



28 February 2019

Committee Chair: Alderman P Barr

Committee Vice-Chair: Councillor N McClelland

Committee Members: Aldermen – F Agnew, W DeCourcy
Councillors – J Bingham, P Dunlop, T Girvan, M Goodman,
P Hamill, D Hollis, M Magill, M Maguire, V McWilliam, B Webb
and R Wilson

Dear Member

MEETING OF THE POLICY & GOVERNANCE COMMITTEE

A meeting of the Policy & Governance Committee will be held in the **Round Tower Chamber, Antrim Civic Centre on Tuesday, 5 March 2019 at 6.30pm.**

You are requested to attend.

An officer from the Finance Team will be available from 4.00 pm on the day of the Policy and Governance Committee meeting to meet with any Member who wishes to review the payments made over the previous month. If you wish to avail of this opportunity, please report to reception at Antrim Civic Centre who will contact Finance accordingly.

Yours sincerely

A handwritten signature in black ink that reads "Jacqui Dixon".

Jacqui Dixon, BSc MBA
Chief Executive, Antrim & Newtownabbey Borough Council

For any queries please contact Member Services:

Tel: 028 9034 0048 / 028 9448 1301 memberservices@antrimandnewtownabbey.gov.uk

A G E N D A

- 1 Apologies
- 2 Declarations of Interest
- 3 Presentation
 - 3.1 New Citizen Application
4. **ITEMS FOR DECISION**
 - 4.1 Local Government Staff Commission – Dissolution Funding & Continuing Operations
 - 4.2 Whistleblowing Policy
 - 4.3 Risk Management Strategy
 - 4.4 Crematorium – Requests from NIE Networks to carry out works on Councils Land
 - 4.5 Discharge of Legal Charge between Antrim and Newtownabbey Borough Council and the Trustees of Erin's Own Cargin GAC
 - 4.6 Brexit Preparedness
 - 4.7 Society Lottery Application - Drummaul Parish Finance Committee, Randalstown
 - 4.8 Councillors' Scheme of Allowances
 - 4.9 Somme Association
- 5 **ITEMS FOR NOTING**
 - 5.1 Agency Staff Update
 - 5.2 Member Development Working Group Minutes of Meeting
 - 5.3 Quarterly Screening Report and Rural Screening
 - 5.4 Disability Action Plan 2016-2020 : Autism Impact Award Accreditation
 - 5.5 Works on Council Land by NI Water Hazelbank Park and Avondale Drive
 - 5.6 Recruitment and Selection
 - 5.7 Employee Engagement Report Finance & Governance and Organisation Development

6. **ITEMS IN CONFIDENCE**

- 6.1 **IN CONFIDENCE** Collaborative Procurement of Insurance Contract
- 6.2 **IN CONFIDENCE** Contract for the Provision of External Legal Services.
- 6.3 **IN CONFIDENCE** Members IT Provision 2019 - 2024
- 6.4 **IN CONFIDENCE** Production and Installation of Corporate Signage

7. **ANY OTHER RELEVANT BUSINESS**

**REPORT ON BUSINESS TO BE CONSIDERED AT THE
POLICY AND GOVERNANCE COMMITTEE MEETING ON
TUESDAY 5 MARCH 2019**

3. PRESENTATION

3.1 NEW CITIZEN APPLICATION

Members are advised that a demonstration will be given on the new Citizen Application.

4. ITEMS FOR DECISION

4.1 HR/ER/2 LOCAL GOVERNMENT STAFF COMMISSION – DISSOLUTION FUNDING & CONTINUING OPERATIONS

Members are advised that correspondence has been received from the Local Government Staff Commission (**enclosed**) regarding the Dissolution Funding and continuing Operations for 2019/20.

In accordance with the 2019/20 Management and Dissolution Plan, the Commission has estimated its total financial requirement to be £416,759 for the year ahead. By virtue of the apportionment arrangements Antrim and Newtownabbey Borough Council is required to pay £22,142 and payment is required by 30 April 2019.

RECOMMENDATION: that a payment of £22,142 be made to the Local Government Staff Commission.

