

**Organisational Development,
Policy and Communications**

Service Statement

Document Information

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| Title | Inverclyde Council Organisational Development, Policy and Communications |
| Author | Steven McNab |
| Description | This document summarises the Services provided, commitments and contacts. |

Document History

| Version | Status | Date | Author | Changes from Previous Version |
|---------|--------|------------|----------------|--|
| 1.0 | | 20/09/2018 | Karen McCready | Reflect service re-structure and updated with details of LOIP and Corporate Plan 2018/22 |
| 2.0 | | 07/01/2020 | Karen McCready | Updated to reflect service structure. |
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Overview of the Service

The role of the Organisational Development, Policy and Communications Service is to provide a modern, efficient and quality service to all parts of the Council, including the provision of strategic advice and support, operational assistance and core business services. The Service also has responsibility for developing and co-ordinating corporate policy and performance to assist the Council in delivering its strategic priorities and ensure that the Council is working to meet its strategic partnership commitments.

The main functions of the service are as follows:

- To provide support and guidance to the CMT and Elected Members.
- To develop and implement the Council's approach to organisational development.
- To provide a centralised Payroll Service to all Council services and to Inverclyde Leisure and Riverside Inverclyde via a Service Level Agreement.
- To ensure that the Council's vision, wellbeing outcomes and priorities are conveyed to both internal and external customers.
- To ensure the effective management of the Council's strategic planning and performance management framework, including improvement activity.
- To support, co-ordinate and facilitate the work of the Inverclyde Alliance.
- To co-ordinate and deliver community engagement via the Citizens' Panel.
- To ensure compliance with the Public Sector Equality Duty.
- To ensure a coherent approach to tackling poverty across the Council and HSCP.
- To co-ordinate all press and media communications, including social media and web development.
- To provide centralised and service based support on all aspects of Health and Safety to all council services.
- To co-ordinate, plan and deliver Council events.

Service Objectives

The Organisational Development, Policy and Communications Service can be separated into three key areas of individual team activity. These are:

- Human Resources (HR) and Organisational Development (OD)
- Corporate Policy, Performance and Partnership
- Corporate Communications, Tourism and Health and Safety

The main objectives of the **Human Resources and Organisational Development** team are:

- To provide a comprehensive HR service to all parts of the Council.
- To ensure that all employees are treated fairly and in accordance with Employment Law through processes such as Recruitment and Selection, grievance and disciplinary procedure.
- To ensure that the Council has up-to-date policies and procedures as required by legislation, including employment law and health and safety law and that these are applied properly by services.

- To assist in transforming the organisation and embracing modern ways of working.
- To provide a comprehensive Organisational Development Service to all parts of the Council and build on the key themes contained within the Workforce Development Strategy of Organisational Development; Employee Skills Development; Leadership; Succession Planning; Employer of Choice and Fairness and Equality.
- To ensure that all employees have access to learning and development and that through performance appraisal and employee development, effective use is made of the Council's most significant resource - its employees.
- To assist Services in driving forward a culture of performance management and continuous improvement within our employees.
- To assist the Corporate Management Team in transforming the organisation and embracing modern ways of working.

The main objectives of the **Corporate Policy, Performance and Partnership** team are:

- To facilitate strong, effective partnership working in the delivery of the Inverclyde Outcomes Improvement Plan, which aims to deliver better outcomes for residents.
- To promote an understanding of the Council's vision and corporate priorities at all levels of the organisation.
- To drive forward a culture of performance management and continuous improvement within the Council.
- To report on key areas of the council's performance to the public in a balanced, timeous way.
- To engage effectively with our communities and use this feedback to improve services.
- To support the Council and HSCP in their efforts to mitigate the impact of poverty.
- To advise and support the Council in the promotion of equality of opportunity and eliminating unlawful discrimination in service delivery, both as an employer and as a provider of services.

The main objectives of the **Communications, Tourism and Health and Safety** team are:

- To provide a comprehensive communication service to all parts of the Council.
- To ensure that all employees and stakeholders have access to information about the council that is relevant and timely.
- To handle press and media communications on behalf of the Council.
- To assist in transforming the organisation and embracing modern ways of working.
- To deliver events for the benefit of Inverclyde's communities.
- To ensure that all council publications are in keeping with corporate branding and marketing.
- To deliver Health and Safety training, advice and guidance to employees and ensure that the council is fulfilling its statutory obligations with regard to health and safety.
- The assessment and control of risk in the workplace, including fire risk assessment and fire safety, COSHH, noise and vibrations assessments etc.
- Investigation and analysis of work related accidents and incidents
- Return to work and special needs assessments
- Health Surveillance and Occupational Health

How our Service contributes to the delivery of strategic priorities

The work of the Service supports the delivery of both the Inverclyde Outcomes Improvement Plan and the Inverclyde Council Corporate Plan 2018/22.

