

Middle Managers

21. Service standards should be established and applied for all corporate services where such standards have not yet been implemented.

DEPUTIES' RESPONSE: Agreed.

22. Management should identify areas where workload problems are serious and then negotiate realistic workloads.

DEPUTIES' RESPONSE: Agreed. Workload monitoring mechanisms will be developed.

23. Review the requirements for briefing materials and Qs and As with the aim of streamlining the process and reducing the workload.

DEPUTIES' RESPONSE: This is not an HR issue, but it should none the less be reviewed.