



4 April 2024

Committee Chairperson: Alderman L Clarke

Committee Vice-Chairperson: Councillor M Stewart

Committee Members: Aldermen – L Boyle, P Bradley and P Michael

Councillors – M Brady, S Cosgrove, H Cushinan, S Flanagan, N Kelly, H Magill, E McLaughlin, L O'Hagan, A O'Lone and B Webb.

Dear Member

MEETING OF THE POLICY AND GOVERNANCE COMMITTEE

A meeting of the Policy and Governance Committee will be held in the **Round Tower Chamber, Antrim Civic Centre on Tuesday 9 April 2024 at 6.30 pm.**

You are requested to attend.

Yours sincerely

A handwritten signature in black ink, appearing to read "Richard Baker".

Richard Baker GM MSc
Chief Executive, Antrim & Newtownabbey Borough Council

PLEASE NOTE: Refreshments will be available in the Café from 5.20pm

For any queries please contact Member Services:

Tel: 028 9448 1301/028 9034 0107

Email: memberservices@antrimandnewtownabbey.gov.uk

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POLICY AND GOVERNANCE COMMITTEE MEETING ON
TUESDAY 9 APRIL 2024**

3 PRESENTATION

3.1 FI/AUD/03 RISK MANAGEMENT PRESENTATION

1. Purpose

The purpose of this presentation is to provide Members with an overview of what Risk Management is and why it is done.

2. Background

Risk Management is a key element of the Councils' Governance Framework.

A Risk Management Strategy and associated procedures are in place which enable the management of threats which may impact on the achievement of Council objectives.

3. Recommendation

It is recommended that the Risk Management Presentation be noted.

Prepared by: Paul Caulcutt, Head of Internal Audit

Approved by: Sandra Cole, Director of Finance and Governance

4 ITEMS FOR DECISION

4.1 G/IG/7 REVIEW OF FREEDOM OF INFORMATION POLICY

1. Purpose

The purpose of this report is to seek Members approval of the review of the Freedom of Information Policy in accordance with the agreed Policy Framework.

2. Introduction/Background

The Freedom of Information Policy has been reviewed in accordance with the agreed Policy Framework and schedule. The policy was last reviewed in March 2022 (two year review cycle).

3. Key Issues

The review has identified a number of minor amendments as being required:

- update regarding changes in organisational structure
- website link for complaints to ICO added.

These amendments have been made to the attached draft of the policy.

4. Governance

It is essential that the Council has a suite of up to date policies/procedures which are reviewed on a regular basis.

5. Summary

The Freedom of Information Policy has been reviewed in accordance with the agreed Policy Framework and schedule. The policy was last reviewed in March 2022 (two year review cycle).

The review has identified a number of minor amendments as being required:

- update regarding changes in organisational structure
- website link for complaints to ICO added.

These amendments have been made to the **enclosed** draft of the policy. The reviewed policy has been approved by CLT.

6. Recommendation

It is recommended that Members agree the review of the Freedom of Information Policy in accordance with the agreed Policy Framework.

Prepared by: Helen McBride, Information Governance Manager

Agreed by: Liz Johnston, Deputy Director of Governance

Approved by: Sandra Cole, Director of Finance and Governance

4.2 G/LEG/044 STANDING ORDERS WORKING GROUP MINUTES

1. Purpose

The purpose of this report is to seek Members approval of the minutes of the first meeting of the Standing Orders Working Group held on 22 February 2024.

2. Background

Following the decision to conduct a review of the Standing Orders at the December 2023 Policy and Governance Committee, Members agreed to the establishment of a Working Group (task and finish) to review Council's current Standing Orders.

The purpose of the Working Group, consisting of Members and relevant Officers is to make recommendations, on a task and finish principle, to the Policy and Governance Committee in relation to the revision of the Council's Standing Orders to make them relevant to the current modern governance arrangements.

The first meeting of the group took place on 22 February 2024.

