

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Officer – People and Technology

Corporate Services Committee: 24 November 2021

Subject: People and Technology Delivery Plan 2021/22: Mid-Year Progress Report

1 Purpose

- 1.1 The purpose of this report is to set out progress to date in delivery of the actions and performance indicators detailed within the People & Technology Delivery Plan 2021/22.

2 Recommendations

- 2.1 It is recommended that Committee notes the contents of this report and the progress achieved at mid-year.

3 Background

- 3.1 Annual Strategic Delivery Plans sets out actions to address the key service specific issues identified during routine strategic assessment exercises. These plans also provide an overview of the assets and resources available to support delivery of the plan and consider risks at both strategic and operational level.
- 3.2 The People & Technology Delivery Plan 2021/22 was noted by the Corporate Services Committee on 19 May 2021 and a commitment was made to submit a mid-year progress report.

4. Main IssuesDelivery Plan

- 4.1 The People & Technology plan contains a range of actions designed to support delivery of the strategic priorities of the council. At this mid-point of the year, three actions have been completed and the remaining ten are progressing and on track for completion by 31 March 2022. Detail of delivery and progress can be found in the progress report attached as Appendix 1.
- 4.2 Also included in the plan are 9 performance indicators which measure progress across key areas and link to the Strategic Plan 2017-2022. Three of the performance indicators are monitored on a quarterly basis. At the mid-year point, two of the performance indicators have achieved target and one has missed target.

- 4.3 Sickness absence days per teacher has exceeded target in quarter one and narrowly missed target in quarter two however the overall position at mid-year is that target has been met and is on track to meet the annual target.
- 4.4 Sickness absence days for local government employees (excluding teachers) missed the target for both quarters where absence continues to be significantly impacted by the pandemic. It is unlikely that the annual target will be met.
- 4.5 Percentage of ICT helpdesk incidents fixed within half a day of being logged has met target in both quarters and is on track to meet the year-end target.

5. People Implications

- 5.1 There are no direct people implications arising from this report.

6. Financial & Procurement Implications

- 6.1 There are no direct financial or procurement implications arising from this report.

7. Risk Analysis

- 7.1 Failure to deliver on the actions assigned to the strategic area may have a direct impact on the delivery of the Council's Strategic Plan. It is essential that remedial action is taken to ensure strategic delivery plans achieve the commitments detailed and approved.

8. Equalities Impact Assessment

- 8.1 As this report details progress on an action plan already agreed, there is no requirement for equalities screening or impact assessment.

9. Consultation

- 9.1 This report provides an update on the progress achieved across the strategic area, drawing from information provided by officers.

10. Strategic Assessment

- 10.1 The strategic delivery plan sets out actions to support the successful delivery of all 5 strategic priorities of the Council.

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Date: xx October 2021

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Appendix: Appendix 1: People and Technology Delivery Plan 2021/22
- Mid-Year Progress report

Background Papers: People and Technology 2021/22 Delivery plan

Wards Affected: All wards