Inverclyde Outcomes Improvement Plan Strategic Priorities

Population: Inverclyde's population will be stable and sustainable with an appropriate balance of socio-economic groups that is conducive to local economic prosperity and longer term population growth.

Inequalities: There will be low levels of poverty and deprivation and the gap in income and health between the richest and poorest members of our communities will be reduced.

The Service also directly contributes to the delivery of the following Corporate Plan 2018/22 organisational priorities:

Inverclyde Council Corporate Plan Priorities

- To promote Inverclyde to both residents and visitors alike, as a great place to live, work, study and visit;
- To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them;
- To reduce the prevalence of poverty in our communities, with a particular focus on reducing child poverty;
- To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources;
- To develop motivated, trained and qualified employees that deliver quality services that meet current and anticipated service needs.

Customer Commitments

Our customers are our top priority and we are committed to:

- Providing a high quality service that meets your needs;
- Making contacting us easy and straightforward;
- Providing a service that is welcoming, approachable, professional and courteous;
- Making information that may be of use to you, readily available on the Council's intranet;

- Providing a service that you regard as effective and would recommend;
- Treating you with courtesy, dignity and respect;
- Providing you with clear, reliable and accurate information; and
- Protecting your privacy in the way we handle information about you.

What You Can Expect From Us

We will answer your call promptly. If the person you are calling is unavailable, your call will be transferred to someone who can take a message or you can leave a message on voicemail.

- If you e-mail us and we are out of office, we will provide you with an alternative e-mail and phone contact;
- You will receive feedback within an agreed timescale;
- We will take all reasonable steps to ensure privacy and confidentiality;
- We will check that you have a clear understanding of the information we have provided you with; and
- We will provide you with information in your preferred format.

How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality service, you can help us by:

- Advising us at the outset if you require information in a particular format;
- Telling us if we have exceeded your expectations or have not delivered a service to your satisfaction;
- Letting us know if you no longer require a service or wish to cancel an appointment that we have made for you; and
- Treating us with courtesy and politeness.

How You Can Contact Us

We are constantly striving to improve our service to you and would welcome your feedback.

Listed below are useful email address boxes and a description of their purpose.

General enquiries to any part of the service can be made by contacting the Customer Service Centre on (01475) 717171 or e-mail customerservices@inverclyde.gov.uk

If you have an enquiry for the Corporate Policy team you can contact us at corporate.policy@inverclyde.gov.uk

Human Resources and Organisational Development enquiries can be made by emailing: Human.Resources@inverclyde.gov.uk

Candidates who have been selected for interview and have been asked to submit a presentation should use this in-box to submit their presentation. This will allow HR to organise a memory stick from ICT and the presentation to be available for the day of the interview.
presentation@inverclyde.gov.uk

To make contact with any member of the Corporate Communications, Tourism and Health and Safety Team please email: corporate.communications@inverclyde.gov.uk or Health.safety@inverclyde.gov.uk

Advertising – advertising@inverclyde.gov.uk

Events – events@inverclyde.gov.uk

If you require this information in another language or format, such as large font or Braille, please contact us on 01475 717171 or for hearing impaired 01475 717677 (office hours) or email us at customerservices@inverclyde.gov.uk

If You Make a Complaint to Us

Complaints will be dealt with in accordance with the Council's Corporate Comments, Compliments and Complaints Policy. Information can be found on the Inverclyde Council website at:

<http://www.inverclyde.gov.uk/council-and-government/complaint>

You can make a complaint in the following ways:

- in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.)
- by telephone to the relevant department.
- by email at comments@inverclyde.gov.uk
- Download and complete the complaints form on our website
<https://www.inverclyde.gov.uk/council-and-government/complaint>

Or you can complain in writing. Send your complaint by post to:

Complaints
Inverclyde Council
Municipal Buildings
Greenock
Inverclyde PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

If you require this information in another language or format, such as large font or Braille, please contact us on (01475) 717171 or for the hearing impaired (01475) 717677 or e-mail us at customerservices@inverclyde.gov.uk

Organisational Development, Policy and Communications Service Responsibilities

Successful Learners

- Community Planning / IOIP
- Strategic Planning & performance Management
- Organisational Development
- HR Operations
- Corporate Communications

Confident Individuals

- Community Planning / IOIP
- Strategic Planning
- HR Operations
- Events
- Poverty

