

Freedom of Information request regarding HR service delivery

Background and other information

I am conducting a study of service delivery models of human resources (HR) for local government authorities in England. I am therefore submitting a freedom of information request for information held relating to HR service within your authority.

Thank you in advance for taking the time to provide me with this information, the response to which will be collated with those of other respondents and my findings will be utilised as part of my Dissertation on the MA in Management of Human Resources programme submitted to De Montfort University, Leicester.

I hope that responding to the questions included will not be too onerous and look forward to receiving your reply in due course. If you have any questions regarding this, please do not hesitate to contact me via email at p10558201@myemail.dmu.ac.uk

Please return the completed document, and any related material, electronically to p10558201@myemail.dmu.ac.uk

About the authority

Name of local authority:	Leicester City Council
Number of individuals employed by authority:	7997
Full time equivalent employed by authority:	6437
Number of agency staff engaged by the authority as at 31 st March 2013	587

1. Please provide details regarding levels of the following relating to all employees of the authority:

	1 st April 2008 to 31 st March 2009	1 st April 2009 to 31 st March 2010	1 st April 2010 to 31 st March 2011	1 st April 2011 to 31 st March 2012	1 st April 2012 to 31 st March 2013
Staff turnover as % of overall number of individuals employed	8	6	9	11	9
Days lost due to sickness absence as % of working days	Not held in our system as we do not hold working patterns	Not held in our system as we do not hold working patterns	Not held in our system as we do not hold working patterns	Not held in our system as we do not hold working patterns	Not held in our system as we do not hold working patterns
The incidence of discipline and grievance cases	59	124	120	181	159
The incidence of capability cases (excluding sickness related cases)	Not recorded separately from disciplinary cases	Not recorded separately from disciplinary cases	Not recorded separately from disciplinary cases	5	5
Ratio of HR staff (FTE):overall FTE	153:6210	167:6503	178:6739	165:6720	114:6370

2. Has the authority implemented a transformation of the HR service delivery since 1st April 2008?

No

3. How many HR posts have been subject to Transfer of Undertakings (Protection of Employees) or redundancy since 1st April 2008? Please also provide the effective date of transfer/redundancy.

None

4. Does the authority currently, or has it at any point since 1st April 2008, shared or outsourced any element of the human resource function with an external authority or other organisation?

- If yes, please specify the nature of the relationship between your authority and the external authority/organisation, the name of the authority/organisation.

No

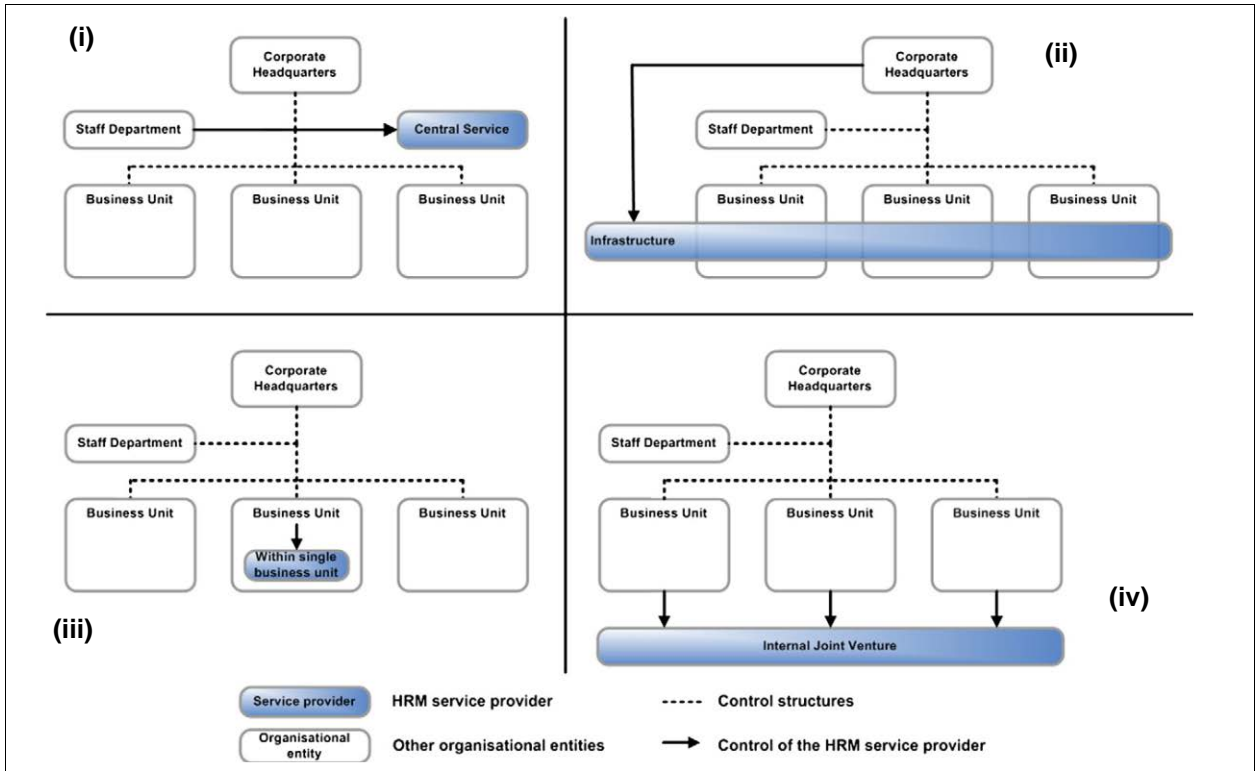
5. Which, if any, of the following activities are entirely or predominantly provided by shared service or outsourced providers? Please also provide the name of the shared services or outsourced body.

Occupational Health?
Pensions administration?
Training?
Payroll?
Recruitment?
Employee benefits?
Company car provision?
Employee welfare support?
Absence monitoring?
HR management information?
Employment law advice?
HR information system?
Collective negotiation and consultation?
Casework advice and support, including disciplinary, capability and grievance?
HR policy development?
Employee relations policy and strategy?
Employee engagement interventions?
Remuneration strategy?
Performance management strategy?
Benchmarking performance and reward?
Diversity?
Design of learning and development?
Delivery of learning and development?
Workforce planning?
Induction?
Exit management for employees?
Job evaluation?
Employment law services?

6. With what frequency are the following routinely monitored in relation to the human resources function?

	More frequently than daily	Daily	Weekly	Monthly	Annually	Less than once per year	Not monitored
Call waiting time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call count	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call length	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details of enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to resolve queries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Advice given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Accuracy of advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Satisfaction from users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

7. Do any of the following structures closely reflect the structure of HR delivery within the authority?



<input type="checkbox"/>	(i) model
<input type="checkbox"/>	(ii) model
<input type="checkbox"/>	(iii) Bottom left model
<input type="checkbox"/>	(iv) model
<input checked="" type="checkbox"/>	None of these models

8. If the authority has changed its HR delivery model since 1st April 2008, what were the business case justifications in support of the change? E.g. what savings or efficiencies were anticipated?
 Not applicable

9. What have been the noted as the advantages, efficiencies or savings, and the disadvantages, inadequacies or additional costs of changes to the HR service since 1st April 2008?
 Not applicable

10. What services, other than HR, are delivered through an outsourced or shared service approach?
 None

Any other comments:

Thank you for your response