

Audit Scotland Best Value Thematic work - July 2024

Workforce Innovation - how councils are responding to workforce challenges Best Value thematic work in West Dunbartonshire Council 2023-24.

Improvement action plan progress report

Issue/risk	Rating	Recommendation	Agreed management action/ timing	Progress update
1. Workforce data. The council could make better use of the data available at organisation and service level, and through the workforce planning console, to identify future resource needs and improve succession planning. Risk – The council is not able to easily identify resource gaps, through the workforce planning console, and make informed resourcing and recruitment decisions.	Level 2	The council should ensure workforce data allows officers to identify resource gaps and supports succession planning.	Management's response Action is agreed as already part of planned developments to console. Responsible officer Chief Officer P&T/Strategic People & Change Manager Implementation date March 2025	The console has seen a number of developments over the last year and has seen usage figures increase substantially too. Succession planning has commenced looking at the senior levels and will continue to cascade through the organisation alongside workforce planning.
2. Hybrid and flexible working policy. The council's flexible working policy has been in place for several years. Since then, the way people work has changed significantly with home and hybrid working becoming common. Risk – The council's policy does not fully reflect current working practice.	Level 3	The council should develop a new flexible/hybrid working policy or update its existing policy.	Management's response Action is agreed as already part of planned policy review and will likely only require an update. Responsible officer Chief Officer P&T/Strategic People & Change Manager Implementation date December 2024	The council reviewed and updated the hybrid and flexible working policy. The council is recognised nationally as being a supportive employer in respect of flexible working