3. Outcome

Terms of Reference for the working group were agreed (**enclosed**), along with the appointment of the Mayor as Chair and Deputy Mayor as Vice Chair of the group

A copy of the minutes of the Standing Orders Working Group meeting is **enclosed** for Members' consideration. These minutes were reviewed by the second Standing Orders Working Group held on 21 March 2024.

4. Recommendation

It is recommended that the minutes of the first meeting of the Standing Orders Working Group on 22 February 2024 be approved as a true and accurate record of the meeting.

Prepared by: Liz Johnston, Deputy Director of Governance

Approved by: Sandra Cole, Director of Finance and Governance

4.3 G/HSWB/4 HEALTH AND SAFETY POLICY – REVIEWED AND UPDATED

1. Purpose

The purpose of this report is to recommend to Members the approval of a reviewed and updated Health and Safety Policy.

2. Introduction/Background

It is a legal requirement under Health and Safety at Work Act (HSWA) 1974 to have a written Health & Safety Policy if you employ five or more people. In addition to having a written policy, the Act places certain obligations on employers to their employees whilst at work.

The Health and Safety Policy is the over-arching principle document outlining the arrangements for the Council's approach to managing Health and Safety. This Policy is supported by a range of detailed subject specific Health and Safety related Procedures, which give more detail on the management approach for that particular subject.

The associated Health and Safety Policy Statement is a statement of intent, listing what the Council and its employees will do to keep a safe and healthy environment for our employees and others affected by our activities. This is a requirement of the Health and Safety at Work Act and is signed by the most senior person in the Council, the Chief Executive.

3. Previous Decision of Council

The Policy, first agreed in 2015, was reviewed and approved by the Policy and Governance Committee in June 2019.

4. Review

As part of the review process, the updated Health and Safety Policy has been consulted with the Union Safety Representatives from NIPSA, GMB and UNITE in January 2024, and with the Health Safety and Wellbeing Committee and CLT. The Policy has also been screened with guidance from the Accessibility Officer.

A copy of the reviewed Health and Safety Policy (with and without tracked changes) along with the associated screening documents is **enclosed**.

5. Implication

The updated Policy and Statement of Intent are not only required by law, but are a requirement of other accreditations held by Council, e.g. Quest+

6. Governance

Once approved, the Policy will be shared with all relevant stakeholders and uploaded onto iConnect. The Health and Safety Policy Statement will also be on display in all Council premises.

7. Recommendation

It is recommended that Members approve the reviewed and updated Health and Safety Policy.

Prepared by: Elaine Girvan, Head of Health, Safety & Resilience

Agreed by: Liz Johnston, Deputy Director Governance

Approved by: Sandra Cole, Director of Finance & Governance

4.4 HR/ER/002 LOCAL GOVERNMENT STAFF COMMISSION

1. Purpose

The purpose of this report is to approve the Local Government Staff Commission continuing apportionment arrangements of £23,718 for 2024/25.

2. Apportionment Arrangements

Correspondence has been received from the Local Government Staff Commission (LGSC) confirming the apportionment arrangements for 2024/25. A copy of the correspondence is **enclosed** for information.

The Department for Communities has informed the Commission that the provisional date for dissolution has been extended to 31 March 2027.

In accordance with the 2024/25 Management and Dissolution Plan, the Commission has estimated its total financial requirement to be £418,661 for the year ahead. Income from ongoing operations, which is offset against this figure, is estimated at £40,000, leaving an amount of £378,661 to be raised from District Councils and the Northern Ireland Housing Executive.

By virtue of the apportionment arrangements, Antrim and Newtownabbey Borough Council is required to pay 6.26% of £378,661, namely £23,718.

3. Recommendation

It is recommended that the Local Government Staff Commission continuing apportionment arrangements of £23,718 for 2024/25 be approved.