Prepared by: Joan Cowan, Head of Human Resources

Approved by: Andrea McCooke, Director of Organisation Development

4.2 FI/AUD/79 WHISTLEBLOWING POLICY

Members are reminded that the Council has a Whistleblowing Policy which was implemented in April 2015. Officers have undertaken a review and update of this Policy (**enclosed**) in order to bring it up to date and reflect some minor changes in Legislation applicable to Northern Ireland.

The Policy has been prepared in line with this Legislation, the Public Interest Disclosure (Northern Ireland) Order 1998 and the Northern Ireland Audit Office (NIAO): Whistleblowing in the Public Sector – A Good Practice Guide for Workers and Employees.

The Policy sets out the importance of whistleblowing to the Council in the provision of information in relation to wrongdoing and improper conduct of public business, including potential fraud and corruption, while ensuring those who provide this information are protected from reprisal through the Policy and Legislation.

The Whistleblowing Policy has been screened for the need for an Equality Impact Assessment (EQIA) and a Data Protection Impact Assessment (DPIA). Both an EQIA and a DPIA are not recommended.

RECOMMENDATION: that the Committee approves the Whistleblowing Policy.

Prepared by: Paul Caulcutt, Head of Internal Audit

Approved by: Sandra Cole, Director of Finance and Governance

4.3 FI/AUD/3 RISK MANAGEMENT STRATEGY

Members are advised Officers have undertaken a review and update of the Council's Risk Management Strategy (**enclosed**) in order to bring it up to date and reflect changes in the Council's Risk Management arrangements since the Strategy was originally developed in April 2015.

The Council is exposed to a variety of risks which are threats that an event or action will adversely affect our ability to achieve the Council's objectives. As such appropriate risk management processes are required to ensure risks are identified, analysed and controlled.

Risk Management is defined within the Strategy as "the combination of structures, management systems and organisational culture which enables an organisation to manage threats and opportunities which might impact on the achievement of the objectives of the organisation."

The Council's Risk Management Strategy ensures that there is an effective system in place to manage the Council's risk exposure. It outlines the ongoing process the Council will follow to ensure risks are known, understood and managed. It also enables staff at all levels to have an understanding of their roles and responsibilities in respect to risk management.

The Risk Management Strategy has been screened for the need for an Equality Impact Assessment (EQIA) and a Data Protection Impact Assessment (DPIA). Both an EQIA and a DPIA are not recommended.

RECOMMENDATION: that the Committee approves the Risk Management Strategy.

Prepared by: Paul Caulcutt, Head of Internal Audit

Approved by: Sandra Cole, Director of Finance and Governance

4.4 G/LEG/56 CREMATORIUM REQUESTS FROM NIE NETWORKS TO CARRY OUT WORKS ON COUNCIL LAND

Officers have received two requests from NIE Networks to carry out works on Council land at Doagh Road, Newtownabbey.

NIE Networks propose removing the existing overhead lines and poles and replace these with a new 11kv underground cable around the site boundary. A dashed line on the enclosed map marks the location and route of the underground cable.

These works are to be covered by a 2-metre wide easement and it has been agreed that Council will carry out all excavation and reinstatement for these works.

In order to facilitate the above works, NIE Networks also propose installing terminal stays and poles to support the overhead lines in preparation for the underground cable. The location of these works are also marked in red on the enclosed map.

Both works will be beneficial to Council and are to facilitate the proposed Crematorium. Officers will therefore liaise with NIE Networks to oversee the works and all works are to be carried out by NIE Networks or the appointed contractor for NIE Networks.

RECOMMENDATION: that Members approve the requests from NIE Networks for access to Council land to carry out works at Doagh Road, Newtownabbey subject to them agreeing to the following:

- 1. A Grant of Easement is agreed between the parties.**
- 2. A Wayleave Agreement is agreed between the parties.**
- 3. Indemnify the Council for any liabilities associated with the works.**

Prepared by: Deirdre Nelson, Paralegal

Agreed by: Paul Casey, Borough Lawyer and Head of Legal Services

Approved by: Jacqui Dixon, Chief Executive

4.5 G/LEG/14/374 DISCHARGE OF LEGAL CHARGE BETWEEN ANTRIM AND NEWTOWNABBEY BOROUGH COUNCIL AND THE TRUSTEES OF ERIN'S OWN CARGIN GAC

In July 2004, Council entered into a 15-year deed and charge with the Trustees of Erin's Own Cargin GAC for a capital grant of £20,000. This grant was for the provision of a new grass football pitch and a synthetic football pitch.

