

**QUARTERLY PERFORMANCE REPORT FOR HR & OWD SERVICES –
QUARTERS 1 & 2**

(Report by LGSS)

1. INTRODUCTION

This report sets out the performance of the LGSS HR, Payroll and Organisation & Workforce Development (OWD) services against the service measures agreed under the current contract which commenced on 1st May 2012.

On this occasion the report contains performance data for the period 1st May to 30th September 2012. Thereafter, the report will be presented at quarterly intervals.

2. BACKGROUND

The report aims to set out how the services have performed against the service measures and explain some of the activity that has taken place in each area during the first 5 months of the contract.

3. Conclusion

The onboarding has largely been a success and has provided benefits that had not been foreseen in terms of access to wider projects and expertise within the LGSS organisation. There has also been a greater input to the pay review than expected which has been very positive.

The response from HDC managers has on the whole been very positive to the service provided, with good productive working relationships established. The performance standards have been achieved to date.

4. RECOMMENDATION

Members are recommended to note the contents of this report.

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