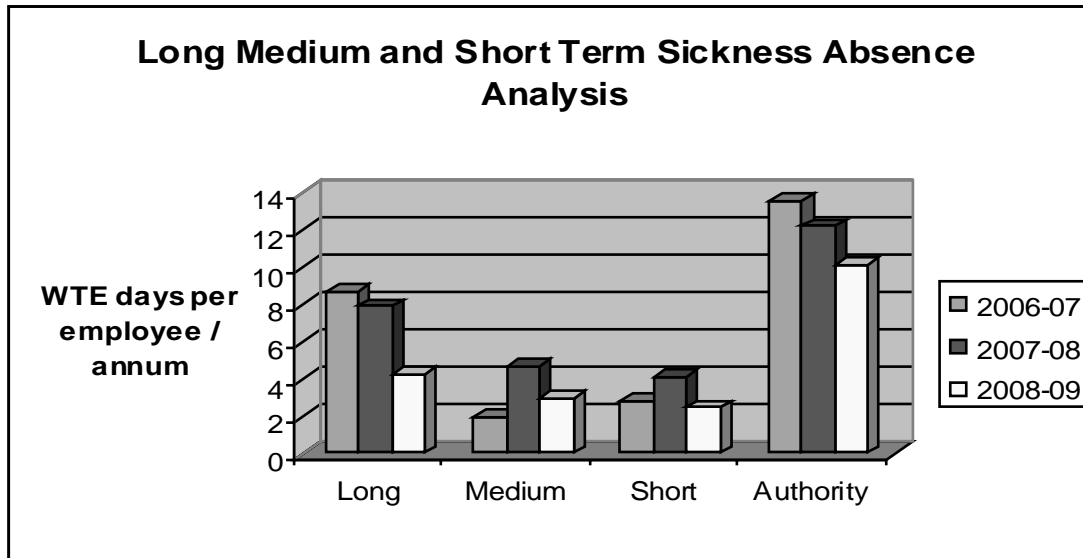
Sickness Rate	2006/7	2007/8	2008/9
1 st Quarter	12.17	10.54	9.43
2 nd Quarter	11.83	9.22	9.72
3 rd Quarter	13.38	10.53	10.45

3.5 Long, Medium and Short Term Sickness Absence Analysis

Figure 4 below shows what level of long, medium or short terms sickness absence made up the total figure for the past 3 years. The final column shows the impact this had on the overall Council sickness absence figure.

We can identify that the biggest impact has been the reduction of long terms sickness absence cases. This mirrors where the focus of HR Officers has been in supporting managers to manage cases resulting in employees returning as early as possible back to work or managing the employee leaving the Council. There appears to be an increase in medium and short term cases in 2007-08 which has now settled back to 2006-07 rates. This cannot be identified to any particular reason but may have been the result of the impact of managing the long term cases.

Figure 4



3.6 Actions Underway

A number of actions were undertaken during the first 9 months of 2008/9 which are expected to help to achieve the target including:

- The new Occupational Health Service to proactively promote and market employee support initiatives to positively increase the options for employees who become ill and in turn, impact on the sickness absence rates.
- Sickness Champions strategically reviewing key reasons for absence and implementing practical measures to reduce impact on employee sickness absence
- A Wellbeing Strategy to promote the health, safety and general wellbeing of the Council's employees.
- Review of sickness absence management arrangements in light of the Single Status Agreement.
- Implementation of a Stress Risk Assessments action plan across the Council.
- Departments are recognising the high rates and the need to manage sickness absence so awareness of the issues is far

greater. Departments are reviewing communication methods to ensure sickness absence management maintains a high profile.

3.7 Actions Planned

A number of actions are planned for 2009 that is expected to help in achieving sickness targets in the future. These are set out below.

- Review of statistics and monitoring information as a result of the plans for the implementation of an integrated HR/Payroll computerised system.
- A closer partnership with trade unions to work together to manage sickness absence in the Council as part of the Single Status programme.
- Continued review of flexible working measures, including home working, may impact on the rates in the future.

4. RECOMMENDATIONS

That employee absence in the third quarter of 2008/9 and actions taken, or planned, is noted.