The deed and charge will expire in June 2019. However, Officers recommend that the deed and charge should now be discharged as all terms have been satisfied.

RECOMMENDATION: that Members approve that the deed and charge should be discharged.

Prepared by: Deirdre Nelson, Paralegal

Agreed by: Paul Casey, Borough Lawyer and Head of Legal Services

Approved by: Jacqui Dixon, Chief Executive

4.6 PT/GEN/032 BREXIT PREPAREDNESS

Members are reminded that as part of the normal operational and corporate risk management and business continuity processes, implications resulting from the UK's departure from the European Union are being considered.

In terms of preparedness, the Council participates in a regional Task and Finish Group set up by SOLACE which has produced a Council wide, high level risk assessment in the event of a 'No Deal' situation. In addition, the Council's Corporate Risk register is updated and reported to the Audit Committee and regular reports are provided to the Corporate Leadership and Senior Management Teams.

In keeping with HM Government advice - <https://www.gov.uk/government/publications/uk-governments-preparations-for-a-no-deal-scenario>, Officers have considered the risks should a 'No Deal' scenario emerge, ensuring any potential adverse effects on our citizens and services are minimised whilst ensuring opportunities are maximised. A high level summary of the areas of business focus are:

- Finance and Funding
- Civil Contingencies
- Workforce
- Legal and Regulatory
- Supply Chain
- Service Delivery
- Economy

Additionally, the Council have agreed following a report to the Operations Committee in February that in the event of a 'No Deal' Brexit and the Department of Agriculture, Environment and Rural Affairs requesting additional support to carry out food inspections in local businesses that the routine Environmental Health work plan will be re-prioritised.

Officers are in regular contact with all relevant stakeholders and lead central government departments and will continue to forward plan and respond to the latest information available to the Council to ensure continuity of service provision.

RECOMMENDATION: that the report be noted.

Prepared by: Helen Hall, Head of Performance and Transformation

Approved by: Sandra Cole, Director of Finance and Governance

4.7 G/LEG/291-15 SOCIETY LOTTERY APPLICATION- DRUMMAUL PARISH FINANCE COMMITTEE, RANDALSTOWN

An application has been received from Drummaul Parish Finance Committee to hold a monthly Society Lottery at St. MacNissi's Parochial House, Randalstown to fundraise for parish upkeep. The monthly lottery will be held on the 3rd Wednesday of each month and will run from 21st June 2019 until 15th May 2020.

The application has been sent to the PSNI to seek their views.

RECOMMENDATION: that Committee approves issuing a licence for the lottery, subject to the PSNI having no objection.

Prepared by: Deirdre Nelson, Paralegal

Agreed by: Paul Casey, Borough Lawyer and Head of Legal Services

Approved by: Jacqui Dixon, Chief Executive

4.8 G/MSMO/1 SCHEME OF ALLOWANCES PAYABLE TO COUNCILLORS 2019-20

Members are reminded that the Council is required under the Local Government (Payments to Councillors) Regulations (Northern Ireland) 2012 to make a scheme for the payment of allowances to councillors and committee members in respect of each year.

Circular LG 12/2018, previously reported to members in August 2018, outlined the maximum Basic and Special Responsibility Allowances payable from 1 April 2018 and 1 April 2019.

The Scheme of Allowances has been amended to reflect those changes applicable from 1 April 2019 and is **enclosed** for Members' approval.

Members may note that the new Council may wish to adopt a new scheme of allowances applicable from 3 May 2019.

RECOMMENDATION: that the Scheme of Allowances Payable to Councillors for 2019-20 be agreed.

