

Support Services Overview and Scrutiny Panel

Thursday 1 October 2009

PRESENT:

Councillor James, in the Chair.
Councillor Stevens, Vice Chair.
Councillors Berrow, Sam Leaves, Lock, Lowry, Stark and Thompson.

The meeting started at 10.00 am and finished at 12.00 pm.

Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

13. VICE-CHAIR

Resolved to appoint Councillor Stevens as vice-chair for this meeting.

14. DECLARATIONS OF INTEREST

There were no declarations of interest in accordance with the code of conduct.

15. MINUTES

Resolved that the minutes of the meeting which took place on the 6 August 2009 be confirmed as a correct record.

16. CHAIR'S URGENT BUSINESS

There were no items of Chair's urgent business.

17. FEEDBACK FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD

The chair informed the panel that two issues had been referred to this panel from the Overview and Scrutiny Management Board –

- Role Profiles, which would be covered in this meeting;
- Scrutiny Resources, which would be reported to the next meeting;

The chair also informed that panel that he would be sitting, alongside the vice-chair, on a joint task and finish group with the Growth and Prosperity overview and Scrutiny Panel. The group would be monitoring the Plymouth City Bus Ltd Shareholding Project.

18. CORPORATE IMPROVEMENT PRIORITY 13 - SUPPORTING COUNCIL STAFF TO PERFORM BETTER.

The Cabinet Member for Finance, People, Property and Governance, the Head for Human Resources and the Assistant Head of Human Resources - Organisational Development gave a presentation to members on the People's Strategy and CIP13 "supporting staff to perform better".

Members were informed that -

- (i) the people's strategy focused on –
 - values of organisation and embedding them;
 - customer;
 - managing change;
 - culture of pride;
 - fairness;
 - communication
- (ii) there were various internal and external challenges for the future;
- (iii) several pieces of work had been undertaken around –
 - single status;
 - competency framework;
 - the staff induction;
 - staff attendance;
 - learning and development;
 - Human Resources IT management systems;
 - joining up the Accommodation, IT and People's Strategy;
- (iv) the indicator on role profiles showed as "amber" but officers were confident that it would be completed by the target date of December 2009.

Members questioned the Head of Human Resources on the People's Strategy and CIP 13 in relation to –

- (v) key performance measures;
- (vi) the staff survey;
- (vii) appraisals;
- (ix) the induction process;
- (x) staff training;
- (xi) the communications strategy.

Resolved to request -

- (1) that a letter be written to the Head of Human Resources thanking her for her presentation;
- (2) a list of key performance measures for CIP 13 along with the actual performance and target for each measure;
- (3) information on positive changes that have been made as a direct result of the last staff survey;
- (4) an example of the complete process for new appraisals in one service area, this should include actions taken after the appraisal;

- (5) a copy of the Communications Strategy.

19. **PEOPLE'S STRATEGY**

Members gave consideration to the People's Strategy 2009 - 2011.

Resolved to recommend the People's Strategy 2009-2011 to Cabinet for approval.

20. **QUARTERLY REPORT**

Resolved that delegated authority be given to the lead officer of the panel, in consultation with the Chair and Vice Chair of the Panel, to approve the Panel's quarterly scrutiny report which is to be forwarded to the Management Board meeting of 4 November.

21. **CO-OPTED REPRESENTATIVES**

Members gave consideration to the possibility of appointing co-opted representatives, however, decided not to at this time.

Resolved that the chair and Vice-chair consider the matter of witnesses as and when appropriate.

22. **SUBSTITUTE MEMBERS**

Members noted a report which detailed information on appointing a substitute member for a meeting of the Overview and Scrutiny Management Board

Resolved that Councillor Stark should attend the Overview and Scrutiny Management Board in the absence of Councillor James where practicable.

23. **TRACKING RESOLUTIONS**

Resolved to note and remove the completed resolutions from the tracking document.

24. **WORK PROGRAMME**

The Panel received their work programme for 2009/2010.

Resolved to –

- (1) note the work programme;
- (2) invite the Assistant Chief Executive to the next meeting of this panel;
- (3) invite the Assistant Director for Democracy and Governance to the first meeting of this panel following their appointment.

25. **EXEMPT BUSINESS**

There were no items of exempt business.

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