

NOTTINGHAM CITY HOMES

REPORT OF DIRECTOR OF ORGANISATIONAL DEVELOPMENT

HR COMMITTEE
15 JANUARY 2008

UPDATE REPORT

1 SUMMARY

1.1 This report provides an update on the position of Director of Organisational Development and an outline of progress against a number of issues including:

- Disability Symbol User
- Draft HR Strategy and draft People Development Plan
- Progress on Culture Change Programme
- Board Development
- Health and Safety update
- Investors in People update

2 RECOMMENDATIONS

2.1 It is recommended that the HR note the content of this report and agree the following recommendations:

- that members of the HR Committee receive training on the new Corporate Manslaughter and Corporate Homicide Act 2007 at or before the next HR Committee meeting on 15th April
- that Board Members, Senior Managers and Managers receive training on the new Corporate Manslaughter and Corporate Homicide Act 2007

3 DIRECTOR OF ORGANISATIONAL DEVELOPMENT

3.1 The current Director of Organisational Development, Jo Wileman, will be leaving the Company on 31st January 2008. She has been successful in gaining employment closer to her home which reduces her significant travel time and allows her more time with her family.

3.2 An interim Director of Organisational Development, Martinette Proud, commenced on 9th January 2008 for a period of 6 months, pending the outcome of the Repairs and Maintenance tender and recruitment to the permanent position. Martinette has recently left Newark and Sherwood Homes where she was Director of Business Development for 2 years. She has substantial experience in both HR and Learning and Development.

4 DISABILITY SYMBOL USER

- 4.1 NCH have formally signed up to become a Disability Symbol User and Mike Harris from Job Centre Plus is here tonight to present the Company with a certificate for joining the scheme. Under the scheme there are five commitments:
- 4.1.2 ➤ Commitment 1: To interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities.
 - 4.1.3 ➤ Commitment 2: To ensure there is a mechanism in place to discuss at any time, but at least once a year, with disabled employees what can be done to make sure they can develop and use their abilities.
 - 4.1.4 ➤ Commitment 3: To make every effort when employees become disabled to make sure they stay employment.
 - 4.1.5 ➤ Commitment 4: To take action to ensure that all employees develop the appropriate level of disability awareness needed to make the commitment work.
 - 4.1.6 ➤ Commitment 5: Each year to review the five commitments and what else has been achieved, to plan ways to improve on them and to let employees and the Jobcentre Plus know the progress and future plans.
 - 4.1.7 The Company already meets a number of the commitments and has put in place plans to ensure the others are met. A report will be provided on a yearly basis to HR Committee to report progress against the commitments.

5 HR STRATEGY

- 5.1 A draft 3 year HR Strategy and Action Plan are attached at Appendix 1. A draft three year People Development Plan is attached at Appendix 2. HR Committee are asked for their comments. Wider consultation will take place with Board members, senior managers and trades unions.

6 'LET'S MAKE THE DIFFERENCE' CULTURE CHANGE PROGRAMME

- 6.1 Facilitated by CragRats, Phase 1 of the "**Let's make the difference**" customer care and culture change programme which was aimed at Managers and Team Leaders/Supervisors was completed in December 2007. Full evaluation of Phase 1 is still underway and can be provided at the next meeting but early indications are that when asked what % rating should be given to the event 100 out of 125 managers stated 85% and above. Initial comments included "reaffirms NCH commitment to it's

values and performance” and “...the course was very well delivered and made some very good points which we can all embrace and take back to our offices and influence our staff..”.

6.2 Phase 2 for ‘family groups’ will be rolled out during the period January to March 2008.

6.3 Work has been undertaken to determine which performance measures can be monitored and correlated to the customer care culture change programme in order to establish a return on investment. These include sickness absence, grievances and disciplinaries, complaints, enquiries, and customer satisfaction.

7 BOARD DEVELOPMENT

7.1 Board members met on 17th December and agreed a number of key actions and three different types of training and development. The new Director of Strategy and Partnerships, Amanda Schofield, will be co-ordinating the training and development and four ‘away days’ per year.

8 HEALTH AND SAFETY

8.1 Interviews for the Head of Health and Safety are taking place on the 8th January and an update will be provided to HR Committee.

8.2 The Corporate Manslaughter and Corporate Homicide Act 2007 comes into force on 6th April 2008. The Act clarifies the criminal liabilities of the company where serious failures in the management of health and safety result in a fatality. It is recommended that the HR Committee, the Board, Senior Management and Managers receive training regarding the Act to raise awareness and ensure compliance.

9 INVESTORS IN PEOPLE (IIP)

9.1 The Company currently holds IIP retained status. We will be reviewed over a three day period – 21st to 23rd January 2008. The two assessors will be interviewing employees and looking for evidence in 5 key areas:

- Culture and communication
- Developing people
- Managing performance
- Strategic planning
- Effective management

9.2 Approximately 50 employees will be interviewed as part of the process, and the assessors will look for evidence of the organisation planning, implementing and reviewing its drive towards business improvements through people development.

10 FINANCIAL & RISK IMPLICATIONS DOF004

10.1 The cost of the interim Director of Organisational Development will be met from with the existing salary budget. Salary budgets are closely monitored each month.

The culture change programme is met from Development Bid monies and costs are being closely monitored as is effectiveness of each phase of the programme.

Costs for the IIP Assessment will be met from within the existing budgets.

11 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

11.1 Progression on the items detailed above will contribute towards our culture change, a successful inspection in November 2008 and improved services to our customers.

12 VALUE FOR MONEY & EFFICIENCY ISSUES

12.1 The design of the culture change programme includes obtaining a return on the investment, as set out in 6.3 above.

13 EQUALITY & DIVERSITY IMPLICATIONS

13.1 Becoming a Disability Symbol User will contribute to the Diversity KLOE and both the draft HR Strategy and draft People Plan reflect equality and diversity requirements and best practice.

14 BACKGROUND MATERIAL AND CONFIDENTIAL DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

14.1 None

CONTACT OFFICERS: Jo Wileman
Director of Organisational Development
14 Hounds Gate, Nottingham, NG1 7BA
0115 9157354
jo.wileman@nottinghamcityhomes.org.uk

DATE: 3rd January 2008