Prepared by: Richard Murray, Management Accountant

Agreed By: John Balmer, Head of Finance

Approved by: Sandra Cole, Director of Finance and Governance

4.9 G/MSMO/023 SOMME COMMEMORATION 2019

Members will be aware that the Council pay an annual subscription to the Somme Association. The cost of this subscription for the year 2018/19 was £1200 (£1000 plus VAT).

At the February 2019 Council meeting Members were provided with the programme for the Somme Museum Evening Lecture Series.

Members are advised that this year's Somme commemoration event is planned for the 1st of July at the Ulster Tower at 1430 hours and in Guillemont at 1630 hours (times to be confirmed).

In previous years the Somme Association has organised trips to coincide with the anniversary of the Battle of the Somme which Members have taken part in.

Members are now advised that the Somme Association has informed Officers that trips are no longer being co-ordinated by the organisation.

Committee's instructions are requested.

Prepared by: Member Services

Agreed by: Liz Johnston, Head of Governance

Approved by: Sandra Cole, Director of Finance and Governance

5. ITEMS FOR NOTING

5.1 HR/HR/019 AGENCY STAFF UPDATE

Members are reminded that agency staff are used across the Council to provide temporary cover for absence such as:

- Maternity leave
- Secondments
- Sickness absence
- Vacant posts

The use of agency staff is subject to a rigorous approval process, which requires the approval of the Corporate Leadership Team.

There is budgetary provision for the majority of posts filled via departmental salary budgets, salary contingency and grant funding.

The table below provides an update for Members on the use of agency staff as at January 2019 as compared to January 2018.

Reason for Agency Worker	Jan 2019	Position Covered	Jan 2018	Comments											
Additional Resource	9	Waste Management Operative Community Development Officer Waste Management Driver 3 x Grounds Maintenance Operative Clerical Officer, Waste 2 x On Call Recreation Assistant/Leisure Attendant, Sixmile	10	Reduction in additional resource requirement											
Filling Funded Posts	3	2 x Affordable Warmth Project Officer Project Implementation Officer	5	Reduction in cover for funded posts											
Covering Sickness/ Maternity Leave/ Shared Parental Leave	8	Graphic Designer 2 x Accounts Assistant 2 x Household Recycling Attendant Grounds Maintenance Operative Heritage Gardener Facilities Officer	6												
Covering vacancies until structures filled	23	Receptionist, Clotworthy Good Relations Officer 2 x Conferencing Administrator Ranger Leisure Attendant, Crumlin Community Centre Coordinator HRC Attendant (March 19)	<table border="1"> <tr> <td>Recruitment to commence</td> <td></td> </tr> <tr> <td>March 19</td> <td rowspan="6">32</td> </tr> <tr> <td>Apr/May 19</td> </tr> <tr> <td>March 19</td> </tr> <tr> <td>Feb 19</td> </tr> <tr> <td>Feb 19</td> </tr> <tr> <td>March 19</td> </tr> <tr> <td>March 19</td> <td></td> </tr> </table>	Recruitment to commence		March 19	32	Apr/May 19	March 19	Feb 19	Feb 19	March 19	March 19		Reduction in requirement within this category. Ongoing cover due to categorisation
Recruitment to commence															
March 19	32														
Apr/May 19															
March 19															
Feb 19															
Feb 19															
March 19															
March 19															

		2 x Driver Site Operative, HRC Central Services Supervisor Waste Management Operative, CSD 3 x Waste Management Operatives, ESD 5 x Waste Management Op/Driver, ESD 3 x Driver Site Operatives, Recycling	March 19		
Covering career breaks/secondments	6	2 x Grounds Maintenance Operative Admin Assistant, Planning Senior Leisure Attendant Tackling Deprivation Officer (Job share) Tourism, Town Centre and Regeneration Officer		6	
TOTAL	49			59	

The table above excludes limited ad-hoc agency cover, which is necessary to provide operational cover, at short notice.

Appendix 1 sets out expenditure on agency workers in January 2019.