Prepared and Approved by: Helen Hall, Director of Corporate Strategy

4.5 CP/GEN/049 ESTABLISHMENT OF A GRANT FUNDING HUB

1. Purpose

The purpose of this report is to seek Members approval for the establishment of a Grant Funding Hub for the Council starting with the recruitment of a Grant Funding Hub Manager to commence the project.

2. Background

The Council currently issues approximately £1.5 million in grant funding to individuals, groups and organisations through a range of grant funding programmes operated by various Departments and Sections of the Council. (See Appendix 1 for details, which is **enclosed**).

A significant portion of the funding issued by the Council comes to the organisations from external organisations including Government Departments such as the Department for Communities and The Executive Office.

In addition, Council Officers from all Departments proactively seek other opportunities to secure revenue and capital funding to support relevant projects and to date examples of this range from £5.1 million from Levelling Up for Glengormley and Antrim projects to £10,000 for delivery of a heritage project from the Historic Environment Division of the Department for Communities.

Officers have reviewed the current approach to grant funding and have concluded that:

- The approach to grant funding varies across Departments and could be described as more reactive than proactive.
- There is a significant resource requirement both in terms of the dispersal of funds outside of the organisation and the securing of funding into the organisation. This work is in the main financial and administrative and is currently resourced across the relevant Council Departments and Sections, and is additional to the core role of Officers.
- Successful funding applications can and do require time, expertise and knowledge.
- There are opportunities to improve governance, streamline processes, build relationships with funders, remove duplication of effort and maximise external funding, thereby delivering more for our community.

3. Project Proposal

Given the issues outlined it is proposed to develop a Central Grant Funding Hub for the Council with the aims of:

1. Having a consistent customer focused approach with relevant assessment and evaluation procedures for the administration of grant funding.

2. Maximising the amount of external funding achieved to deliver the Councils Strategic and Business Plans.

It is proposed that this Hub would have the following key functions:

- a. Management and Administration of Councils Grant Funding – to deliver the management and administration of all of the Councils Grant Funding Programmes.
- b. Securing Funding – to secure increased levels of funding to support the delivery of Councils Corporate and Business Plans.
- c. Business Support – to provide business support for specialist funding programmes, such as SEUPB Peace Plus.
- d. External engagement – to develop and manage external working relationships and support organisations as to source funding.

4. Governance

There are currently a range of grant funding policies and programmes in place across the Council. A key element of this project will include the development of a single grant funding policy for the Council and individual grant programme guidelines and procedures which are service specific but also compliant with the policy and will deliver a robust, consistent and corporate approach to grant funding.

5. Financial Position/Implication

In order to take this project forward it is proposed to internally recruit a Grant Funding Hub Manager at the earliest opportunity. Once appointed this Officer will be responsible for the development of the Grant Funding Hub including Grant Policy and Grant Programme guidelines for all funding streams and the following specific areas of work as part of this:

- A review of Best Practise in relation to grant funding
- An in-depth review of the Council's existing arrangements and funding mechanisms
- The development of the Council's Grant Funding Policy
- The development of the Council's Grant Funding Programmes including criteria, eligibility and outcomes
- The structure and resourcing of the proposed Grant Funding Hub.

6. Summary

The issue of grant funding dispersal and securing of additional grant income into the Council is a significant function across all Council Departments.

The establishment of a Grant Funding Hub for the Council presents an opportunity for improved efficiency and effectiveness in relation to all aspects of funding work.

It is proposed to recruit a Grant Funding Hub Manager to commence this project. A six month progress report will be brought back to a future meeting.

7. Recommendation

It is recommended that the establishment of a Grant Funding Hub, initiated by the recruitment of a Grant Funding Hub Manager, be approved with a six month progress report to be brought to a future meeting.

Prepared and Approved by: Ursula Fay, Director of Community Planning

4.6 CCS/EDP/023 DEAF FRIENDLY COUNCIL – DFC SIGN LANGUAGE PARTNERSHIP GROUP (SLPG) FUNDING

1. Purpose

The purpose of this report is to provide an update to Members on the funding application submitted to DFC Sign Language Partnership Group (SLPG).

