

# HR Annual Assurance Presentation

## Audit Committee

### 6<sup>th</sup> February 2025

# 2024 in review



- Occupational Flu Vaccine scheme
  - purchased 250 vaccines working in partnership with Public Health
  - 3 clinics provided at Fountains Court, made use of the first aid room. Excellent attendance with only 12 vaccines not being used



- Procured face-to-face counselling service. It has give support to 69 employees with over 360 sessions provided. These sessions help prevent/ shorten periods of sickness absence related to mental wellbeing.
- Launched Period Positive Workplace.





- This year we launched an inclusive language guide. This was to support staff and managers to have positive conversations using the correct terminology. Sometimes managers can be reluctant to address any staff wellbeing conversations in fear of saying the wrong thing, this supports the conversation.
- Introduction of a workplace adjustments passport, we did a 'soft launch' with a group of people to trial the passport with great success, this will be rolled out further in 2025. The introduction of the adjustments passport again supports the conversation with the manager and employee on how to support individual needs to help them get the best out of the workplace and their role.





- Neurodiversity training – 3 sessions ran in 2024 with more scheduled for 2025. This is aimed at both staff and managers supporting understanding, awareness and support for employees who are neurodivergent.
- 10 Staff have been trained in grief first aid, using the mental health first aid arrangements these staff are committed to being a key contact to employees experiencing grief.

*Cruse*  
Bereavement  
Support

- 6 sessions of mental health first aid full or refresher courses delivered continuing our commitment to provide this service to employees. There are a range of employees from across the whole organisation.



# Recruitment Workshops

We are committed to be a leading employer and aim to reflect the communities we serve. The aim of the workshops was to engage with our communities, understand any barriers to employment and offer support and options.

- 9 workshops across Middlesbrough utilising Community Hubs and the Community Learning Service.
- 1-2-1 support provided to around 70 residents.
- Provided information on current vacancies, the 50 futures scheme and apprenticeships as well as access to the Employment Hub for anyone needing additional support.



