

The Arc
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To: Chair & Members of the
Employment and Personnel Committee

Contact: Amy Bryan
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Tuesday 3rd September 2024

Dear Councillor

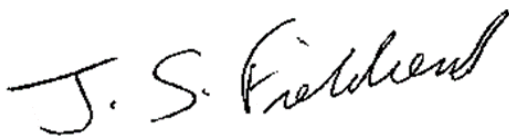
EMPLOYMENT AND PERSONNEL COMMITTEE

You are hereby summoned to attend a meeting of the Employment and Personnel Committee of the Bolsover District Council to be held in the Committee Room 1, The Arc, Clowne on Wednesday, 11th September, 2024 at 10:00 hours.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on page 3 onwards.

Yours faithfully



Director of Governance and Legal Services & Monitoring Officer

Equalities Statement

Bolsover District Council is committed to equalities as an employer and when delivering the services it provides to all sections of the community.

The Council believes that no person should be treated unfairly and is committed to eliminating all forms of discrimination, advancing equality and fostering good relations between all groups in society.

Access for All statement

You can request this document or information in another format such as large print or **language** or contact us by:

- **Phone:** [01246 242424](tel:01246242424)
- **Email:** enquiries@bolsover.gov.uk
- **BSL Video Call:** A three-way video call with us and a BSL interpreter. It is free to call Bolsover District Council with Sign Solutions, you just need WiFi or mobile data to make the video call, or call into one of our Contact Centres.
- Call with [Relay UK](#) - a free phone service provided by BT for anyone who has difficulty hearing or speaking. It's a way to have a real-time conversation with us by text.
- **Visiting** one of our [offices](#) at Clowne, Bolsover, Shirebrook and South Normanton

EMPLOYMENT AND PERSONNEL COMMITTEE AGENDA

***Wednesday, 11 September 2024 at 10:00 hours taking place in the Committee Room 1,
The Arc, Clowne***

Item No.		Page No.(s)
1.	Apologies for Absence	
2.	Urgent Items of Business	
	To note any urgent items of business which the Chair has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest	
	Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of:	
	a) any business on the agenda	
	b) any urgent additional items to be considered	
	c) any matters arising out of those items	
	and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes	4 - 5
	To consider the minutes of the last meeting held on 3 rd July 2024.	
5.	Customer Service (Complaints and Standards) Staffing	6 - 10
6.	Review of Governance	11 - 15

Agenda Item 4

EMPLOYMENT AND PERSONNEL COMMITTEE

Minutes of a meeting of the Employment and Personnel Committee of the Bolsover District Council held in Committee Room 1, The Arc, Clowne on Wednesday, 3rd July 2024 at 10:00 hours.

PRESENT:-

Members:-

Councillor Duncan McGregor in the Chair

Councillors Deborah Watson (Vice-Chair), Mary Dooley, Tom Munro and Sandra Peake.

Officers:- Karen Hanson (Chief Executive), Steve Brunt (Strategic Director of Services), Theresa Fletcher (Director of Finance and Section 151 Officer), Louise Arnold (Legal Services Manager & Deputy Monitoring Officer) and Amy Bryan (Governance and Civic Manager).

EMP1-24/25 APOLOGIES FOR ABSENCE

There were no apologies for absence.

EMP2-24/25 URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

EMP3-24/25 DECLARATIONS OF INTEREST

There were no declarations of interest made.

EMP4-24/25 MINUTES

Moved by Councillor Duncan McGregor and seconded by Councillor Sandra Peake
RESOLVED that the Minutes of the Employment and Personnel Committee held on 17th April 2024 be approved as a correct record.

EMP5-24/25 REVIEW OF PROCUREMENT SERVICES

The Committee considered a report which sought approval to make changes to the Procurement Service.

The report set out the current structure of the Procurement Team and information regarding the work they currently undertook for other Councils.

The report stated that new procurement legislation, the Procurement Regulations 2024, would come into force in October 2024 and would place additional requirements on local authorities and their procurement teams. There was also likely to be an increased

EMPLOYMENT AND PERSONNEL COMMITTEE

demand for procurement services as a result of the £15m regeneration funding that had been awarded to the Council.

The report set out the proposal, which was to end the shared service arrangement for procurement services with North East Derbyshire District Council and create a small Bolsover focussed team. This team would concentrate on the Council's procurement needs and Dragonfly Management (Bolsover) Limited, as well as providing a service to Dragonfly Development Limited where required.

It would be necessary to create a new senior procurement position (1 FTE) to work with the current Procurement Assistant (0.5 FTE) post. This would be equivalent to the current Procurement Manager role. An increased budget of £54,684 would be required to fund the new structure.