- Community Planning / IOIP
- Strategic Planning
- Health and Safety
- Poverty
- Workforce development

- Community Planning / IOIP
- Events

- Community Planning / IOIP
- HR Operations
- Health and Safety
- Equalities

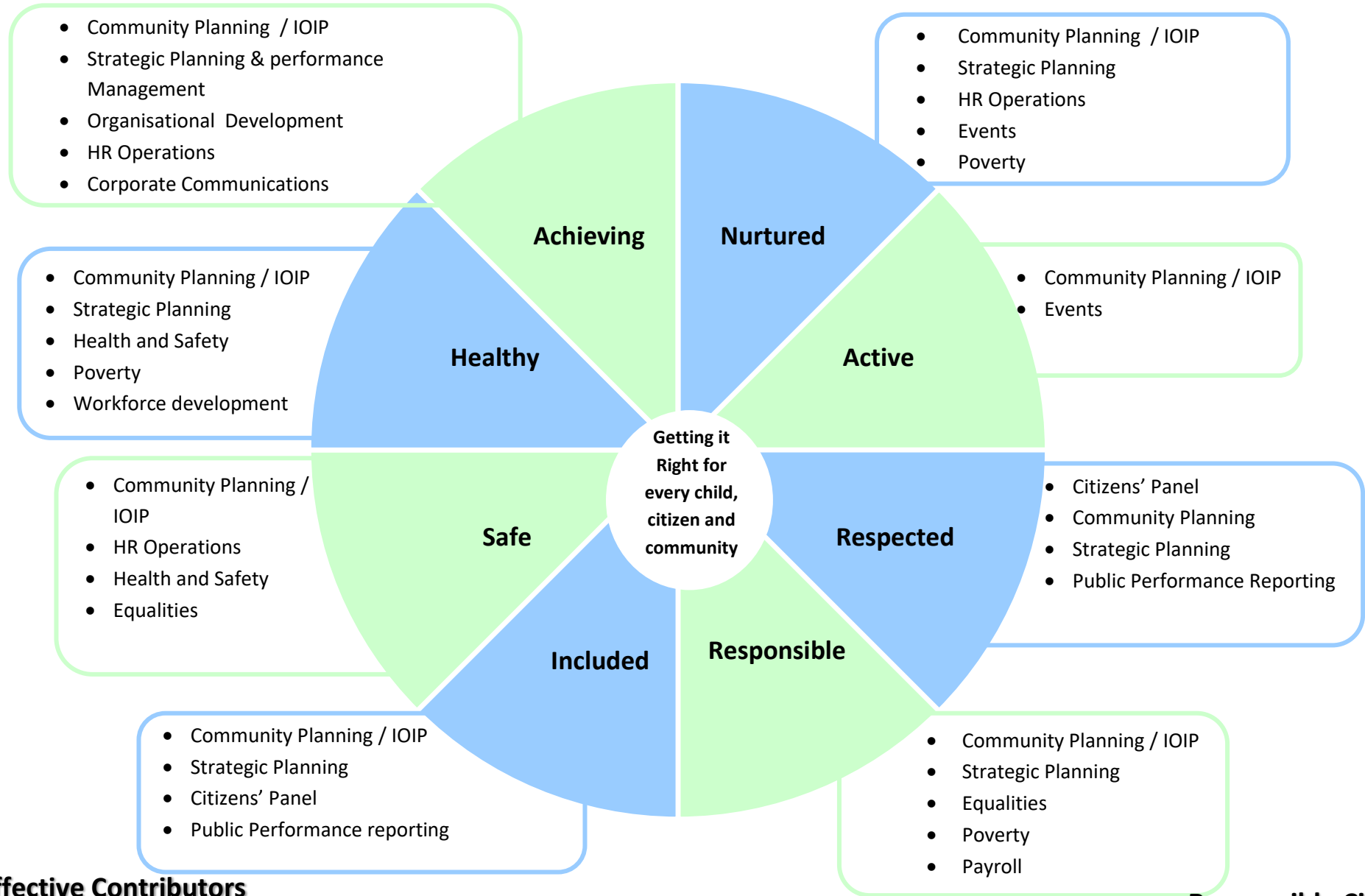
- Citizens' Panel
- Community Planning
- Strategic Planning
- Public Performance Reporting

- Community Planning / IOIP
- Strategic Planning
- Citizens' Panel
- Public Performance reporting

- Community Planning / IOIP
- Strategic Planning
- Equalities
- Poverty
- Payroll

Effective Contributors

Responsible Citizens



Organisational Development, Policy and Communications Service Responsibilities