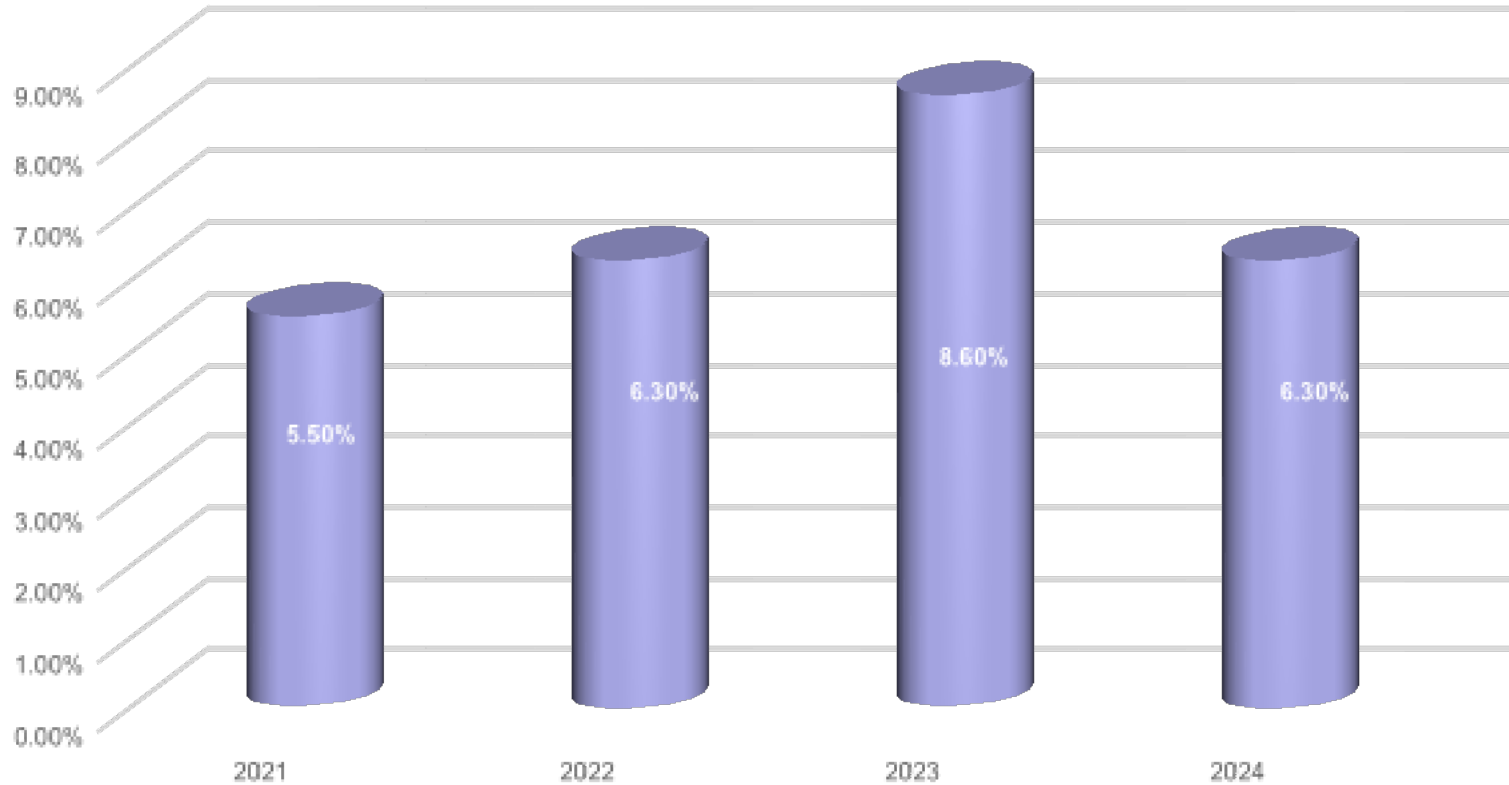
# Staff Networks

Staff networks have been further embedded this year with a focus on putting support in place to plan better as a group. The feedback around inclusion in the staff survey was extremely positive and in 2025 we will see the introduction of two new groups. This will be a group focused on neurodiversity and one on family to support foster carers, grandparents, new parents etc. There is also ongoing work around supporting men and early suggestions of a men's health group are being explored.