The cost of agency staff has reduced for the period of 1 April 2018 to 31 January 2019 at 6.16% of all staffing costs compared to 7.28% for the same period last year. The table below shows the continued percentage reduction in agency costs over the past financial year:

Month	2017/18	2018/19
April	6.66%	3.51%
May	6.94%	3.74%
June	7.09%	4.61%
July	6.12%	4.71%
August	6.96%	4.66%
September	7.76%	6.06%
October	8.00%	5.85%
November	7.63%	6.51%
December	7.30%	6.49%
January	7.28%	6.16%

RECOMMENDATION: that the report be noted.

Prepared by: Victoria Stewart, HR Administrator

Agreed by: Jennifer Close, HR Manager

Approved by: A McCooke, Director of Organisation Development

5.2 G/MSMO/27 MEMBER DEVELOPMENT WORKING GROUP

Members are advised that a meeting of the Member Development Working Group took place on Monday 4 February 2019.

A copy of the minutes of the meeting is enclosed for Members' information.

RECOMMENDATION: that the Minutes of the Member Development Working Group Meeting held on Monday 4 February be noted.

Prepared by: Fiona Gunning, Organisation Development Officer

Approved by: Andrea McCooke, Director of Organisation Development

5.3 CCS/EDP/7 QUARTERLY SCREENING REPORT AND RURAL SCREENING

Members are advised that in line with the Council's Equality Scheme it was agreed to provide quarterly updates on the screening of policies under Section 75. Within the Scheme, the Council gave a commitment to apply screening methodology to all new and revised policies. Where necessary and appropriate, these new policies would be subject to further equality impact assessment.

The policies noted below have been screened between October and December 2018.

POLICY	SCREENING DECISION
Protocol for Hearing Entertainment Licence Applications	1
Protocol for Hearing Amusement Licence Applications	1
Special Events on Roads Working Policy	1
Implementation of Triple Stack Recycling Units and Reduced Residual Waste Capacity	1
Review of Waste Collection Services in Antrim and Newtownabbey	1
Review of Waste Collection Policy	1
Private Swimming Lesson Review Antrim Forum, Six Mile Leisure Centre and Valley Leisure Centre	1
Crumlin Allotments	1
Rathcoole Allotments	1

- | |
|---|
| (1) Screened with no mitigation
(2) Screened with mitigation
(3) Screened and EQIA required |
|---|

With regard to Rural Screening, Members are advised that the Department of Agriculture, Environment and Rural Affairs (DERRA) have introduced a new Rural Screening template, which will now be applied. Refresher Training for equality screening will be rolled out for staff from April – June 2019.

A copy of the new rural screening template is enclosed for Members information.

RECOMMENDATION: that the report be noted.

Prepared by: Ellen Boyd, Accessibility Officer

Approved by: Andrea McCooke, Director of Organisational Development

5.4 CCS/EDP/10 DISABILITY ACTION PLAN 2016-2020: AUTISM IMPACT AWARD ACCREDITATION

Members are reminded that a key action within the Council's Disability Action Plan 2016-2020 (**enclosed**) is to become an Autism Impact Award Champion Council (Autism Friendly Council). This report provides Members with an update on the progress of the achievement of this award accreditation.

The facilities chosen to receive the training was based upon the volume of their customer interaction. Training took place from October-December 2018 and tailored to be venue specific.

Each key Council venue has been assigned an Autism Champion - staff who on the training day had been identified to have a passion for championing ideas and practical adjustments within their venue. The Autism Champions will receive training and an AQA accreditation and they oversee the achievement of bespoke adjustments within their venue such as:

- Ensure that staff have Autism Awareness Training and have an understanding of the difficulties or differences relating to Autism
- There is an Autism Champion within the workplace tasked with and dedicated to ensuring Autism accessibility
- Layout map, interactive
- Directions of meeting rooms on cards (discreet to help with communication difficulties)
- Pre-visit tour online include details of fire alarm testing
- Better signage in reception area e.g. at eye level
- Meet our staff, photos of staff members that are on duty that day
- Lighting- brighter in parts
- Quiet spaces for all events
- Noise symbols for hand dryers
- Café accessibility e.g. chair protectors
- Make customers aware of fire testing- happens same time and day of week
- Show meeting room directions on Artifax

Autism NI will complete its Assessment on the 29 March 2019 and if successful, the Council will be awarded the Accreditation of Autism Impact Award Champion Council (Autism Friendly Council). The accreditation is reviewed and updated every 3 years.

