

## HR and Payroll Service Plan Key Service Objectives for 2023/24

See our website for the full [HR service plan](#)

3.1 Service priorities we will deliver in 2023/24 which support the Council Plan Priorities; the Poverty Action Plan and Health & Wellbeing. (Carbon reduction activities see section 5 below)	Financial/ corporate resource	Lead Officers
Provide support and advice on Chief Officer recruitment.	Democratic Services	Jo Fellows, HR Manager
Evaluate impact of Reward Review through people data reporting, staff surveys and other analysis, reporting outcomes to Personnel Committee and SMT+ and complete review (and if required, consultation) on the Out of Hours Schemes.	Finance	Jo Fellows, HR Manager
Agree actions to support Worksmart, informed by the survey analysis and audit, reporting outcomes to Personnel Committee and SMT+. This includes supporting review of Green Travel (see below), staff wellbeing and training and any other agreed actions.	Worksmart Review Working Group, including representation from Strata, Communications, Finance, Climate Change, etc	Jo Fellows, HR Manager
Further improve people data reporting including linking with the corporate PowerBI developments, to include: <ul style="list-style-type: none"> <li>• attraction and recruitment data (e.g. number of applications, recruitment media impact etc)</li> <li>• improvements to iTrent data (e.g. post numbering)</li> <li>• agency worker data</li> </ul>	Communications Finance (agency workers)	Jo Fellows, HR Manager

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<ul style="list-style-type: none"> <li>embedding of learning and development reporting within iTrent to ensure used by managers and staff and for inclusion in the people data reports.</li> </ul>		
<p>Scope and commence Grow Our Own Project (see below) to maximise the use of apprenticeships, engagement with local schools and colleges and the development of career pathways, succession planning and talent management to support recruitment, retention and workforce development.</p>	All service areas	Jo Fellows, HR Manager
<p>Introduction of improved staff benefits offer, refreshed Star Awards and annual all-staff event.</p>	<p>Communications Finance</p>	Jo Fellows, HR Manager
<p>Evaluation of improvements to workforce planning (as part of service planning) and use of service workforce plans to inform corporate workforce priorities and learning and development plan.</p>		Jo Fellows, HR Manager
<p>Scope and begin to implement work to improve our recruitment approach, for example:</p> <ul style="list-style-type: none"> <li>embedding of refreshed employer brand, aligned to recruitment video, including updates to website, intranet, iTrent homepage and new staff benefits portal</li> <li>systems/processes</li> </ul>	Communications	Jo Fellows, HR Manager

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<ul style="list-style-type: none"> <li>• use of CVs alongside application forms.</li> </ul>		
liP reaccreditation and incorporation of learning outcomes into Service Plan as appropriate.	Communications	Jo Fellows, HR Manager
Reintroduction of MetaCompliance to support data security, policy and mandatory training compliance (work to be scoped)	Communications	Jo Fellows, HR Manager
Review leadership and management development offer (see below). To include a review of how the Behaviours Framework and PERs approach supports management capability, and to refresh/relaunch the Management Standards.		Jo Fellows, HR Manager
Staff survey refresh, aligned with new survey software.	Communications	Jo Fellows, HR Manager

<b>3.2 Service development / project * (this will be monitored in SPAR)</b>	<b>Expected outcome</b>	<b>Resources required</b>
Worksmart	Alignment with Council strategies and Worksmart supported by appropriate policies, practices, resources and assets.	Worksmart Review Working Group (already established with representatives from HR, Finance, Communications, Strata, Climate Change,

		Estates, Health & Safety)
<b>Link to Council Plan priorities</b>	Greener East Devon	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Survey and audit analysis and reporting of key findings and proposed next steps to SMT+ and working group, with findings fed into working group action plan. Update to Personnel Committee.	January/February 2023	Jo Fellows, HR Manager
2. Actions progressed	Spring/Summer 2023	
3. Evaluation of first year of Worksmart, which then informs subsequent actions	Summer 2023	

<b>3.2 Service development / project *</b> (this will be monitored in SPAR)	<b>Expected outcome</b>	<b>Resources required</b>
Grow our own	Clear career pathways Growth in use of apprenticeships, T levels and work experience linked to pathways Increased school/college engagement as a talent pool All the above leads to recruitment and retention improvements	HR Service areas (opportunities identified through 22/23 workforce planning exercise)

<b>Link to Council Plan priorities</b>	Resilient economy	
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Finalise East Devon secondary school careers programme support offer for 22/23 academic year	January 2023	Jo Fellows, HR Manager
2. Detailed project scoping informed by service area workforce planning outcomes	March 2023	Jo Fellows, HR Manager

<b>3.2 Service development / project * (this will be monitored in SPAR)</b>	<b>Expected outcome</b>	<b>Resources required</b>
Leadership and management development	Clear management career pathway aligned with development opportunities Potential to utilise apprenticeship levy and therefore service budgetary savings Supports recruitment, retention and management capability	HR Service areas (opportunities identified through 22/23 workforce planning exercise)
<b>Link to Council Plan priorities</b>		
<b>Milestones</b>	<b>Due date</b>	<b>Lead officer</b>
1. Detailed project scoping informed by service area workforce planning outcomes	May 2023	Jo Fellows, HR Manager