

## **Handling Workforce Matters in Local Authority Service Contracts – Supporting our Staff**

The Council recognises the need to value and support all staff who are employed to serve the needs of Hertfordshire's communities. The Council is the largest employer in the county and employs more than 20,000 staff.

Through the period from 2002/03 to the end of 2006/07, the Council followed TUPE (Transfer of Undertaking Protection of Employment Regulations) in our contract process. So, in 2006/07, the Council renewed 3 cleaning contracts, only one of which included staff previously employed by the Council and set up two new contracts. These involved TUPE and were transfers from private contractor to private contractor.

The Council will continue to comply with the 'Code of Practice on Handling Workforce Matters in Local Authority Service Contracts'. The requirements of the code will be included in all contracts or re-tenders of contracts for services and will be monitored through the Procurement Board to ensure compliance.

### **Performance and Data**

The Performance and Planning Group (PPG), a group of senior corporate and service officers chaired by the Head of Performance Improvement, are responsible for the area of performance and planning and co-ordinating the assurance framework. The Council operates this framework to ensure that controls, assurances and risks are applied to the Council's strategic objectives. This is undertaken through:

- The Risk Register
- Service assurance Sheets
- The Data Quality process.

The Council is committed to providing high quality data. Performance information specialists have been brought together through a transformation of support services to enable best practice, and the authority is adopting the Audit Commission's framework to support improvement in data quality in developing a Data Quality Strategy in June 2007.

Performance Data can be found in the Appendices that follow.

Good performance refers to whether a high or low figure (or a band of performance) is good. i.e. whether performance is good if the result is above or below the target.

Targets set for the Best Value Performance Indicators for future years have been amended in the light of actual performance in 2006/07.

Comparative data for Best Value Performance Indicators (BVPIs) is published by the Audit Commission and can be found at <http://www.audit-commission.gov.uk/performance/dataprovision.asp>.

## **Appendix F National BVPIs for 2007/08**

This is the data which we are required to report to the Government. These are the Best Value Indicators which the Government has chosen for local authorities in order to monitor and compare their performance. They are designed to provide clear indications of performance across the whole range of council services.

## **Appendix G LAA Performance Review June 2007.**

This provides a summary of performance for the Local Area Agreement stretch targets at the end of the first year of the agreement.

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