



Title of meeting:	People OLT
Date:	13 th December 2018
Location:	Video Conference
Attendees:	Tom McCormack(Chair), Jenny Stewart, [redacted] , [redacted] , [redacted] , Margaret Moor, Arlene Sugden, [redacted] , [redacted] , [redacted] , [redacted] (secretariat)
Additional attendees:	
Apologies:	

Maximising attendance

Lower than October and better than this time last year.

If we look at attendance data as a circle what we've experienced is a wave from late summer till we recover January time.

5 wellbeing drivers are the things we should be concentrating on. Cycle of annual leave.

Margaret talked about telephony being an issue – ways of working trial underway.

Tom – Also down to leadership. Would like to suggest we stop talking about how tough it is in apps and maintenance. Need to change our mind set as well.

All over the process, it's about resources, IT, next journey of leadership.

People survey – a couple of people have referenced that the state of the building has influenced engagement scores.

New recruits – young culture, could be leading to short term absences?

Could we look at the regions which have new recruits?

[redacted] thinks about leadership

For our fixed term contractors what is the absentee rate and do we have individuals who are repeat offenders? [redacted] to bring back. Need to bring the evidence back – specific session.

Special leave should be used as a supportive tool. **Monthly report by line which reports the special leave by percentage and number.**

Supplier dashboard

SSCL – not hitting SLAs. This is all DWP data – is there any way to pull CMG specific data.

Dashboard indicates that they are hitting KPIs for recruitment but the experience doesn't feel like that.

Ill health retirement – could we include next time.

People survey

2 hours to go through heatmaps.

Include DWP and the lines.

What is DWP ops in 2018.

Don't want to engage on these things until we have our heads round them ourselves.

Would like to agree what our story is across the organisation first – going to engage with OLT next week. Discuss next week. Key messages and approach to next week then a conversation in January.

High level of participation/level of engagement/Strength based/areas to focus on – managing change/it's safe to challenge/taking action

DWP HR Digital

Element of SOP replacement – being turned off in 2023.

Cloud solution.

Going to IC in March for approval for implementation back end of next year.

[redacted] is leading on the org design stuff.

This system is going to be fully designed by us rather than inheriting something. This will work through an app.

Workshops happening now, January more communications coming out.

People development update

FLJ – for **CMG how many, where and when for 1st principle of new leaders.**

ODP – how many folks we have and qualified at what level? What do we do to help/support them? Need to celebrate this.

Do we set ourselves an ambition of including basics? OED personas.

5 a year days – branding etc – conversation.

[redacted] **to explain about apprenticeships.**

Comms update

Feel like we've significantly upped the comms. Are there too many and now everyone is ignoring them?

Don't use many Digital channels, increasingly need more coordination.

Connection – brilliant lots of work put in to it and not sure how many people read it.

OLMU – need to include CMG info.

Branding pack – comms could pick up.

CSA leaders briefing – to go out to everyone. Call them colleague but not briefings.

Attract and retain

[redacted] to lead with [redacted] on this.

Need to produce a generic powerpoint pack about preparing for interviews, to coach people.

Links to this stuff – one pack and it is updated.

Agreeing proposals.

[redacted] – end of January.

32 people in CMG been train in the new success profiles.

Contact:

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