

WEST DUNBARTONSHIRE COUNCIL**Report by Strategic Lead – People and Technology****Corporate Services Committee: 13 November 2019**

Subject: People and Technology Delivery Plan 2019/20: 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 detailed within the People and Technology Delivery Plan 2019/20.

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 set 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 and Technology Delivery Plan 2019/20 was noted by the Corporate Services Committee on 22 May 2019 and a commitment was made to submit a mid-year progress report.

4. Main IssuesDelivery Plan

- 4.1 The People and 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, sixteen actions within the plan are progressing and one has been completed with the remaining one action due to start later in the year and on track for delivery by 31 March 2020. 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, one of the performance indicators has achieved target and two have narrowly missed target.

- 4.3** Sickness absence days per teacher has performed better than target in both quarters and has shown significant progress from the same period last year and is on track to meet the annual target.
- 4.4** Sickness absence days for local government employees (excluding teachers) narrowly missed the target for both quarters however significant progress has been made in Q2. Unless performance is below target in the remaining quarters of the year, it is unlikely that the target of 10 days will be met.
- 4.5** Percentage of ICT helpdesk incidents fixed within half a day of being logged narrowly missed the target in both quarters. This is largely due to increased volume of incidents recorded over the period linked to two significant projects, Windows 10 upgrade and school device replacement.

Strategic Improvement

- 4.6** The Council adopted the West Dunbartonshire Self Evaluation Framework in August 2016, which embeds a rolling three year improvement programme across services not already subject to external evaluation and inspection. Within the People and Technology service, seven self-evaluations have been carried out to date covering Health and Safety; ICT Infrastructure; ICT Applications; Strategic HR; OD and Change; Transactional services- HR connect: and Transactional services HR Payroll. Each evaluation led to the development of an action plan to address identified areas of improvement.

Service User Feedback

- 4.7** A number of surveys have been taken at a service level during the first 6 months of the year, as follows:

A survey was undertaken in respect of ICT service received and approximately 400 responses were submitted from across the Council. The results include:

- 85% expressed satisfaction with the ICT service representing an improvement of 12% from last year;
- 80% were of the opinion that the quality of service had improved from the previous year representing an improvement of 12% from last year;
- 92% expressed satisfaction with the technical support for resolving ICT issues representing an improvement of 14% from last year; and
- 82% expressing satisfaction with speed of fix representing an improvement of 12% from last year.

Organisational Development and Change conduct post event evaluations with feedback and comments used to help improve the content, delivery and focus of the programmes. A total of 47 responses have been received so far for the year to date with an average rating of 4.6/5 across all courses under the Leadership and Management Development and Employee Development programmes.

The team have also reviewed and updated the face to face Induction programme which launched in the new format in August 2019. Feedback has been extremely positive with an average rating of 4.4/5.

5. People Implications

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

6. Financial and 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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Appendix: Appendix 1: People and Technology Delivery Plan 2019/20
- Mid-Year Progress

Background Papers: N/A

Wards Affected: All wards