RECOMMENDATION: that the report be noted.

Prepared by: Ellen Boyd, Customer Accessibility Officer

Approved by: Andrea McCooke, Director of Organisation Development

5.5 G/LEG/14/129 & 14/381 WORKS ON COUNCIL LAND BY NI WATER

Officers received notices of intended entry from NI Water to carry out works on Council land at Hazelbank Park, Newtownabbey and Avondale Drive, Ballyclare as per the statutory obligations outlined in the Water and Sewage (NI) Order 2006. The **enclosed** maps highlight the works to be carried out and the locations.

Hazelbank Park – Work has already commenced on site and the appointed contractors for NI Water are laying a 450 mm storm and foul sewer from the new housing development into Hazelbank Park where it will discharge into the nearby stream. These works are to service the new housing development at Shore Road, Newtownabbey and NI Water have obtained the necessary permissions from the Department of Infrastructure, Rivers.

Avondale Drive - NI Water propose laying a new storm and foul sewer, which will be 300 mm in diameter, 46.5 metres in length and at a depth of 1.5 metres. To accommodate these works, NI Water propose that the width of the wayleave should be 12 metres where structures permit with an additional allowance of 3 metres for adverse ground conditions.

Officers have liaised and will continue to liaise with NI Water or the appointed contractor for NI Water to oversee the works at both sites. Officers are also of the opinion that both works will have a minimal impact to Council land.

RECOMMENDATION: that the report be noted subject to NI Water agreeing to the following:

- 1. Reinstate Council land to its current condition.**
- 2. Compensate the Council for any financial loss caused due to the works being carried out on Council land.**
- 3. Indemnify the Council for any liabilities associated with the works.**
- 4. A Wayleave Agreement is agreed between the parties.**

Prepared by: Deirdre Nelson, Paralegal

Agreed by: Paul Casey, Borough Lawyer and Head of Legal Services

Approved by: Jacqui Dixon, Chief Executive

5.6 HR/HR/019 RECRUITMENT AND SELECTION UPDATE

1. BACKGROUND

The Council directly recruits the majority of vacant posts in accordance with the Local Government Staff Commission's Code of Procedures for Recruitment and Selection.

The Code is a statutory Code based on Section 40 (4) (b) of the Local Government Act 1972, and is implemented by the Council in line with its statutory responsibilities to establish a code of procedure for securing fair and equal selection for employment.

Appointment of the best person is determined through the application of relevant set criteria and the use of the Council's competence framework.

2. RESTRUCTURING, FILLING POSTS AND OTHER RELATED POLICIES

During the first term of the new Council the Human Resources (HR) Team focussed on a key task which was to complete a full scale organisational restructuring exercise. This was accomplished in line with a number of complex and detailed interdependent policies, issued by the Local Government Reform Joint Forum, which were mandatory, ie:

- **Vacancy Control System** – designed to safeguard the employment of existing council staff as a result of the decisions arising from the Review of Public Administration (RPA), as a proportionate means of achieving a legitimate aim to avoid redundancies resulting from RPA decisions.
- **RPA Staff Severance Scheme for Local Government Severance Scheme** – The Council agreed a policy of no compulsory redundancies and this Scheme operates on a voluntary basis and only applies to situations where the termination meets the criteria of being in the financial and managerial interests of the service and organisational need.
- **Procedure for the Filling of Posts in the New Council Structures (And Related Guidance)** - applied to the filling of all posts in the new local government structures arising out of the reform of local government.

At a local level, during the implementation of this detailed procedure for the filling of posts in the new Council structure, the HR team worked closely with the Trade Unions to complete the required managerial assessment changes in all posts i.e. comparing the job descriptions of the new and existing posts.

This exercise was resource intensive and resulted in 195 posts being assessed. All staff have now been confirmed to a post within the new organisational structure (with the exception of waste management staff which is well underway).

