

PERSONNEL COMMITTEE

26 September 2005

Attendance:

Councillors:

Cook (Chairman) (P)

Baxter
Beckett (P)
Bennetts
Coates
Cooper (P)

Goodall (P)
Merritt
Mitchell (P)
Nelmes
Rees (P)

Deputy Members:

Councillor Jackson (Standing Deputy for Councillor Bennetts)
Councillor MacMillan (Standing Deputy for Councillor Coates)

Others in attendance who did not address the meeting:

Councillor Learney (Portfolio Holder for Finance and Resources)
Councillors Davies

349. **MINUTES**

RESOLVED:

That the minutes of the previous meeting of the Committee held on 20 June 2005 (less exempt business) be approved and adopted.

350. **HUMAN RESOURCES DEPARTMENT PERFORMANCE MONITORING**
(Report PER92 refers)

The Director of Human Resources drew the Committee's attention to paragraph 4.5 of the report, which made reference to a slight increase in the number of cases of long term sickness. In answer to Members' questions she stated that three members of staff had been affected by stress-related problems following restructuring of departments within the Council. In addition, in paragraph 6 of the report, the Director of Human Resources explained that the number of job evaluation appeals under the NJC Job Evaluation Scheme had decreased, but it was anticipated that there would be an increase in the number of posts evaluated under the Hay Scheme following organisational changes.

The Director of Human Resources answered Members' questions on equal opportunities monitoring. The Director stated that the City Council worked closely with Hampshire County Council to promote diversity and reach ethnic minority groups. This work was supplemented by the City Council's People Issues Group, the Society of Chief Personnel Officers and the Hampshire and Isle of Wight Local Government Association.

In conclusion, the Committee agreed that it had no comments on the financial performance information and performance indicators that it wished to be considered by Cabinet.

RESOLVED:

That no issues on financial performance information and performance indicators be brought to the attention of Cabinet for consideration.

351. **FINANCE DEPARTMENT – ADDITIONAL REVENUES STAFF**
(Report PER93 refers)

The Director of Finance explained that the two full time equivalent additional Revenues staff referred to in the report would be funded from the Agency Staff Budget. The Agency Staff Budget for the Revenues Section within the Finance Department totalled £60,000, and the full year two points from top of scale equivalent for the two Scale 4 posts as requested was £53,000. The anticipated projection to the end of the current financial year of the two agency staff currently being employed was £78,000.

In answer to Members' questions, the Director of Finance confirmed that the savings for the proposed posts would be found from the removal of the Finance Agency Staff Budget.

The Committee noted that the staffing situation within the Revenues Section had been adversely affected by sick leave as highlighted within paragraph 1.6 of the report.

The Director of Finance agreed with a Member's suggestion that the savings to be made by employing permanent staff over agency staff could be put forward as a Gershon saving.

RESOLVED:

That the Finance Department establishment be increased by two Full Time Equivalent posts as indicated in the report.

352. **CUSTOMER SERVICE CENTRE STAFFING**
(Report PER94 refers)

The Director of Finance reported that it was recommended to increase staffing in the Customer Service Centre by two full time equivalents, relating to one additional Customer Service Advisor and one additional Team Leader.

In answer to Members' questions, the Director of Finance explained that with long opening hours between 8 am and 6 pm, team cover within the Customer Service Centre was stretched and the situation was particularly acute during holiday periods and through other reasons such as providing time for staff training and to cover for sick leave.

The Committee enquired as to how the efficiency and effectiveness of the Customer Service Centre could be measured, particularly in terms of savings within staff costs in the Directorates, following transfer of services and staff to the Service Centre.

The Director of Finance recognised that actual savings were hard to demonstrate, but one approach was to measure the work carried out by the Customer Service Centre and convert it into full time staff equivalents. In this way each service department could be given a target by which to reduce their staff to equate to the savings.

Both quantitative and qualitative methods were used to shape and measure the service provided by the Customer Service Centre, and a bench marking exercise with three other local authorities was taking place. The results of such exercises would be reported in due course to the Resources Scrutiny Panel.

Following debate the Committee agreed to add to the recommendation in the report in order that a report be brought back to Committee at a future date to assess the personnel efficiencies gained from the new Customer Service Centre.

RESOLVED:

That approval be given to an increase in establishment for the Customer Service Centre of two full time equivalents and that a report be brought back to the Personnel Committee in due course regarding the changes to the establishment in full time equivalents as a result of the transfer of staff from the service areas.

353. EXEMPT BUSINESS

RESOLVED:

That the public be excluded from the meeting during the consideration of the following items of business because it is likely that, if members of the public were present, there would be disclosure to them of 'exempt information' as defined by Section 100I and Schedule 12A to the Local Government Act 1972.

<u>Minute Number</u>	<u>Item</u>	<u>Description of Exempt Information</u>
	Winchester City Council Staff Establishment	Information relating to a particular employee, former employee or applicant to become an employee of, or a particular office-holder, former office-holder or applicant to become an office-holder under the authority. (Para 1 to Schedule 12A refers).

Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office-holders under, the authority. (Para 11 to Schedule 12A refers).

354. **EXEMPT MINUTES**

RESOLVED:

That the exempt minutes from the previous meeting of the Committee held on 20 June 2005 relating to Winchester City Council staff establishment 2005/2006 be approved and adopted.

The meeting commenced at 6.30 pm and concluded at 7.35 pm.

Chairman