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Agency Staffing in Social Services

Walsall Metropolitan Borough Council

ACTION PLAN PROGRESS REPORT

Reference:	walsall agency staff within SS 02-03 APupdate.doc -
Date:	September 2004

Recommendation	Responsibility	Agreed	Action taken
R1 The Director of Social Care and Supported Housing should work with Internal audit and the Council's procurement officer to ensure that contracts for the use of all agency staff are within EU and Council requirements.	D.Harman	Y	New contracts are planned to be in place for 4 th October 2004. Staff are to be briefed on the contracts week commencing 13/9/04
R2 The Director of Social Care and Supported Housing should satisfy himself that all contractual agreements have been properly formalised by the Council.	D.Harman	Y	As Recommendation 1
R3 The Director of Social Care and Supported Housing should ensure that all managers are fully aware of guidelines on the use of agency staff.	D.Harman	Y	A clearing house process has been established to ensure that all managers are aware of the appropriate processes to follow. This was in place in may 2004 for Adult and Children's services and will be implemented after 4 th October for social care clients. The proposed contract process includes procedures to enable the council to monitor the performance of individual contractor companies and individual agency staff.
R4 The Director of Social Care and Supported Housing should put in place procedures which enable him to be satisfied that all managers are seen to be adhering to the guidelines.	D.Martin	Y	Initially this will apply to social care etc agency staff but will be extended to administrative staff when a corporate contract is in place.
R5 The Director of Social Care and Supported Housing should ensure that reasons for high levels of sickness and turnover are investigated.	Managers and Supervisors SMB, General and Service Managers	Y	This is part of the Directorate HR management action plan. Monitoring arrangements were planned to be in place by July 2004 and there is a programme of training in hand for delivery of specific task such as sickness absence and stress management. Strategies are being developed in relation to early intervention for musculoskeletal illness and a health and well being strategy

R6	The Director of Social Care and Supported Housing should establish processes which will begin to reduce sickness and turnover levels.	D. Martin	Y	As recommendation 5
R7	The Director of Social Care and Supported Housing should develop central monitoring information to inform Social Services management of detailed reasons, cause and effect for the use of agency staff.	HR Information Management Officer.	Y	As recommendation 5
R8	Senior managers should review the reasons for the high spending areas and target action to reduce costs by exploring more cost effective alternatives.	General Managers	Y	Monitoring processes have been built into regular Performance Monitoring Board meetings within the Directorate.
R9	The Director of Social Care and Supported Housing should establish a review of delegations to locality managers to ensure that they are compatible with the need for central contracting and compliance with Council Contract Procedure Rules relating to contracts.	D.Harman	Y	This has been addressed by the establishment of the clearing house process.
R10	The Director of Social Care and Supported Housing should establish agency contract monitoring procedures. This should ensure that performance monitoring against the contract is reported regularly to Social Services management.	D.Harman	Y	This has been addressed by the clearing house process and monitoring processes will be established once the contracts are in place.

