

Report To: Corporate Governance

Date of Meeting: 3rd July 2013

Lead Member / Officer: Barbara Smith

Report Author: Catrin Roberts

Title: Strategic HR Internal Audit Report

1. What is the report about?

The report provides an update on the actions identified as part of the Internal Audit Report.

2. What is the reason for making this report?

At the Corporate Governance Meeting on 27th February 2013, Internal Audit provided a report on Strategic HR which had a low assurance rating against the delivery of the audit action plan.

This was discussed at length at the meeting, and members requested that progress be closely reviewed with an update report to be presented to the July meeting to ensure the actions were being progressed.

3. What are the Recommendations?

That the content of the report be noted.

4. Report details.

A report was presented to Corporate Governance in February 2013 on Strategic HR due to the low assurance rating given to the likely delivery of the service Audit Action Plan. Since then considerable progress has been made on the action plan and a copy is attached in appendix A.

There is still further work to be undertaken and this is detailed below:

Workforce Data

The workforce data project is ongoing and will be completed by October 2013. Alongside this, there is data cleansing exercise being undertaken which involves matching data off payroll and Trent, with managers validating the data where possible. Once this has been completed key pieces of data will be validated by employees.

Discussions are also ongoing on way to ensure the continued accuracy of the data in future. This includes one point of entry for key pieces of information, regular checks on reporting lines, and process for capturing services changes such as restructures.

Recruitment Framework

The recruitment framework has been agreed and adopted by the Council. This addresses a number of issues raised within the Audit Report. The next stage is to launch this within the services using a variety of methods and tailoring where possible to the needs of the individual services. This work has commenced and is anticipated to take 6 months in total.

Implement the outcomes of the process review.

Alongside the Audit Action Plan there is a HR Improvement Plan (Summary in Appendix B) and the implementation of the outcomes of the process reviews has been incorporated into that plan. This work has commenced and is ongoing.

HR Competency Framework and the QA Framework

Both these have been developed and are ready for implementation.

The QA framework forms part of the Service Challenge Process and will be rolled out in accordance with the set timescale for the challenge process.

The HR Professional Competency Review will be held annually but staggered 6 months on from the Performance Appraisal. This will keep the focus of the Performance Appraisals on the overall Denbighshire County Council competencies and provide an interim review of performance which focuses on professional competencies targeted specifically for their role in the council. This is set to start in September 2013.

Development of checklists, standard scripts and letters for transactional service

This work has commenced, however, it is now being incorporated into the wider HR Improvement plan which involves the automation of processes where possible. Each process is taken in turn and therefore it is possible that this will take up to December to complete. However, approximately 80% will be completed within the original timescale of October 2013.

Internal Audit will be undertaking a review week beginning 24th June 2013 and will be able to provide a verbal report at the meeting if required.

5. How does the decision contribute to the Corporate Priorities?

Not applicable.

6. What will it cost and how will it affect other services?

There are no particular implications on other service.

- 7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.**

Not applicable.

- 8. What consultations have been carried out with Scrutiny and others?**

Not applicable.

- 9. Chief Finance Officer Statement**

Not applicable.

- 10. What risks are there and is there anything we can do to reduce them?**

There are risk associated with the non-delivery of the action plan which have been identified as part of the audit report.

- 11. Power to make the Decision**

Not applicable