

SUPPORT SERVICES OSP

Draft Workplan



PLYMOUTH
CITY COUNCIL

Introduction

The purpose of this briefing is to scope out the proposed work plan shaped by the Support Services OSP.

The areas of the proposed plan are:

Shared Services

ICT

Accommodation

HR workforce

Community Engagement

Shared Services

The panel wanted to consider the scope of the shared services proposals, the strategy, the delivery timeline and the proposed partners. A more detailed briefing to cover this and the anticipated benefits, risks and financial savings were also needed.

ICT

The panel were interested in understanding the improvements being made and the scope for savings and strategy for rationalising the number of systems and ensuring data is secure and customers experiences improve. The panel wanted to know that the HR Payroll project was on track and what the benefits would be of this project.

Accommodation

The panel were very keen to understand about the plans to secure the civic centre and council house and wanted to also incorporate the progress on Carbon Management.

HR

There is a keen interest in ensuring that further invest to save initiatives (more occ health and other ideas) are considered to drive down staff absence rates. The panel were very interested in private sector practice and wanted the council to learn from this to reduce the number of days lost. The panel also wanted to understand about the workforce development plan for succession planning etc and following the Leader's presentation to the panel how the employee incentive scheme might work (to incentivise cuts and efficiencies in the right place). The panel wanted regular updates on the absence stats and what was being done to reduce attendance.

Community Engagement

The panel were concerned about the robustness of the elections and risks of multiple voting. The panel also wanted to consider the options for ensuring communities can access information and have more influence over decision making, together with the costs, risk and benefits of using social media as a council.

Simon Arthurs

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