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| WEST LONDON WASTE AUTHORITY |  |
| Report of the Head of Service Delivery | 22 September 2023 |
| **HR services update**  |
| SUMMARYThis report provides an update on the Authority’s Human Resources (HR) services. The key points are:* The Authority is on track to deliver against the improvement plan set out on the June HR Services Update.
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| **RECOMMENDATION(S)** The Authority is asked to:1. Note this report
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1. **Introduction**

WLWA’s HR service was given ‘Limited Assurance’ status in an internal audit last December. Key actions included:

* Reviewing and updating policies
* Undertaking relevant DBS checks
* Getting employee files fully up to date and complete
* Delivering recruitment training to staff
* Creating a checklist for new starters
* Addressing a backlog of email requests for HR support

An approach was described to the Authority’s June meeting for providing immediate HR support, addressing the audit requirements, and assessing options for the future of the service. Specialist HR consultants were to be appointed to deliver the work and the timescales were set out as follows:

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| **Date** | **Work completed** |
| 30 Jun 2023 | HR advisors appointed |
| 30 Sep 2023 | Critical outstanding audit actions complete (>85% of total actions) |
| 30 Sep 2023 | Review of HR services complete |
| 31 Dec 2023 | All audit actions fully complete and long-term HR solution is being rolled-out |

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1. **Progress update**

An HR consultant, acting as HR Manager to the Authority, has been in post since June. Another HR consultancy has delivered an assessment of the work required to meet the audit requirements and has since been appointed to deliver the policy update element of this work, with the HR Manager delivering the remainder.

Performance to date against the audit requirements is described below:

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| **Audit Requirement** | **Status** | **Description** |
| Reviewing and updating policies | On track | Consultants started the work in August |
| Undertaking relevant DBS checks | On track | HR Manager is delivering |
| Getting employee files fully up to date and complete | On track | HR Manager is delivering |
| Delivering recruitment training to staff | On track | Currently being scheduled by HR Manager |
| Creating a checklist for new starters | Complete | Evidence sent to auditors |
| Addressing a backlog of email requests for HR support  | Complete | Evidence sent to auditors |

In addition, the HR Manager has produced an Options Appraisal for future HR delivery models for the organisation. This is currently being reviewed and discussed by the Senior Leadership Team.

In summary, the HR improvement objectives and timescales are on-track to be achieved.

1. **Financial Implications**

The June HR Services Update described a potential £27k overspend on the HR staffing budget to deliver the approach. The overall cost will be within the June estimate.

1. **Staffing Implications**

Employees of the Authority are now receiving quality HR support. The HR Manager is part-time, meaning that availability of the support is limited, but this is encouraging a level of self-service, increasing employees’ understanding of employment law and HR matters.

1. **Legal Implications**

Without sufficient HR support, the Authority is at risk of inadvertently breaking employment law. Commissioning HR support is helping to mitigate this risk.

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