2. Introduction/Background

Members are reminded of Council's commitment to become a Deaf Friendly Council through our signing of the BSL & ISL Deaf Charter. In support of the Charter and our deaf community, an application was submitted to the DFC Sign Language Partnership Group (SLPG) for 100% funding of £9150 to run BSL Level One Sign Language Training for Elected Members, Council Staff and Borough Residents. It is anticipated that an expression of interest would be circulated to Staff and Elected Members to ascertain interested participants. Externally promoted to residents through social media channels and community groups.

Members are advised that a formal letter of offer has been received for the £9150 to deliver this training (**Appendix 1 enclosed**).

3. Recommendation

It is recommended that Members approve the Letter of Offer received from DFC Sign Language Partnership Group (SLPG).

Prepared by: Ellen Boyd, Accessibility and Inclusion Officer

Approved by: Helen Hall, Director of Corporate Strategy

5 ITEMS FOR NOTING

5.1 FI/ICT/4 ICT UPDATE

1. Purpose

The purpose of this report is to provide Members with an update on the recent projects and helpdesk activity within Council's ICT Department to ensure business continuity and protection for Council's digital transactions.

2. Introduction

The ICT Team (currently 6.4 FTE) deliver a diverse number of services, many unseen, to our 624 staff and 40 Elected Members, supporting all areas of Council to deliver services. The ICT department has an agreed operational budget of £1,039,257 for 2024/25 and a capital provision of £190K. The ICT department is responsible for technology assets totalling over 1 Million pounds across all 35 connected Council sites.

ICT Helpdesk

The ICT Helpdesk receives, an average of 300 calls per month (see Appendix 1 **enclosed**). Calls range from user technical issues, requests for additional equipment and permissions changes to more challenging, Council wide issues.

The calls will be prioritised according to impact on Officers, departments or Council, and a SLA assigned. Currently the team are achieving 100% against the Response Time SLA and 99.9% against the Fix Time SLA (see Appendix 2 **enclosed**).

Capital Projects

During 2023/24, the ICT Team delivered several capital projects. These key infrastructure projects ensure that the Council's ICT systems are continually available, fit for purpose and secure. Two significant recent projects are:

3. Storage Area Network Replacement

The Storage Area Network (SAN) is the main storage that is connected to our Virtual Server infrastructure. A SAN could be described as multiple high capacity, high performance hard drives, similar to those found in a laptop or desktop PC connected together and controlled by software. The SAN is the backbone of Council's two data centres located in Antrim Civic Centre and Mossley Mill and is a critical component in delivering ICT services to Council. The current SAN was delivered in 2014 and was no longer supported by the vendor, therefore a procurement exercise was undertaken to replace this essential infrastructure

Total capital cost: £116,000

Time: 4 Weeks

Resources: 2 Senior ICT Officers

4. Network Switch Replacement

Network Switches are the core technology that makes up the Council's network infrastructure, with 96 Switches located throughout 35 Council sites that allow all devices to connect to Council ICT network.

During the merger period in 2015, the existing two Council networks were joined together, however no investment was made to upgrade at that time. The Network switch environment was well beyond its operational life expectancy.

This project had been planned to be delivered in 2020, however due to Covid, ICT resource had to be reprioritised.

The Network Replacement Project was highly complex and required a significant amount of planning and preparation in order to minimise disruption to our users and Council Services. The Council's network infrastructure spans over 35 sites, therefore detailed planning was essential before installation could take place, with much of this work taking place outside core hours.

I am pleased to report that this significant project was successfully delivered without our users knowing the work had taken place and without any major complications.

Total capital cost: £309,000
Time: 12 Weeks
Resources: 4 ICT Officers

It is important to note that to reduce the cost of delivering these projects, the majority of the technical configuration, implementation and migration work was carried out internally by the ICT Team.

