



ORGANISATIONAL DEVELOPMENT COMMITTEE

MEETING : Monday, 22nd September 2014

PRESENT : Cllrs. James (Chair), Dallimore (Vice-Chair), Hilton, Norman and Chatterton

Others in Attendance

Martin Shields, Corporate Director of Services and Neighbourhoods

Ashley Gough, Human Resources

Sadie Neal, Head of Business Improvement

Lucy Wright, Tourist Information Centre Service Manager

Jeff Thomas, Health and Safety Advisor

Tanya Davies, Democratic and Electoral Services Manager

7. DECLARATIONS OF INTEREST

7.1 There were no declarations of interest.

8. MINUTES

8.1 **RESOLVED** – That the minutes of the meetings held on 24 February 2014 and 24 March 2014 and 26 June 2014 be approved as correct records and signed by the Chair.

9. PUBLIC QUESTION TIME (15 MINUTES)

9.1 There were no public questions.

10. PETITIONS AND DEPUTATIONS (15 MINUTES)

10.1 There were no petitions or deputations.

11. REALIGNMENT OF THE TOURIST INFORMATION CENTRE

11.1 The Committee considered a report of the Corporate Director of Services and Neighbourhoods concerning the realignment of the Tourist Information Centre (TIC).

11.2 The TIC Service Manager outlined the proposals and explained that significant changes within the service necessitated a modernised structure to take account of the additional responsibilities taken on by the team and how the service had developed due to increased footfall and income.

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- 11.3 Councillor Hilton questioned whether the proposed additional cost of the service could be adequately covered by the increased revenue.
- 11.4 The TIC Service Manager noted that profit had spiked in 2009 as a result of the arrangement with National Express and that although the effect of this had decreased, profit remained at a good level. She explained that the cost of the service had been reduced through smarter and more efficient ways of working.
- 11.5 Councillor Norman noted that the financial information was complicated, but that the cost of the service had decreased significantly over recent years.
- 11.6 The Chair noted that staff was the biggest cost to the service and that it was difficult to see how the large reduction in the cost of the service had been achieved.
- 11.7 The Corporate Director of Services and Neighbourhoods advised that the cost of the service had also reduced as a result of shifting the emphasis away from internal recharges as the TIC did not draw significantly on the services of other council departments. He also noted that profit over recent years had stayed at a consistent level. He emphasised the importance of giving the award-winning service the opportunity to modernise and also to recognise the additional responsibility taken on by the Service Manager.
- 11.8 **RESOLVED** - That the proposed structure for the Tourist Information Centre service, set out in Appendix 1 to the report, be agreed.

12. HEALTH AND SAFETY POLICY

- 12.1 The Committee considered a report of the Head of Public Protection concerning the Council's health and safety policy and associated documents.
- 12.2 The Health and Safety Advisor highlighted the proposed changes to the policy, which included clear responsibilities for managers and staff, as well as mandatory training.
- 12.3 Councillor Norman asked the Health and Safety to seek clarification on the legal position in respect of the timetable for revisiting the policy.
- 12.4 The Chair noted that Employee Forum had requested some tweaks to the proposed policy.
- 12.5 **RESOLVED** –
- (1) That the revised Health and Safety Policy, as contained in Appendix 1, be agreed and adopted.
 - (2) That the revised policy be signed by the Corporate Director of Services and Neighbourhoods.

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13. UPDATED EMPLOYMENT POLICIES AND PROCEDURES

- 13.1 The Committee considered a report of the Head of Human Resources and Organisational Development regarding revised 'Absence Management' and 'Bullying and Harassment' policies.
- 13.2 The HR Advisor explained that all HR policies were in the process of being updated and simplified to focus on the key information for staff and managers and ensuring compliance with current legislation. He noted that consultation had taken place with staff focus groups, Trade Union Consultation Meeting and Employee Forum and that, following approval, they would be made available through Net Consent and staff would be briefed on changes, with training provided as necessary.
- 13.3 In response to a question from Councillor Norman regarding occupational health services, the HR Advisor explained that the Council used the services of an external private provider and through a consortium with other district councils. He advised that the arrangement was under review and all options for future provision would be considered.
- 13.4 In response to a question from Councillor Dallimore, the HR Advisor confirmed that, in respect of complaints from Members against Council officers, Members would be treated like members of the public in terms of the process followed, but not in terms of status.
- 13.5 **RESOLVED** - That the updated policies and procedures, as set out in Appendices 1 & 2, be adopted.

14. REALIGNMENT OF THE BUSINESS IMPROVEMENT SERVICE

- 14.1 The Committee considered a report of the Head of Business Improvement concerning the realignment of the Business Improvement Service.
- 14.2 The Head of Business Improvement explained that the nature of the service had changed significantly over recent months, retaining the business improvement focus and taking client services and performance functions. She advised that the additional posts proposed would ensure that the Council delivered these functions effectively and that the additional cost was in the region of £20,000.
- 14.3 Councillor Norman asked whether consideration had been given to sharing services with Gloucestershire County Council in respect on the IT Client Officer post.
- 14.4 Councillor Chatterton questioned whether the Civica IT Client Officer was graded at the appropriate level to secure the level of expertise and experience needed.
- 14.5 The Head of Business Improvement advised that the Civica Client Officer post would be a part time semi-technical position also responsible for contract management, and that there would be provision to buy in specialist expertise when required. She explained that the County would continue to provide support to the City and was likely to assist with recruitment to the post, however, sharing

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resources with the County was not viable because their resources were structured around their systems and software, which were different from many of the City's.

- 14.6 The Chair noted that the grading of the Amey Client Officer post and questioned how the role fitted into the management of the Council's highest value contract. He emphasised the importance of robust contract management in light of past experiences and stated that Members needed further clarification on the wider approach before approving the proposed structure.
- 14.7 Councillor Norman stated that the Council needed to ensure that contract management savings targets could be met and that it must be able to demonstrate how they would be achieved.
- 14.8 The Head of Business Improvement explained that the Head of Neighbourhood Services would continue to lead on negotiations with Amey and the client officer position was a technical role with process and administrative responsibilities. She noted that the post had already been agreed as part of the review of Neighbourhood Services in 2013 and that it was proposed to move it into Business Improvement to locate all of the client services posts within one service.
- 14.9 The Corporate Director of Services and Neighbourhoods noted that improvements in contract management were required. He urged Members to approve the recruitment of the Civica IT Client Officer and seek additional information regarding the remaining client services posts.

14.10 **RESOLVED –**

- (1) That the Head of Business Improvement proceed with the recruitment of a Civica IT Client Officer.
- (2) That the remainder of the proposed structure for the Business Improvement Service be brought back to a future meeting following clarification of the wider approach to contract management.

15. EXCLUSION OF PRESS AND PUBLIC

- 15.1 **RESOLVED –** that the press and public be excluded from the meeting during the following item of business on the grounds that it is likely, in view of the nature of business to be transacted or the nature of the proceedings, that if members of the press and public are present during consideration of these items there will be disclosure to them of exempt information as defined in Schedule 12A of the Local Government Act 1972 as amended.

Minute

Description of Exempt Information

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| 16 | 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. |
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16. MINUTES

16.1 **RESOLVED** – That the exempt minutes of the meetings held on 24 March 2014 be approved as correct records and signed by the Chair.

17. DATE OF NEXT MEETING

17.1 Monday 24 November at 6.00pm.

Time of commencement: 18:00 hours

Time of conclusion: 18:45 hours

Chair