

Peer Review of HARP Project

Initial Round Table Meeting
Tuesday 22nd September, 2009

Peer Review

Purpose of the Review

- To Learn Lessons
- To improve future consultation exercises
- To improve relationships between Housing Services and the Unions
- To support the improvement of Housing Services

Peer Review

- HARP went live in October, 2008
- Working well in Housing Needs (100% Access to electronic files in place).
- Resident Services slower to implement

Peer Review

- Some staff and Unions dissatisfied with the level of consultation that took place. Protocol for Managing Organisational Change should have been followed right from the beginning.
- Some elements of performance have deteriorated since the introduction of HARP within Resident Services.

Peer Review

- Lessons for Housing
- Liaison with the Unions should start earlier. A consultation Plan could be agreed before consultation with staff commences.
- Greater attempts should be made to foster spirit of openness and partnership.

Peer Review

Outstanding Requests

- Feasibility Studies
- Voluntary severance impact assessments
- Staff and Union counter proposals
- Staff stress risk assessments
- Impact on the corporate service improvement agenda

- Unions views/comments welcome

Peer Review

Next Steps

- 6 month review promised and needs to be planned. ToR/Action Plan to be drafted and agreed with the Unions.
- Implement the Staff Stress Audit
- Engage Unions in the Department's 6 month priority action plan; the recruitment of the permanent management team and the service improvement review.
- Agree a timetable of Direct Report Meetings and a forward plan for those meetings with the Unions.

Peer Review

Associated issues requiring clarification/Response

- Agree outstanding information requirements.
- To review progress in respect of the warden's job evaluation process.
- To hear the outcome of the Union survey of resident services and agree a response.
- To agree messages for the next ECF.

Peer Review Commitments

- To discuss a consultation plan with the unions in accordance with the Protocol for Managing Change as soon as possible for any potential change that has implications for employee conditions.
- To invite Unions to regular Direct Report meetings which are structured in accordance with the Department's Priority Action Plan.
- To consult Unions on the work being carried out to prepare the organisation for inspection and in particular in the service improvement review.
- To openly discuss the findings of the staff survey and agree the next steps.
- To implement the stress audit and ensure the Unions are kept informed.