

Appendix A

Action plan – Application of the English language requirements for public sector workers

| | Issue | Action required | By whom | By when | Outcome |
|-----|--|---|---|---|---|
| 1. | Identify customer facing roles. | Initial identification of customer facing roles | Strategic HR. | September 2016. | To have a first draft of the affected roles. |
| 2. | Customer facing roles - reviewed and agreed by service area. | All service areas must review and agree customer facing role status. | All service areas. | Following People Forum and by end October 2016. | To finalise a list of all affected roles, that has been approved by Service Areas. |
| 3. | Corporate Complaints Procedure. | Recent wider review of the procedure included the requirements of the Code, which has been updated and published. | Head of Customer Services. | 7 September 2016. | To ensure the procedure is up to date and relevant. |
| 4. | Review recruitment processes. | Job accountabilities/person specification template and employee handbook to be updated to reflect requirement and fluency standard. | Strategic HR. | After EP October 2016. | To ensure compliance to legislation. |
| 5. | Brief managers on their role in the recruitment process. | Issue guidance to managers on requirement and the assessment of English language fluency as part of recruitment process. | Strategic HR | After EP October 2016. | To ensure managers are clear on the legislation and understand their role. |
| 6. | Recruitment activities. | Update job accountabilities/person specification for customer facing roles as and when recruitment takes place. | HR Operations | As required. | To ensure compliance to legislation. |
| 7. | Advise existing staff of the requirement. | Formal notification to those staff in customer facing roles. | Strategic HR | End November 2016. | That staff are aware of the changes and whether they are impacted. |
| 8. | Existing staff – possible concerns. | Managers identify concerns as part of performance management process. Support plan agreed with HR Business Partner. | All service areas. HR Business Partners. | End November 2016. | Managers are supported in dealing with staff identified as needing help in developing their spoken language skills. |
| 9. | Agencies | Advise recruitment agencies of council's English language standard and those roles defined as customer facing. | HR Business Partners and service areas | After EP October 2016. | Agencies fully understand the RBWM requirements. |
| 10. | Self employed - contractors | Services review current workers to ensure compliance. Issues referred to SLS. | All service areas. SLS. | End November 2016. | Contractors fully understand the RBWM requirements. |
| 11. | Consultancy agreements | SLS update the council's standard consultancy agreement to reflect the requirements of Part 7 of the Immigration Act. | SLS. | After EP October 2016. | To ensure legal compliance to legislation. |
| 12. | Delivering differently | All reports (Employment Panel, CMT, O&S etc.) that refer to the workforce will reference RBWM's adherence to this requirement, if applicable. | All HR staff. | Immediately. | To ensure that the application of the English language requirements for public sector workers is considered when necessary. |