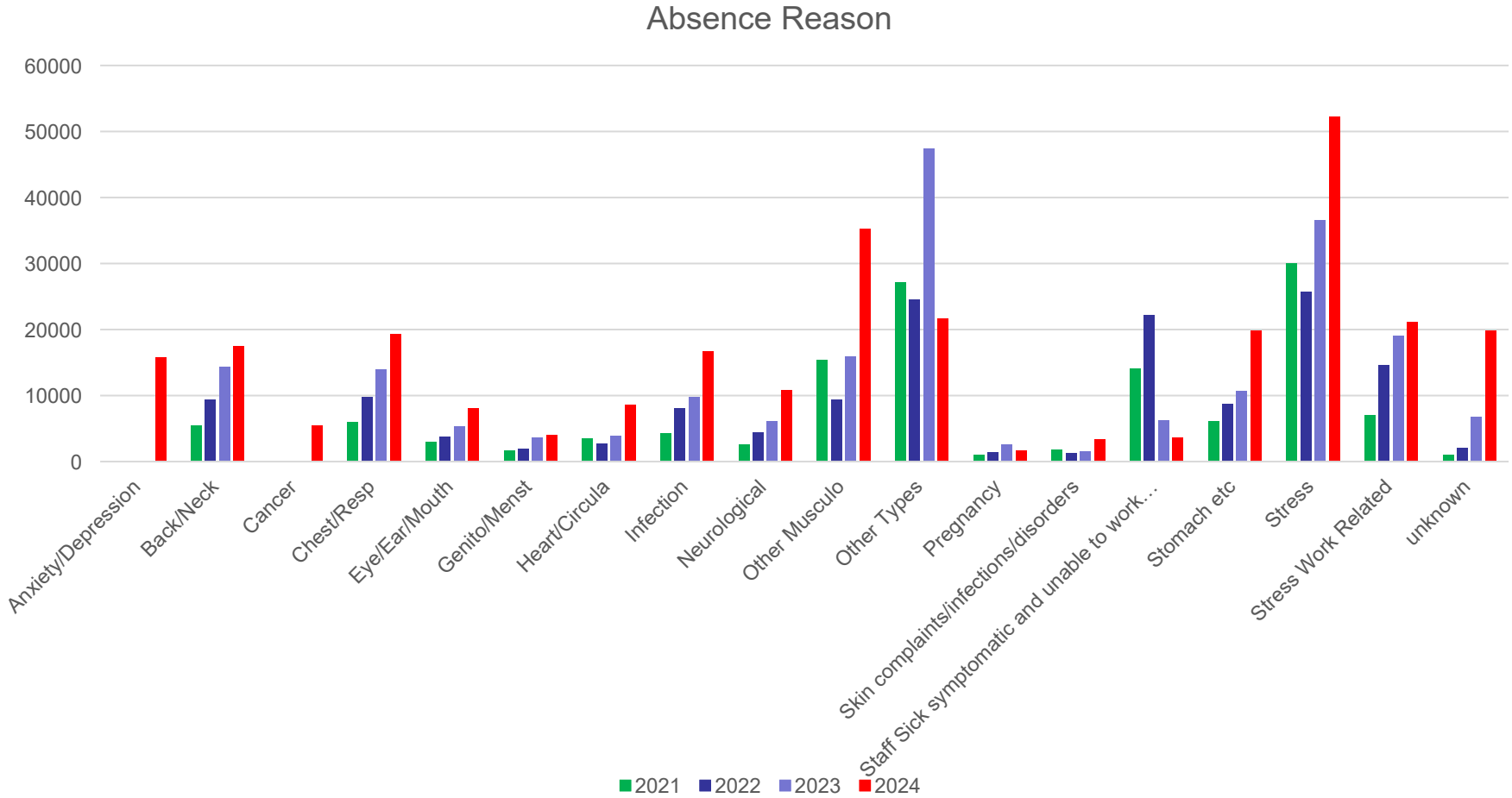


# Absence Management

Absence Rate

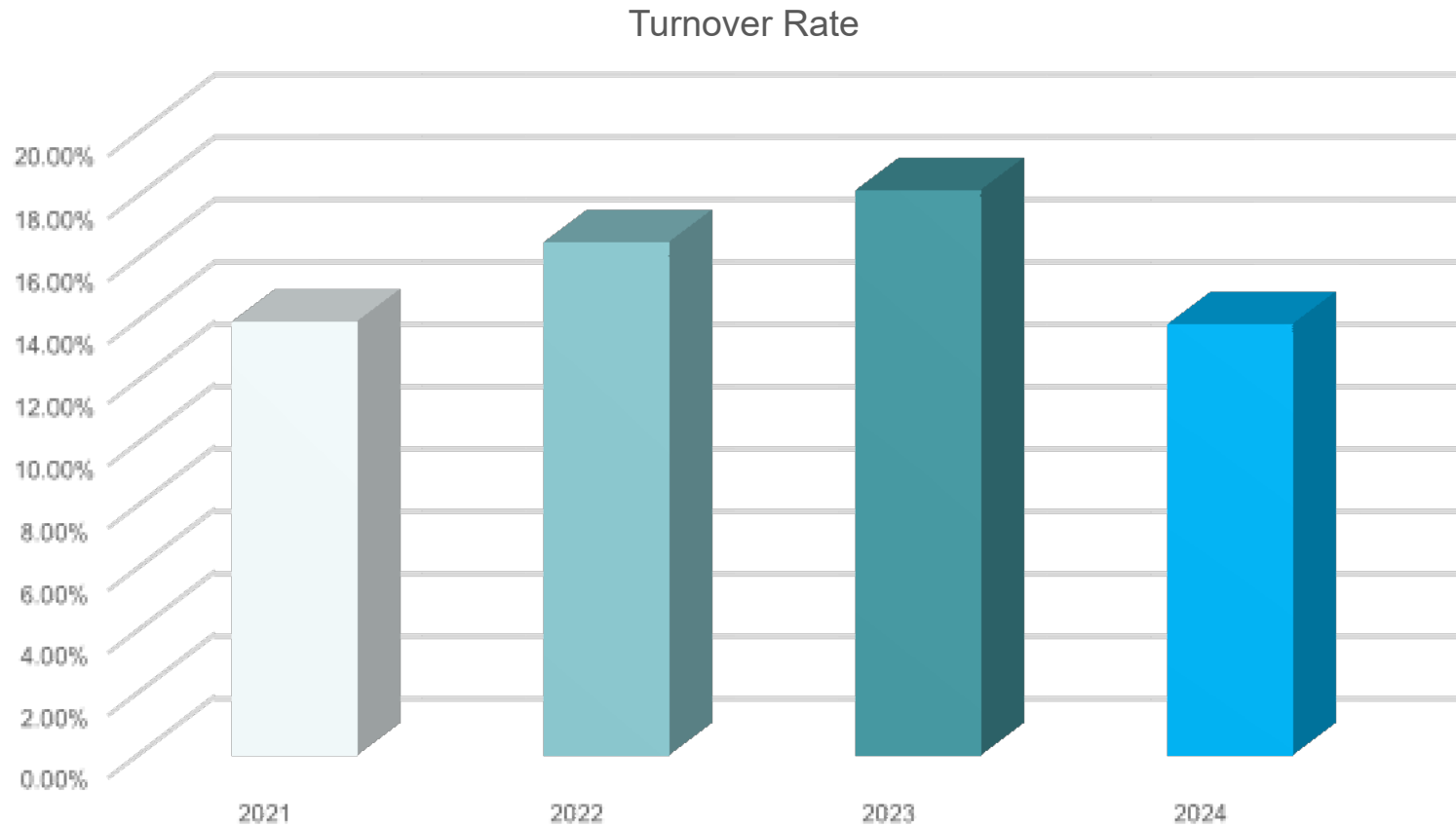


# Top Absence Reasons

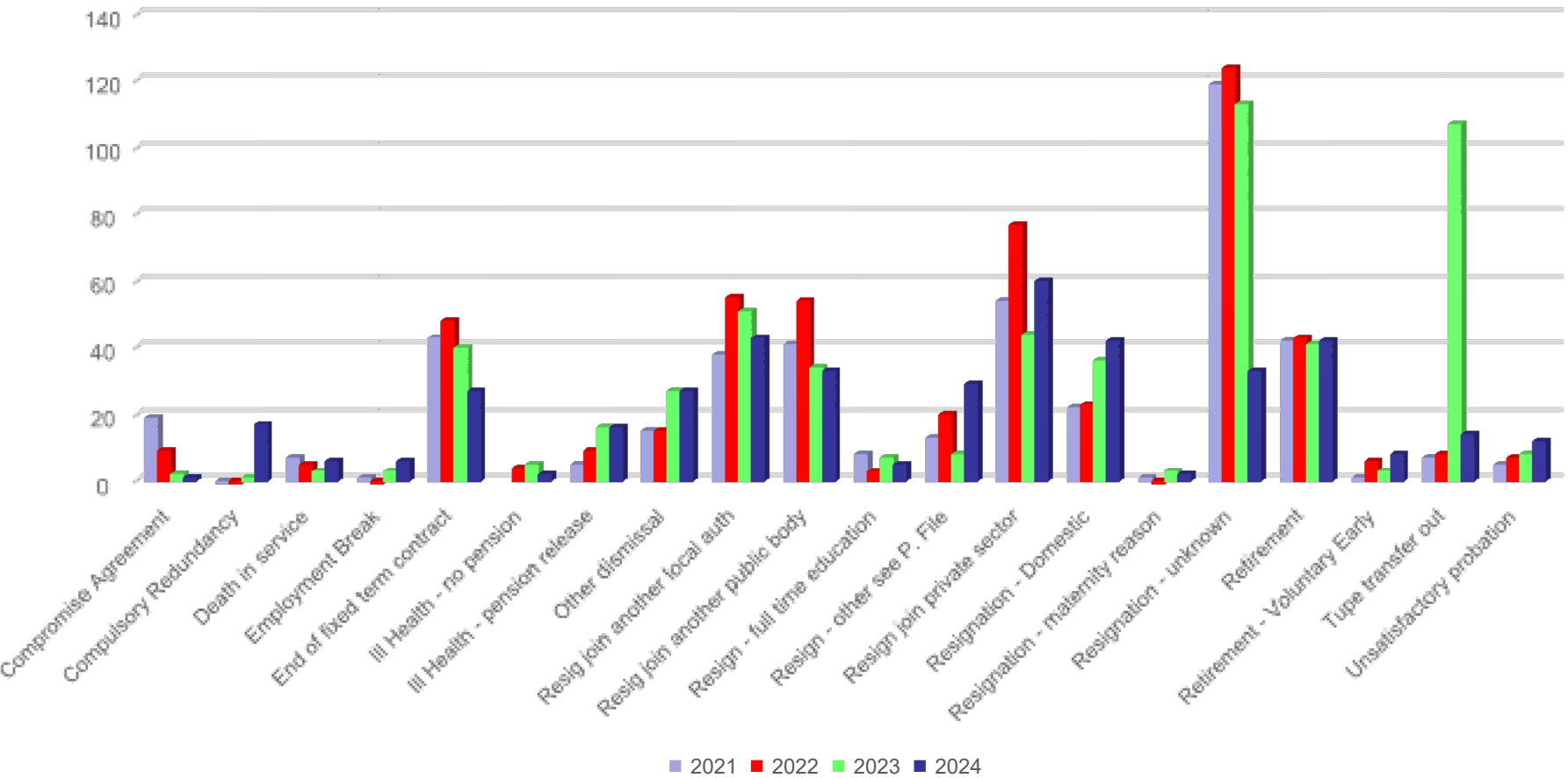




# Turnover by year



# Reasons for Leaving



# Organisational Development

- After many years with very limited OD resource, we have now been able to expand the OD Team with the appointment of 3 new OD staff members enabling us to develop and deliver the People Strategy action plan with our HR colleagues and Service partners.
- Over the past 9 months we have designed and developed a more robust OD offer for staff at all levels of the council and will continue to build on this over the next 24 months.
- Key programmes have been developed to support the People Strategy.

# Coaching

- We have reinvigorated and reinvented our approach to coaching in the Council. I have just launched our new coaching offer. As we move through our Transformation journey, we believe coaching will really help us to unlock valuable potential and maximise the performance of individuals and teams.
- We have developed a robust Programme with a structured communication plan to encourage staff at all levels to engage, we have received a fantastic response with the pilot workshops fully booked





# Mentoring Programme

- Mentoring is a fantastic way to utilise the vast range of knowledge and skills of staff at every level of the Council, to support the development of self and others, enabling a culture of mutual support and growth
- The previous scheme was positively received with great engagement and feedback but stalled in recent years as limited OD resource meant we could not promote and support this fully
