

INQUIRY ACTION PLAN
NOTIFICATION OF COMPLETED ACTION

Strategic Lead Officer	Clair Hepburn
Recommendation	9. That the Council reviews and improves the process of management decision making.
Outcome number and summary	12. The Council can appropriately recall and evidence documents and rationale for its decision-making in relation to HR matters and matters involving children, in order to: <ul style="list-style-type: none"> • assure an appropriate audit trail • provide opportunities for reflection • provide confidence in those decisions • assist with the reasoning process. • protect Council staff and service users • increase effectiveness of service delivery
Action	a) Creation of a protocol that establishes all HR disciplinary related information must be held in the HR Case Management System. Implement and train managers regarding this.
Deadline within Plan	July 2022

1. MEASURES TAKEN

Detail here the specific actions taken to meet the identified outcome.

This action relates to Recommendation 9 in the Inquiry Report: That the Council reviews and improves the process of management decision making.

In particular, it should:

*(i) review or establish protocols as regards the recording of internal meetings,
and*

(ii) review or establish protocols as regard the recording of reasons for advice tendered or decisions taken.

In addition to the provisions of the revised Disciplinary Procedures, a Decision Rationale document has been produced which requires to be completed by the relevant manager at various stages and sent to the HR Case Management Team:

- Initial consideration
- When considering if formal investigation is necessary.
- When considering if a disciplinary hearing should be convened.
- When considering the appropriate outcome of a disciplinary hearing.

1B. ASSOCIATED DOCUMENTS

Note here any documents attached as being relevant to this action

Decision Rationale

2. BENCHMARKING

Explain what steps have been taken to measure the actions taken against best practice.

The revised policy has been benchmarked against those of other organisations (local authority, NHS and third sector).

3. EXTERNAL AGENCY INVOLVEMENT

Where the Action Plan identifies a third party dependency, explain here the involvement and approval of any such party.

4. ONGOING MONITORING ARRANGEMENTS

Where relevant, what steps have been put in place to ensure ongoing review of this action?

Any problematic cases will be picked up as they arise.

The policy will be reviewed at least every two years in accordance with the rolling HR policy review schedule (next review: March 2024), or sooner if circumstances require.

We will continue to benchmark against other organisations and best practice.

5. HOW DOES THE ACTION MEET THE OUTCOME?

Explain briefly how the steps taken will achieve the desired objective?

The Decision Rationale, held within the Case Management folder, requires managers to explain and justify the decision they make at each stage and will encourage critical thinking.

Approval by Review Group:

Date:	
Comments/amendments:	
Was the action completed within the Action plan timeframe?	
Signature of Chair:	

Approval by Council:

Date:	
Comments/amendments:	
Signature of Chair:	