

EMPLOYMENT AND PERSONNEL COMMITTEE

Minutes of a meeting of the Employment and Personnel Committee of the Bolsover District Council held in the Committee Room 1, The Arc, Clowne on Wednesday, 11th September 2024 at 10:00 hours.

PRESENT:-

Members:-

Councillor Duncan McGregor in the Chair

Councillors Deborah Watson (Vice-Chair) and Sandra Peake.

Officers:- Karen Hanson (Chief Executive), Theresa Fletcher (Director of Finance and Section 151 Officer), Jim Fieldsend (Director of Governance and Legal Services & Monitoring Officer), Lesley Botham (Customer Services, Standards & Complaints Manager) for items EMP6-24/25 to EMP10-24/25 only, and Amy Bryan (Governance & Civic Manager).

EMP6-24/25 APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors Mary Dooley and Tom Munro.

EMP7-24/25 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

EMP8-24/25 DECLARATIONS OF INTEREST

There were no declarations of interest made.

EMP9-24/25 MINUTES

Moved by Councillor Duncan McGregor and seconded by Councillor Sandra Peake
RESOLVED that the Minutes of the Employment and Personnel Committee held on 3rd July 2024 be approved as a correct record.

EMP10-24/25 CUSTOMER SERVICE (COMPLAINTS AND STANDARDS) STAFFING

The Committee considered a report which proposed to create an additional post within the Customer Services team, to provide resilience and make the team better resourced to deliver the Council's complaints administration.

The report detailed the changes that had been made by the Local Government and Social Care Ombudsman, Housing Ombudsman and Regulator for Social Housing, and the impact this had had on the complaints administration work.

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The report set out two options, with the preferred option being to create a permanent Customer Advisor/Complaints Administrator post. This would be a full-time position with three days per week (22 hours) dedicated to the complaints handling and two days per week (15 hours) operating as a Customer Advisor. This would also allow for a reduction in the overtime budget of £8,000.

The new post would be a Grade 5 post, and would incur additional costs of £34,072.09, to be funded from the General Fund. With the reduction in the overtime budget the actual cost would be £26,072.09. A proportion (roughly 42%) would be recharged to the HRA and Dragonfly based on the support service calculations.

In answer to a question about affordability, the Director of Finance and Section 151 Officer explained that the Growth Protection Reserve could be used to balance the increased cost if necessary.

Moved by Councillor Duncan McGregor and seconded by Councillor Deborah Watson
RESOLVED that (1) the establishment of a new full time Customer Advisor/Complainants Administrator post be approved;

(2) it be recommended to Council that the new post be funded via the Council's General Fund.

EMP11-24/25 REVIEW OF GOVERNANCE

The Committee considered a report which set out proposed changes to Governance and sought delegated authority for the Chief Executive to make a decision regarding a structure change following the completion of the required consultation with staff.

The report set out the background to the review of Governance and proposed that the current 0.6 FTE Governance & Civic Manager and 0.4 FTE Governance & Civic Manager / 0.6 FTE Governance & Civic Officer be replaced with one FTE Governance & Civic Manager (Grade 10) and one FTE Senior Governance & Civic Officer (Grade 7).

It was also proposed that the Scrutiny Officer would become part of the Governance Team and would report directly to the Governance & Civic Manager. The Scrutiny Officer was currently a stand-alone post and would benefit from being within a team.

The report set out that an increased budget of £36,641 was required to fund the proposed changes.

The Committee discussed and supported the proposals.

Moved by Councillor Duncan McGregor and seconded by Councillor Sandra Peake
RESOLVED that (1) the proposed changes be noted;

(2) authority be delegated to the Chief Executive Officer to make the changes, following completion of the consultation with Governance staff;

(3) the budget increase required to fund the proposed changes be recommended to Council for approval.

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The meeting concluded at 10:52 hours.