

NOT FOR PUBLICATION: The appendices attached to this report contain information considered to be exempt under paragraph 1 of schedule 12A to The Local Government Act of 1972 amended.

Agenda Item No. 5



REPORT TO: Resources Overview & Scrutiny Commission
DATE: 14 February 2006
REPORTING OFFICER: Director of Harrogate International Centre
(Mr S Quin)
DEPARTMENT: HIC
SUBJECT: **RECRUITMENT & RETENTION, HARROGATE INTERNATIONAL CENTRE**
WARDS AFFECTED: All
FORWARD PLAN REF: N/A

1.0 INTRODUCTION

1.1 This report submits information, in respect of the Harrogate International Centre, in response to the Resources Overview & Scrutiny Commission's consideration of Recruitment & Retention issues.

2.0 RECOMMENDATIONS

2.1 That the report be noted.

3.0 THE REPORT

The particular issues addressed by this report are as follows:

3.1 *Where has staff turnover occurred for the Department and where have there been problems recruiting staff?*

Please refer to the following appendices:

Appendix 1:

Gives details of staff turnover, by Division, within the Harrogate International Centre 2005 – 2006.

Appendix 2:

Gives information relating to vacancies advertised by the Harrogate International Centre 2005/06.

- 3.2 Are there posts where there have been difficulty in retaining staff and if so have any reasons for this been identified?

Events Division

- **Evening Cleaners** – difficult to recruit and retain, this could be due to the un - sociable hours together with local 'black economy' and the Council's rate of pay for cleaners. Advertised for caretaker to improve response rate, candidate only stayed one day, no reason for leaving was given. Now using external contractors.
- **Event Assistants** – feedback from some candidates were that they were not aware of the amount of cleaning involved, candidates are informed of the cleaning duties at interview stage. Some candidates also felt misled by the job title.

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- **Relief Visitor Service Officer** – The post is either seasonal or casual. Candidates quite often find permanent positions elsewhere.

- 3.3 *Are there standard recruitment procedures within the Department and what is the average time taken to fill a post?*

HIC follow the standard recruitment procedure in line with best practice. The average time to fill a post from advertising to recruiting is approximately two months, though professional posts take longer due to longer notice periods.

- 3.4 *Have changes to the way posts are advertised improved response rates to adverts?*

HIC have not needed to use the Council's new advertising procedure as yet. However, we were one of the first to use the appropriate media selectively to achieve better value for money and a focussed response from applicants.

- 3.5 *Does the Department have any specific initiatives aimed at retaining existing staff or attracting new staff?*

HIC has not needed to implement any specific measures to attract new staff. It has used market premiums to retain certain staff in the past though none are in place at the present time.

4.0 CONCLUSIONS

- 4.1 Like all other employers, the Harrogate International Centre is competing for good quality staff within a competitive market. The District's proximity to Leeds and West Yorkshire is both an advantage and a disadvantage - an advantage in the sense that it offers a wider workforce supply; a disadvantage in that it induces demand into the Harrogate District Housing market, serving to inflate house prices and exclude some of those who may work in the lower-paid jobs.

- 4.2 Generally speaking however, the Harrogate International Centre has not experienced any significant recruitment and retention problems of late. We have needed to use market premiums to retain staff though none are in place at the present time.

OFFICER CONTACT: Please contact Mr Stuart Quin, Director of Harrogate International Centre, if you require any further information on the contents of this report. The officer can be contacted at: Springfield House, Kings Road, HARROGATE, HG1 5NX, by phone on 01423 556885 or by e-mail – stuart.quin@harrogate.gov.uk

SUSTAINABILITY ASSESSMENT/CRIME AND DISORDER

		Implications are		
		Positive	Neutral	Negative
A	Economy		✓	
B	Environment		✓	
C	Social Equity		✓	
i)	General			
ii)	Customer Care/People with Disabilities			
iii)	Health Implications			
D	Crime and Disorder		✓	

If all comments lie within the shaded areas, the proposal is sustainable