The Committee discussed the proposals and in response to a question it was confirmed that officers were confident that there would be enough work for the size of the proposed team and there was also potential in the future to generate income by carrying out work for other organisations, such as parish councils, as capacity allowed, which in turn could reduce net cost of the service through income generation.

Moved by Councillor Duncan McGregor and seconded by Councillor Tom Munro

RESOLVED that (1) it be agreed to end the shared service for Procurement and create a dedicated team providing procurement services to the Council and its companies;

(2) it be recommended to Council that the Procurement budget be increased to fund the new post.

The meeting concluded at 10:16 hours.

Bolsover District Council

Meeting of the Employment and Personnel Committee on 11th September 2024

Customer Service (Complaints and Standards) Staffing

Report of the Portfolio Holder – Health & Wellbeing

Classification	This report is public.
Contact Officer	Lesley Botham, Customer Service Standards and Complaints Manager

PURPOSE/SUMMARY OF REPORT

For the Committee to consider the proposal to create a 0.6FTE Complaints and Standards Officer, to make the Customer Service team more resilient and better resourced to deliver the Council's Complaints administration to meet Corporate Standards. This report seeks approval to request additional resources to be able to meet targets and report information to service areas, so we are compliant and streamlined in line with the new requirements.

REPORT DETAILS

Background

- 1.1 The current Customer Service department structure is made up of the Customer Services Standards and Complaints Manager and 1 Customer Standards and Complaints Officer (CSCO). Contact Centre staffing includes 2.5 FTE Contact Centre Managers and 18.42 FTE Customer Advisors/Meet & Greet Receptionists.
- 1.2 Since April 2024, the Local Government Ombudsman (LGO), Housing Ombudsman (HO) and Regulator for Social Housing have made substantial statutory changes to the way Councils interact with their customers and tenants. As such we have had to change our internal Complaints Comments and Compliments Policy (CCC Policy) to align both Codes for all complaints to comply with the statutory LGO & HO Complaint Handling Codes.
- 1.3 The process has changed in respect of the Complaint stages and timeframes, whereas the previous 3-stage Complaint Handling process has now changed to just a 2-stage process, with shortened response times to the complainant. Informal complaints were previously resolved largely by the customer service team, and relatively quickly. These have now become the stage 1 complaints, this is taking a significantly longer period of time to process as this has now to be dealt with formally, with a written acknowledgement to the customer, an email to the relevant department, co-ordination of a response and then issuing to the customer. As we now only have a 2-stage procedure we are also seeing an increase in what are stage 2 complaints which require a formal review and again co-ordination of responses.

- 1.4 The HO has made it mandatory that the Council now submit an Annual Performance and Improvement Report that looks at housing complaints data. We need to identify trends, show learning, and demonstrate how we have implemented and embedded the Complaint Handling Code and this is extra work collating and analysing data taking up additional time.
- 1.5 The Regulator for Social Housing have revised the consumer standards of which complaints is a key theme and an enhanced focus around learning from complaints. The Council is now required to measure and publish data on the type of complaints received and how we have learnt from complaints to continuously improve our services.
- 1.6 The CSCO will be required to present reports within strict timeframes, attend any tenant or customer participation groups and attend biannual service review meetings with all key service areas. To cascade and discuss improvements, deliver bespoke CCC and Ombudsman training to staff and new starters. All of this impacts on the general administration of complaints which may lead to responses not being handled in accordance with the timeframes. The Ombudsman clearly states within the Code 'resource' cannot be used as a reason to not respond in the appropriate timeframes.
- 1.6 A Customer Advisor is currently supporting the CSCO by covering for leave and the current workload. Since April 2024, 126 additional hours have been used from the overtime budget or time out from the Contact Centre service, to meet demand and the increase of complaints following the removal of the stage 1 Informal process. This is now having a detrimental affect on corporate customer service standards and service delivery.
- 1.7 To compare the CCC's and MP Enquiries administered in the same period by the CSCO this is demonstrating a 25% increase and is in addition to the requirements of the LGO & HO.

2024/25				
	APR	MAY	JUNE	JULY
Compliments	18	17	16	25
Comments	4	2	2	2
Stage 1 Complaints	29	27	30	38
Stage 2 Complaints	5	4	6	6
MP Enquiries*	13	13	6	0

* New Elected MP May

2023/24				
	APR	MAY	JUNE	JULY
Compliments	10	19	15	11
Comments	2	4	0	3
Stage 1 Complaints**	30	24	35	20
Stage 2 Complaints	12	9	6	10
Stage 3 Complaints	3	1	1	10
MP Enquiries	16	34	22	14