3. CURRENT POSITION – STRUCTURAL CHANGES AND VACANT POSTS

Whilst restructuring has been completed, arising from both incremental and transformational changes across the organisation, Departmental structures are kept under review and any proposed changes are reported to Members for consideration along with any related voluntary severance requests. The employee turnover rate from April 2015- March 2018 ranged from 5-6% p.a. and the turnover rate from April 2018 – December 2018 was 3.21%. A reduction in the year end turnover rate, compared to the previous year (i.e. 5%), is expected.

Taken over the past year the number of ongoing recruitment exercises at any one time has varied from 60 to the current figure of 29, and the Human Resources team is presently progressing these vacancies.

Since the number of vacant posts within our structure has reduced, there is less reliance on the use of recruitment agencies and this is reflected in the reduction of costs i.e. for the period of 1 April 2018 to 31 January 2019 agency costs accounted for 6.16% of all staffing costs compared to 7.28% for the same period last year.

An established recruitment and selection process has also been in place and is controlled via the use of Recruitment Authorisation Requests (including requests for the use of Agency workers) which are considered by the Corporate Leadership Team to ensure a consistent approach to recruitment and sufficient salary budget control.

ONGOING IMPROVEMENTS

Last year the Human Resources team reviewed its methods to recruitment and selection adopting a 'lean' approach to existing processes. Review outcomes included:

- The upgrade of the electronic recruitment system in October 2018. This new system provides a better experience for the applicant and also better statistical reporting options for the HR team.
- The recruitment and selection process also went paperless, with all applicant correspondence and referees being sent via email (paper correspondence is provided upon request). This not only speeds up the selection process but also saves staffing resources as well as other expenses such as stationery and postage.
- Prior to the review the average time to recruit (from recruitment authorisation to date of commencement) was 70 days and has now reduced to 57 days.

RECOMMENDATION: that the report be noted.

Prepared by: Victoria Stewart, HR Administrator

Agreed by: Jennifer Close, HR Manager

Approved by: Andrea McCooke, Director of Organisation Development

5.7 HR/LD/5 EMPLOYEE ENGAGEMENT REPORT – FINANCE AND GOVERNANCE AND ORGANISATION DEVELOPMENT

Members will be aware of the Council's 'Engage and Deliver' programme as part of the Employee Engagement and Well-Being Strategy.

As an organisation we are committed to developing a culture of employee engagement, promoting health and well-being, providing employees with opportunities to reach their potential and enabling staff to make a difference and contribute to organisational success.

As part of this ongoing programme of work, employee engagement 'pulse surveys' are being conducted across the organisation.

Finance and Governance

At the regular monthly team meetings held in January and February within the Finance and Governance Department, 54 staff participated in the employee engagement survey (89% return rate). The results of the survey are very positive with the results as follows:

- 94% satisfied overall with their job
- 91% satisfied with communication in their teams
- 94% satisfied that their job is important to the Council
- 90% satisfied with the health and wellbeing opportunities
- 73% satisfied with communication in the Council
- 90% satisfied with training opportunities available to them
- 76% satisfied with the praise and recognition they received
- 39% regularly use the Employee App

These results are extremely positive and senior staff within the Finance and Governance sections will respond to the feedback and comments from staff and continue to improve.

Organisation Development

At the regular monthly team meetings held in January and February 2019 within the Human Resources, Communications and Customer Service sections, over 90% of staff participated in the employee engagement survey. The results of the survey are as follows:

- 82% satisfied overall with their job
- 63% satisfied with communication in their teams
- 81% satisfied that their job is important to the Council
- 90% satisfied with the health and wellbeing opportunities
- 71% satisfied with communication in the Council
- 77% satisfied with training opportunities available to them
- 61% satisfied with the praise and recognition they received
- 58% regularly use the Employee App

These results are very positive and senior staff within the Human Resources, Communications and Customer Services sections will respond to the feedback and comments from staff and continue to improve.

Employee Engagement survey results from other service areas will be reported to Members in due course.

RECOMMENDATION: that the report be noted.

Prepared by: Helen Hall, Head of Performance and Transformation

Approved by: Sandra Cole, Director of Finance and Governance and
Andrea McCooke, Director of Organisation Development