5. BACKGROUND PAPERS

None

6. CONTACT OFFICER

Rachel Clark,
Human Resources Adviser
Tel: 01429 284346
Email: rachel.clark@hartlepool.gov.uk

PERFORMANCE MANAGEMENT PORTFOLIO

Report to Portfolio Holder

26 February 2009



Report of: Chief Personnel Officer

Subject: SINGLE STATUS AGREEMENT APPEALS

SUMMARY

1. PURPOSE OF REPORT

To provide an update on progress on appeals received.

2. SUMMARY OF CONTENTS

The report provides a background to the Appeals Procedure together with an update on the progress of appeals received.

3. RELEVANCE TO PORTFOLIO MEMBER

Corporate Issues.

4. TYPE OF DECISION

Non Key.

5. DECISION MAKING ROUTE

Portfolio meeting only.

6. DECISION(S) REQUIRED

To note progress on appeals received.

Report of: Chief Personnel Officer

Subject: SINGLE STATUS AGREEMENT APPEALS

1. PURPOSE OF REPORT

- 1.1 To provide an update on progress on appeals received.

2. BACKGROUND

- 2.1 The Single Status Appeals Procedure was agreed at the Performance Portfolio Holder meeting on 27 June 2008.
- 2.2 The agreed procedure provides “The Performance Portfolio Holder will be regularly advised of appeals received and progress made in dealing with them”.

- 2.3 Phased arrangements have been applied to:

Council employees –

Required to register intention to appeal by 30 September 2008, submit appeals paperwork by 31 December 2008, which was extended to 31 January 2009 for those who could not access TU support in time.

School employees –

Required to register intention to appeal by 31 March 2009, submit appeals paperwork by 30 June 2009.

Flexible arrangements are in place for those employees who are notified of their job evaluation outcome after the main groups.

3. PROGRESS ON APPEALS

- 3.1 Progress on Appeals is shown in the following table. The number of appeals received will continue to change over the next few months as a result of the flexibility arrangements outlined in the paragraph above.

Department	Intention to Appeal submitted	Appeals Received	Appeals not received	Grade Changed as a result of alternative arrangements	Appeals Granted	Appeals Refused
Chief Executive's	93	84	9	0	0	0
Adult & Community Services	112	76	36	0	0	0
Children's Services	84	59	25	0	0	0
Neighbourhood Services	126	95	31	0	0	0
Regeneration & Planning Services	73	55	18	0	0	0
Schools	52	1	0	0	0	0
Total	543	370	119	0	0	0

4. APPEAL PROCESS

- 4.1 Administrative arrangements are in place to process the appeals and ensure employing departments are engaged in the process and Job Evaluation analysts are able to comment on claims.

As previously advised, given the numbers of appeals received it is anticipated that it will take some substantial time to process all appeals.

- 4.2 Appeals will be prioritised in accordance with the Single Status Agreement as follows:

Priority	Type of Appeal
High	Appeals received from current employees who are continuing to receive protection at 1 July 2008/Appeals which do not need an Appeals Panel to meet
Medium	Appeals received from current employees who were receiving protection prior to 1 July 2008/Appeals received from current employees who do not gain initially
Low	Appeals received from current employees who gained initially
Very Low	Former employees

- 4.3 As appeals are received from schools employees and other employees notified after 1st July 2008, they will be added to the appeals already received for each priority group. This may result in appeals from medium, low and very low priority groups taking longer to process.
- 4.4 Discussions are on-going with trade union representatives regarding the appointment of an Independent Chair for the Appeals Panel.
- 4.5 The Performance Portfolio Holder will continue to receive monthly reports regarding the appeals programme and decisions that require ratification. Reports will also be copied to the monthly Single Table Meeting with Hartlepool Joint Trades Unions Committee representatives.

5. RECOMMENDATION

- 5.1 The Portfolio Holder notes the number of appeals received and progress made in dealing with them.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The Appeals Procedure is an integral part of the Single Status agreement and requires that the Performance Portfolio Holder be regularly advised of appeals received and progress made in dealing with them.

7. BACKGROUND PAPERS

Cabinet report 23 December 2007.
Cabinet report 27 May 2008.
Performance Portfolio report 27 June 2008
Performance Portfolio report 26 September 2008
Performance Portfolio report 2 February 2009

8. CONTACT OFFICER

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