** Not dealt with by CSCO

Details of Proposal or Information

- 2.1 We are seeking to create an additional permanent post to assist with the increased volume of work generated by the changes outlined above. There are two proposals for consideration.
- 2.2 **Option 1**
To create a permanent Customer Advisor/Complaints Administrator post. This would be a full-time position with 3 days per week (22hr) dedicated to the Complaints Handling, with 2 days operating as a Customer Advisor (15hr). It is incredibly beneficial for the complaints administrator to have the practical knowledge of the Council's functions, services and departmental duties when undertaking the complaints role. This option would also allow for a reduction in the overtime budget of £8,000.
- 2.3 This post will offer stability across the Customer Service team that bridges both Customer Services Standards and Complaint Handling with Customer Service Team and Housing requirements.
- 2.4 Both posts are a Grade 5, this would mean Option 1 would incur an additional Salary cost including National Insurance and Superannuation of £34,072.09 to be funded from the General Fund, less the reduction of £8,000 from the existing overtime budget, so therefore £26,072.09 in total.
- 2.5 **Option 2**
To create a permanent dedicated Complaints Administrator for a 3 day per week (22.5hr) to help meet expected compliance and targets. The Grade 5 role would incur an additional salary cost including National Insurance and Superannuation of £20,443.25 to be funded from the General Fund.
- 2.6 It is therefore felt that Option 1 would be the preferred approach as this ensures adequate resource to deal with all complaints in accordance with the HO and LGO together with ensuring compliance with the Council's corporate service standards.
- 2.7 The Customer Service is one of the Council's support services. A proportion of these costs are recharged to the HRA and Dragonfly by Finance, based on use each year-end. Roughly 42% of this cost would be recharged to the HRA and Dragonfly based on the support service calculations performed in March 2024.

3. Reasons for Recommendation

- 3.1 It is recommended that an additional post is added to the establishment to ensure the Council has the appropriate resource to deal with complaints in accordance with the HO & future LGO Code to ensure compliancy. Option 1 would also provide extra resilience to the Customer Services team to ensure corporate standards are met.
- 3.2 An additional post will increase the resilience of the service in preparation for LGO code implementation in April 2025 (the HO element is already active). Create development opportunities for staff, assist in succession planning, improve our customer's experience, and meet the statutory Ombudsman requirements.

4 Alternative Options and Reasons for Rejections

- 4.1 To remain as the current structure, without re-allocating resource, the Contact Centre Service may not maintain service delivery such as meeting key performance indicators and the CSCO may not meet HO & LGCSO timeframes with complaint responses.
-

RECOMMENDATION(S)

1. To approve a new full time, Customer Advisor/Complaints Administrator post to be funded by the General Fund.
2. To recommend to Council an annual revenue budget increase of £26,072.09 to the general fund.

Approved by Councillor Mary Dooley, Portfolio Holder for Health and Wellbeing

IMPLICATIONS

Finance and Risk: Yes No

Details: The Council is at risk if complaints are not handled appropriately, in cases of maladministration financial penalties can be imposed, resource will not be considered as an acceptable cause for not administering according to HO/LGO Codes. This proposal will mean an annual net increase in the general fund budget of £26,072.09. However, some of the extra cost (42%) will be recovered from the HRA through the support service recharge process.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details: There are no areas contained within this report.

On behalf of the Solicitor to the Council

Environment: Yes No

Details: There are no areas contained within this report.

Staffing: Yes No

Details: Covered within the report. Resource will not to be considered as an acceptable cause for not administering according to HO/LGO Codes.

On behalf of the Head of Paid Service

DECISION INFORMATION

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards, or which results in income or expenditure to the Council above the following thresholds:</p> <p>Revenue - £75,000 <input checked="" type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p>	No

<p>District Wards Significantly Affected</p>	All
<p>Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	Details:

<p>Links to Council Ambition: Customers, Economy, Environment and Housing</p>
<p>Providing excellent and accessible services, by continuous improvement to service delivery and listening to our customers. Having a skilled and engaged workforce and improving the customer experience removing barriers to accessing information.</p>

DOCUMENT INFORMATION	
Appendix No	Title

<p>Background Papers <i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i></p>

Bolsover District Council

Meeting of the Employment and Personnel Committee on 11th September 2024

Review of Governance

Report of the Director of Governance and Legal Services & Monitoring Officer

Classification	This report is Public
Report By	Jim Fieldsend, Director of Governance and Legal Services & Monitoring Officer

PURPOSE/SUMMARY OF REPORT

To notify the Committee of the proposed changes to Governance and to seek delegated authority for the Chief Executive Officer to make a decision following completion of the required consultation with staff.

REPORT DETAILS

1. Background

1.1 The Director of Governance and Legal Services & Monitoring Officer is undertaking a review of Governance. The service was reviewed in 2022 however recent changes have led to a further review.

