Report

Report to:	**Employee Issues Forum**
Date of Meeting:	**6 December 2011**
Report by:	**Executive Director (Finance and Corporate Resources)**

Subject:	**Intranet Update**

1. Purpose of Report
1.1 The purpose of the report is to:-

♦ update the Forum regarding the recent developments made to the Council's Intranet with particular focus on personnel information

2. Recommendation(s)
2.1 The Forum is asked to approve the following recommendation(s):-

(1) that the developments in relation to the Council Intranet be noted.

3. Background
3.1 In July 2011, the Council launched the updated employee Intranet using the Jadu content management system which is the same system used for the South Lanarkshire Council website. The Jadu system has enabled the Council to ensure that the website and intranet are accessible sites in terms of equal opportunities.

3.2 The updated intranet has a number of benefits and improvements aiming to provide employees with a "one stop shop" for employee information.

3.3 The way that information is presented on the Intranet has changed with a view to making it easier for employees to find what they are looking for. Traditionally, information was arranged in relation to the Resource, Service or department that delivered the particular service. However, this posed problems particularly if employees did not know which Resource was responsible for the information they were looking for.

3.4 The updated Intranet, however, is organised on a functional/task basis and therefore presents employees with links to the most useful services and frequently accessed information from the home page.

3.5 There is also an improved search facility which helps employees find the information they are seeking.

4. Main Areas of Focus

4.1   The Intranet is one of the key ways that personnel information is communicated to the Council workforce and the most relevant personnel information is displayed via links from the homepage under the headings My Council, My Space and My Workplace.

4.2   As a result, employees can quickly access information relating to Learning and Development, Health and Safety and a variety of other personnel information such as employee assistance, employee benefits or policies and procedures.

5. Developments

5.1   The new Intranet site provides the facility to gather statistics in order to analyse the number of "views" per page. This will enable us to see what information employees are interested in seeing and what areas need to be promoted. Over the coming months, analysis will be carried out to ensure that key pages are prominently placed.

5.2   A number of new areas have been created on the Intranet such as Employee Benefits. This has provided an area for employees with information on the benefits of working for the Council. There is a link to the Employee Discount Website and an area which gives more information on Kiddivouchers, pensions and other schemes. Early indications show that this area is well used by employees.

5.3   An updated area for the Employee Assistance Programme was also created and allowed the different parts of the programme to be brought together.

5.4   The Intranet now has an area specifically for the Trade Unions, where employees can access contact information for each of the key unions and in some cases download a relevant application form.

6 Future Plans

6.1   The Intranet is constantly evolving and new developments will continue to be introduced on a regular basis. An example of this is to deliver intranet personalisation, whereby the employee's name will be included in the standard welcome message on the home screen.

6.2   Some other areas that will be developed include:-

♦   a room booking module which will allow employees to book meeting rooms
♦   usability testing in conjunction with equal opportunities colleagues and employee groups to ensure the intranet is usable and accessible to all users
♦   an opinion poll area which can be used to consult with employees on a variety of subjects

7. Employee Implications

7.1.   The updated intranet aims to make it quicker and easier for Council employees to access useful employee information.

8. Financial Implications

8.1.   The intranet provides a cost effective way to provide employees with up to date employee information as it reduces the requirement to produce and distribute hard copy management bulletins and personnel circulars.

9. Other Implications

9.1   The intranet also offers the Council a more sustainable way of communicating with employees.

9.2   There is a risk that employees who do not have access to a computer may not receive up to date information if the intranet is viewed as the main method of employee communication. It is therefore important that each Resource continues to review the way it communicates with employee groups to ensure that they receive information in the most appropriate manner.

10.   Equality Impact Assessment and Consultation Arrangements
10.1   This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

10.2   There was no requirement to undertake any consultation in terms of the information contained in this report.

Paul Manning
Executive Director (Finance and Corporate Resources)

10 November 2011

Link(s) to Council Objectives/Improvement Themes/Values
♦ Efficient and effective use of resources
♦ Excellent employer
♦ People focused

Previous References
♦ None

List of Background Papers
♦ None

Contact for Further Information
If you would like to inspect the background papers or want further information, please contact:-
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