The outcome of these projects is that the Council has a modern, fit for purpose core ICT infrastructure that will help ensure the delivery of Council services. The expected life span of these projects is 5 years.

Cyber Security

Cyber Security remains a priority for the ICT Team, with 10% of the ICT operating budget allocated to cyber security systems that protect Councils data and assets.

Several IT security systems are used to provide a multi layered approach to protecting Council from a cyber incident. The table below highlights some of the key statistics and aims to provide an insight into cyber activity over the first 3 quarters of 2023/24.

	Q1 23-24	Q2 23-24	Q3 23-24
Firewall			
Intrusions blocked by Intrusion Protection System	986	429	13 *
Trend Micro Cloud App Security			
Total number of emails scanned	896,451	756,303	974,168

Ransomware detected and blocked	0	0	0
High Risk Malicious Files blocked	179	125	11
Web Reputation – Malicious URLs blocked (Credential Phishing/Scam/Malware)	95	79	40
Phishing emails blocked	295	85	95
Malicious URL Detection	36	62	43
Office 365 Advanced Threat Detection			
Phishing File Protection	489	6,312	6,675
Anti-malware engine	389	190	285
Edge Protection (IP & Domain Reputation)	75,145	23,610	22,305
Trend Micro Apex Security			
Viruses detected and cleaned	3	3	3

*Significant reduction following the installation of new firewalls in October 2023

The ICT Team will continue to monitor and enhance IT Security systems to ensure Council is as protected as possible against a cyber security incident.

5. Members IT

Following the Local Government Elections in May 2023, ICT began the process of issuing ICT equipment to all Members. 40 iPads have been issued, which not only allows Members access to email, but also allows facilitates access to all Committee and Council papers through the Flux application.

For the first time, those Members who wished to avail of a Council mobile phone were given the choice between an iPhone or equivalent Android phone. 17 iPhones have been issued and 5 Android phones issued.

During the process of issuing devices, ICT took the opportunity to enrol all Members in Multi Factor Authentication, further enhancing the security of their devices and email accounts.

Additional training was also provided on the use of Flux, iPad and mobile phones and Members are reminded that this offer is always available, should any additional assistance be required.

6. Recommendation

It is recommended that Members note the update on the recent projects and helpdesk activity within Council's ICT Department to ensure business continuity and protection for Council's digital transactions.

Prepared by: Graham Smyth, Head of ICT

Approved by: Sandra Cole, Director of Finance & Governance

5.2 HR/HR/019 AGENCY WORKERS UPDATE

1. Purpose

The purpose of this report is to provide an update on the engagement of agency workers across the Council for February 2024.

2. Background

Agency workers are engaged to provide temporary cover for absence such as:

- Maternity leave
- Secondments
- Sickness absence
- Vacant posts
- Seasonal events

Recruitment exercises are ongoing to fill a number of vacant positions, which will further reduce our reliance on agency workers. While the Council is committed to minimising the dependency on agency cover, it may on occasions be the most appropriate and prudent method of recruitment.

3. Use of Agency Workers

The engagement of agency workers is subject to a rigorous approval process, which includes the approval of the Corporate Leadership Team.

The use of agency workers in February 2024 compared to February 2023 is **enclosed** at appendix 1. It should be noted that there is a significant decrease in the number of agency workers in February 2024 (18) compared to February 2023 (39).

4. Finance

The expenditure on agency workers in February 2024 is **enclosed** at appendix 2, which represents 6% (of all staff costs) for the period April 2023 to February 2024.

5. Recommendation

It is recommended that the update on the engagement of agency workers across the Council for February 2024 be noted.

Prepared by: Pamela Boyd, Human Resources Officer

Agreed by: Pauline Greer, Lead HR Manager

Approved by: Helen Hall, Deputy Director of Corporate Strategy

5.3 HR/GEN/019 MANAGING ATTENDANCE UPDATE APRIL 2023 – FEBRUARY 2024

1. Purpose

The purpose of this report is to provide an update on the management of attendance for the period April 2023 to February 2024 (summary enclosed).