1.2 Currently Governance consists of the following staff:

- 0.6 FTE Governance & Civic Manager (Grade 8);
- 0.4 FTE Governance & Civic Manager (Grade 8)/ 0.6 FTE Governance & Civic Officer (Grade 5)
- 2 x FTE Governance & Civic officers (Grade 5)
- 1 FTE Governance & Civic Assistant (living wage)

1.3 In addition to the above the Scrutiny Officer works closely with Governance however he is not an established member of the team.

1.4 The Governance & Civic Assistant is predominantly responsible for administering the post at the Arc. A recent management review has determined that the post function sits better in Customer Services and so the post has been transferred from Governance to Customer Services.

1.5 The 0.6 FTE Governance & Civic Manager has recently secured another senior governance position at a neighbouring authority. This has provided the opportunity to review the structure. Having two managers has proved to be a difficult

arrangement and the proposal is to have a single manager and three Governance & Civic Officers, one being a senior officer.

2. Details of Proposal or Information

2.1 It is proposed that the 0.6 FTE Governance & Civic Manager and 0.4 FTE Governance & Civic Manager/ 0.6 FTE Governance & Civic Officer are replaced with:

- 1 FTE Governance & Civic Manager (Grade 10) and
- 1 FTE Senior Governance & Civic Officer (Grade 7).

2.2 The 2022 review resulted in a reduction in the level of responsibility for the manager of Governance. This resulted in the role being downgraded from a Grade 9 to a Grade 8. Due to the importance of a good Governance manager the Director of Governance and Legal Services & Monitoring Officer is looking to reverse this but also to enhance the position. Following a change to the job description this post will have more strategic responsibility than previously. At Grade 10 it will be on a par with other managers who report to the Director of Governance and Legal Services & Monitoring Officer and also comparable with other local authorities' Governance Managers.

2.3 It is also proposed that the Scrutiny Officer will become part of the Governance team and report directly to the Governance & Civic Manager. This will help the Scrutiny Officer as currently this is a stand-alone post which does not benefit from being within a team. This will need however the Governance Manager to have a good knowledge of scrutiny and its processes and this is reflected in the increase in the grade.

2.4 In addition it is proposed to re-establish the Senior Governance Officer (retitled Senior Governance & Civic Officer). This was a position disestablished by the 2022 review however the Director of Governance and Legal Services & Monitoring Officer would like to re-establish the position in order to provide adequate deputation to the Governance & Civic Manager. It also provides a suitable stepping stone for governance officers wishing to progress. The Senior Governance & Civic Officer would have some supervisory responsibilities over the two Governance & Civic Officers although overall management will be with the manager.

2.5 Relevant staff have been notified and we currently within a 30 day consultation. It is proposed that the Chief Executive Officer makes a final decision on the proposals set out in this report following completion of the consultation.

3. Reasons for Recommendation

3.1 To improve both the Governance and Scrutiny functions at the Council.

4 Alternative Options and Reasons for Rejection

4.1 To continue with the current arrangements. This is an appropriate time to review Governance in light of changes outlined in the report and the desire to create a managers position in line with other managers who report to the Director.

RECOMMENDATION(S)

That the Committee:

- (1) Notes the proposed changes;
- (2) Delegates the decision on whether to make the changes to the Chief Executive Officer following completion of the consultation with Governance staff;
- (3) recommend to Council that the increased budget required to fund the proposed changes be approved.

Approved by Councillor Duncan McGregor Portfolio Holder for Governance

IMPLICATIONS:

Finance and Risk: Yes No

Details: An increased budget of £36,641 is required to fund the proposed changes in the report. This is based on current pay scales (excl. any estimates for pay awards) and all at the top of the grades. A breakdown of how this is calculated is as follows:

GOV007	Governance & Civic Manager	Grade8	0.60	32,814
GOV011	Governance & Civic Manager	Grade8	0.40	21,876
GOV008	Governance & Civic Officer	Grade5	0.60	22,429
				77,118

NEW	Governance & Civic Manager	Grade10	1.00	67,102
NEW	Senior Governance & Civic Officer	Grade7	1.00	46,657
				113,759

Cost

36,641

This will be a general fund cost.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details: n/a

On behalf of the Solicitor to the Council

Environment: Yes No

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

Details: n/a

Staffing: Yes No

Details: The Council's policies and procedures will be followed for recruitment to these posts.

On behalf of the Head of Paid Service

DECISION INFORMATION

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards, or which results in income or expenditure to the Council above the following thresholds: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No

District Wards Significantly Affected	(please state which wards or state All if all wards are affected) n/a
Consultation: Leader / Deputy Leader <input type="checkbox"/> Executive <input type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/>	Details:

Links to Council Ambition: Customers, Economy, and Environment.

Providing excellent services

DOCUMENT INFORMATION

Appendix No	Title

Background Papers
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