- A full review and refresh of the previous programme was completed, and we have just relaunched the Mentoring Programme as part of our People Strategy action plan

Mentoring process

Mentee interested

Completes e-learning on Middlesbrough Learns

Selects mentor from pen pictures

Mentor and mentee meet to assess compatibility

Mentoring begins

# Induction Programme



We have reviewed and refreshed our staff induction programme using feedback from a staff survey of new starters from the previous 6-month period, the elements of the programme are –

- Welcome Event hosted by the OD Manager and Chief Executive has been refreshed to enable greater collaboration and engagement, will be delivered 8 weekly to all new starters from January 25
- Online Induction programme updated to reduce amount of mandatory eLearning, ensure content is more engaging, and meet criteria necessary so staff work safely and compliantly
- New addition of Directorate specific induction events to be hosted by Directors and their Heads of Service for all new starters in their service, this will include –
  - Introduction to Leadership
  - Service purposes and objectives
  - What's coming up
  - Group activity
  - Q & A session

**'Welcome on board...the journey starts here'**

# Work Experience Programme 2025

- Fantastic opportunity for us to engage with Middlesbrough schools to enable students to get the Middlesbrough Council experience and consider us as a future employer
- One-week interactive Pilot Programme designed for up to 10 students to run in June 2025, with a view to expand each year

## Next Steps

- Currently connecting with departments to identify who can offer student placements and design placement week activity
- Expressions of interest to go out to schools in February, these will be targeted at harder to reach young people
- Applications will be completed by April 2025 and information packs will then be shared prior to start date





# Insights programme

- **Insights** is a psychometric tool based on the psychology of Carl Jung, Insights Discovery is built to help people understand themselves, understand others, and make the most of the relationships that affect them in the workplace.
- Insights Leadership Development programme delivered to LMT and Executive Members to support greater awareness and connectivity of the joint leadership team as part of our ongoing cultural transformation programme
  - 3 workshops delivered in addition to follow up 1-1 Insights Profile coaching sessions, positive engagement in all sessions and excellent feedback received
  - Future Senior Leadership development programme planned from February onwards to continue to the work above with both LMT and Executive
- With additional OD staff being trained to use the Insights tool we have increased delivery of programmes across multiple directorates supporting staff at all levels in communication, collaboration, team cohesiveness, leadership and living our values



# Coming Next

- Annual review of the People Strategy
- Introduction of a quarterly HR Newsletter
- Manager HR Briefings / Clinics
- Launch of Equality, Diversity and Inclusion Strategy
- Launch of Health and Wellbeing Strategy

# Questions?