2. Introduction/Background

The significance of managing employee sickness absence with diligence and empathy is paramount to achieving our corporate target of 12 average days per employee (2023/24). The following report summarizes the current status of our sickness absence, and outlines the interventions and initiatives in place to support operational efficiency, promote a healthy working environment, and ensure sustained productivity levels.

Robust attendance management is essential, not only for meeting our corporate target but also for reinforcing our dedication to the welfare of our employees.

3. Current status to date

Summary of absence to date

- Absence is above target by 1.41 days with 12.53 average days lost per employee against a target of 11.12 days. (Covid absence is not included in the reported figure as a significant number of these cases work from home during the isolation period)
- 3 of the 7 Directorates, and 14 of the 22 services, are within the corporate target.
- Stress-related absence (including work related stress) is the main reason and accounted for 43% of absence during this period
- 100% attendance – 58% of employees had full attendance (60% for same period 2022/23)
- Long term absence (20 days or more) accounts for 83% of absence
- 75% of long term cases are challenging including absence related to road traffic accidents, surgery, disability related illness and general injuries
- 8 long term cases successfully returned to work

Interventions and Initiatives in place to support attendance management

- Big Bus appointments released for March with Health Check appointments all taken within 8 minutes and Breast Screening appointments gone in 2 days
- Call for blood donors – 65 applications received to date (100 required for site visit)
- Benenden will be delivering a free session on Neurodiversity awareness in March
- Line Managers attended 2nd online session led by Inspire on “Managers Promoting Positive Mental Health” in February 2024
- Inspire led 2nd online session on “Mental Health Awareness” in February 2024
- Case management discussions held with legal advisors
- Meetings held with Directorates with high or complex absence cases

- HR Business Partners work closely with managers and Occupational Health on an individual case management basis
- Monthly case management discussion meetings scheduled as needed to review complex cases with an Occupational Health consultant
- The Corporate and Human Resources Risk registers reviewed in line with absence levels
- Physiotherapy services provided for appropriate cases
- Promotion of Inspire, STAYWELL and Northern Recovery College resources
- Weekly STAY MORE CONNECTED communication used to share and promote information on up and coming Wellness events and courses
- Regular wellness meetings, OH appointments and trigger meetings arranged where appropriate.
- An extensive programme of training and support is scheduled to take place (both mandatory and core training) during the 2024/25 year. This is designed to support employees and managers in building and maintaining a positive, supportive and inclusive culture motivating employees to be present and engaged.

4. Recommendation

It is recommended that the management of attendance for the period April 2023 to February 2024 be noted.

Prepared by: Victoria Stewart, HR Systems and Analytics Manager

Agreed by: Pauline Greer, Lead HR Manager (Interim)

Approved by: Helen Hall, Director of Corporate Strategy

5.4 CCS/CS/010 CUSTOMER SERVICES QUARTERLY REPORT

1. Purpose

The purpose of this report is to provide an update on Customer Service performance, April 2023 to February 2024.

2. Introduction/Background

The Corporate Performance and Improvement Plan 2023/24 sets out the performance improvement target; 'we will achieve high levels of customer satisfaction', with four indicators set as measures of success. The Plan also contains a number of targets to measure customer satisfaction against service areas.

The **enclosed** Customer Services Quarterly Report provides an update on customer service measures as set out in the Corporate Performance and Improvement Plan.

3. Recommendation

It is recommended that the update on Customer Service performance, April 2023 to February 2024, be noted.

Prepared by: James Porter, Customer Services Manager

Approved by: Helen Hall, Director of Corporate Strategy

5.5 HR/LD/015 LEARNING DEVELOPMENT PROGRAMMES - iLEAD

1. Purpose

The purpose of this report is to provide an update on an element of the Council's iLead Programme.

