

PORTFOLIO:

PERFORMANCE & DEVELOPMENT

Report of
Portfolio Holder:

**COUNCILLOR
BARRY EARP**

EMERGENCY PLANNING

On 8th February the City Council hosted an important Emergency Planning Exercise as part of Cumbria Resilience Forum's pilot testing of new Resilient Communications Software on behalf of the Cabinet Office. The event was very successful and the Cabinet Office complimented both the Resilience Forum and the City Council on their performance and their contribution to this important new national initiative.

LEGAL SERVICES

Lexcel Assessment:-

The Legal Services section recently underwent its annual Lexcel Accreditation Assessment. The accreditation is awarded by the Law Society to those in-house legal teams and private firms operating to a specified standard which includes client care, file management, document storage and risk management amongst other things. The inspection did not find any areas of non-compliance and highlighted nine areas of good practice.

RIPA Inspection:-

The Council must comply with the Regulation of Investigatory Procedures Act which governs the manner in which covert surveillance is authorised and used by the Council. In the past, authorisations have covered benefit fraud and licensing matters. The regulatory regime is overseen by the Office of the Surveillance Commissioner (Sir Christopher Rose). Inspections take place every three years. The last time found that Carlisle City Council was one of the better performing public authorities in the UK and I am pleased to report that this area of good practice has continued.

The recent inspection was carried out by His Honour Norman Jones QC and he concluded that, "Carlisle City Council is highly conscious of the need to be *RIPA* compliant. It has sought to achieve this with diligence. Those practices

set in place and which form the Council's *RIPA* system are of the highest order. Such suggestions as can be made are designed to improve that which is already compliant."

The Council's *RIPA* system is administered by the Governance Directorate and its success is also due to the participating staff throughout the Authority.

HR ACTIVITY

New pay policy implemented 1st March 2010:- all staff issued with new contracts of employment to reflect this. The rest of month has been spent resolving queries, explaining various aspects etc. Job Evaluation, as means of determining the grade for the job, is now firmly established. Work at present is on casual posts and new/changed jobs.

SHARED SERVICES:-

ICT Connect came into being 1/4/10 and all Carlisle IT staff transferred to Allerdale B.C's employment from that date. Allerdale B.C. led on H R work package, however, considerable input was required from Carlisle CC as local staff issues played a significant role throughout the process. The partnership is managed with equal governance and there is a Joint Operational Board (officer based) chaired by Allerdale in the first year and a Member Strategic Board (portfolio holders) chaired by Carlisle in the first year. The chair role for each board will alternate between Councils each year.

Work continues towards the implementation of a new Revenues & Benefits ictCONNECT system for Allerdale as part of the move to the new Shared Service that has been agreed with Copeland and Carlisle.

Stephen Kirkpatrick, Shared ICT Services Manager, has submitted his resignation, and will be moving to assume the role of Director of IT for Cumbria Constabulary. A temporary internal appointment is due to be made before external advertising of the post on a permanent basis.

Revenues and Benefits:- Progressing

At present, HR Work package (Carlisle is leading) is involved with Job Matching Process (matching staff in the three current structures to the one new proposed structure).

Audit:- HR Work package progressing and we are just about to start meeting with the trades unions to explore harmonising terms and conditions with that of Cumbria CC for staff who will transfer. Cumbria CC leading on this with input from Carlisle CC HR Officer.

Customer Contact Centre:- Progressing.

TRANSFORMATION: - Re-structures well under way in Communications, Governance and Organisational Development. All appointments to Senior

Management team completed and employees in post.

POLICY & PERFORMANCE

Corporate Plan

The corporate plan has completed its consultation period with the Overview & Scrutiny Panels. It is now a working document from which an 'easy read' and summary document can be produced.

Performance Framework

The latest version of the Corporate Plan includes key performance indicators for the two new priorities. The Economy & Environment Panel have been consulted on these key performance indicators.

Place Survey

National consultation on the next Place Survey, due 2010 is underway. The period for consultation finishes on 10th May.

INFORMATION MANAGEMENT (15TH February – 15th April)

Freedom of Information

The number of requests since last report: 68

The number of responses since last report: 67

Environmental Information

The number of requests since last report: 5

Number of responses since the last report: 4

ORGANISATIONAL DEVELOPMENT TEAM

An Organisational Development Team has been created as part of the transformation programme. The team will be responsible for all learning and development for staff and Members.

They will be developing a new appraisal system to be launched in the autumn, a new Workforce Development Plan and revising the corporate training programme.

The team is currently made up of the Organisational Development Manager, the Training Co-ordinator and an Admin Assistant. A Skills Development Co-ordinator will be recruited shortly who will focus on Skills for Life and vocational qualifications.

MEMBER LEARNING AND DEVELOPMENT

At the meeting of the Member Learning and Development Working Group (MLDWG) on 24th February it was decided to postpone going for assessment for the North West Member Charter Level 2 until 2011. Work towards the Charter will continue.

At the MLDWG meeting on 25th March discussion took place about extending the membership of the group to include an assistant Member champion to attend with the Member champion for each group.

The lead consultant for Member learning recently met with Member champions to discuss a range of Member learning issues. The Organisational Development Team is currently planning the new Member induction programme and will be relaunching the Modern Councillor e-learning programme in June.

ADULT LEARNERS' WEEK

The City Council will again be supporting Adult Learners' Week which this year takes place from 15 – 21 May. A range of events will be held at different council sites to promote learning for staff.

Councillor Barry Earp
Performance and Development Portfolio Holder