2. Background

Members are reminded that the Employee Engagement Framework as illustrated below with particular reference to the iLead component of the Framework.



3. iLead Leadership Development Programmes

Members are advised that a number of innovative leadership development programmes have been designed and developed to enrich leadership, talent management, and succession planning across the Council. A copy is **enclosed** for Members' information.

The leadership programmes include elements such as:

iManage: Commercial Acumen, Leadership and Engagement; Personal Effectiveness; Presentation and Communication Skills; Conflict Resolution; Managing Disciplinary and Grievance

iSupervise: Personal Effectiveness; Communication Skills, Conflict Resolution; Managing Disciplinary and Grievance; Team Working

iAspire: Communication Skills; Presentation Skills; Building Resilience and Personal Well-Being; Personal Effectiveness and Customer Service Excellence.

The Programme consists of three innovative leadership programmes which are being rolled out, iAspire, and, each are tailored to meet specific needs.

A total of 40 staff members from various service areas are enrolled in the programmes, scheduled to conclude in June for the 2023/24 cohorts.

4. Evaluation

It is planned that an evaluation of the iLead programmes will be conducted and reported to Members for information.

5. Financial Position/Implication

Members are advised that these programmes are delivered within normal budget provision.

6. Recommendation

It is recommended that the iLead Programme update be noted.

Prepared by: Katherine Young, Organisation Development and Employee Engagement Manager

Approved by: Helen Hall, Director of Corporate Strategy

5.6 OD/OD/004 PERSONAL REVIEW AND DEVELOPMENT PLAN (PRDP) - iTHRIVE

1. Purpose

The purpose of this report is to provide an update on the Council’s Personal Review and Development Plans for employees.

2. Background

A Personal Review and Development Plan (PRDP) constitutes an ongoing process involving planning, monitoring, assessment and support, all aimed at aiding colleagues in the development of their capabilities and unlocking their potential to successfully fulfil their job roles and objectives. The approach is designed to enhance the overall effectiveness of the organisation by fostering continuous, constructive dialogue, ensuring that every individual’s growth and contribution align seamlessly with the organisational goals.

During the Pandemic the PRDP process lapsed for most employees however employees continued to be supported by the Council’s Learning and Development Policy.

3. Previous Decision of Council

The Council approved a Performance Management Framework in June 2015 and is an integral part of Strategic Performance Management Framework as set out in the annual Corporate Performance and Improvement Plan as outlined below:



Additionally, one of the objectives in the Corporate Performance and Improvement Plan 2024-25 is to “Continue to monitor, report and review

performance and proactively respond to emerging needs." To achieve this a self-imposed measure of success of 75% of employees will have a personal development plan was agreed as part of the Organisation Development Business Plan approved at Policy and Governance Committee in March 2024.

4. iThrive

The Personal Review and Development process forms part of the overall Employee Engagement Framework and named iThrive.



5. Best Practice

Officers have worked in conjunction with Trade Unions to review and align the personal review and development process in line with best practice, and pilot the updated documentation for 2024-25 which is **enclosed** for Members' information.

The revised format creates a process which lends itself to create an opportunity for a genuine conversation which will contribute to employees 'thriving' within the workplace and alignment with the Council's objectives.

An evaluation of the pilot will be carried out to refine/perfect the process for subsequent years.

6. Training and Support

A programme of training and support is also planned to embed the new format as follows:-

- 2 hour face-to-face training for Managers/Supervisors
- E-Learning module (Manager/Supervisor)
- Line Manager toolkit

- Information/Training sessions schedule for all employees
- Employee video available for employees
- Employee toolkit

7. Timeline

The PRDP pilot will be conducted during 2024/25 and an evaluation of the updated process will be undertaken.

8. **Recommendation**

It is recommended that the updated Council's Personal Review and Development Process be noted.

Prepared by: Katherine Young, Organisation Development and Employee Engagement Manager

Approved by: Helen Hall, Director of Corporate Strategy