

<b>Meeting:</b>	<b>Organisational Development Committee</b>	<b>Date:</b>	<b>22 September 2014</b>
<b>Subject:</b>	<b>Review of the Tourist Information Centre – consultation responses and final proposal</b>		
<b>Report Of:</b>	<b>Corporate Director of Resources</b>		
<b>Wards Affected:</b>	<b>All</b>		
<b>Key Decision:</b>	<b>No</b>	<b>Budget/Policy Framework:</b>	<b>No</b>
<b>Contact Officer:</b>	<b>Lucy Wright, Tourist Information Centre Service Manager</b>		
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<b>Appendices:</b>	<b>1. Review of Tourist Information Centre - Consultation Document</b>		
	<b>2. Consultation responses</b>		

## FOR GENERAL RELEASE

### 1.0 Purpose of Report

- 1.1 This report sets out details of the responses received and considered during the period of consultation on the proposed changes to the Tourist Information Centre. The report seeks final approval for the proposed structure.

### 2.0 Recommendations

- 2.1 Organisational Development Committee is asked to **RESOLVE** that the proposed structure for the Tourist Information Centre service, set out in Appendix 1 to the report, be agreed.

### 3.0 Background and Key Issues

- 3.1 Proposals to review the Tourist Information Centre team were presented to staff on 7 July 2014. This was the start of a period of consultation with both staff and recognised Trade Unions, with the close of the consultation being on the 7 August 2014.
- 3.2 As a result of the consultation, 5 responses were received from staff. The proposals were also presented to the Trade Union Consultation Meeting on 9 September and Employee Forum on 11 September for comment.
- 3.3 Due to the positive comments fed back during the consultation period; there has been no change to the initial proposals.
- 3.4 It is acknowledged that change can be difficult and although the proposals are positive, all staff will be supported through the change.

3.5 It is proposed to carry out the assimilation and ring-fencing applications for the new and existing posts as soon as possible.

#### **4.0 Alternative Options considered**

4.1 The way in which the Tourist Information Centre is structured to deliver its services is a key factor in determining its operational success.

4.2 As such, no alternative proposals were considered to be viable.

#### **5.0 Reason for Recommendations**

5.1 The Tourist Information Centre's current structure has not been evaluated for approximately 10 years therefore being considerably out of date. All job descriptions and personal specifications need re-evaluating.

5.2 There has been a shift in expectations of all roles within the service due to the Commercial Services Manager not being replaced, resulting in greater reliance on the Tourist Information Centre Manager and, therefore, a shift in responsibility through the rest of the service.

5.3 Over the past 6 years, demand of the service has increased significantly, resulting in higher footfall and increased income, therefore leading to a reduction in cost to the City Council which is outlined in the proposals. A shift in responsibility and the need to empower staff will help develop the service moving forward.

#### **6.0 Future Work and Conclusions**

6.1 On approval of the proposed structure, the selection process will commence.

#### **7.0 Financial Implications**

7.1 This service review will result in an additional cost of £27,144 plus 30% in on costs (based on everyone being at the top of their pay scale). This additional cost is due to the creation of a new office role and through changes to existing roles.

7.2 Financial projections for the service indicate an increase in the profit from the trading account, as a result of the service improvements currently in progress. It is considered that this increase will be sufficient to meet the additional costs incurred by the restructure.

(Financial Services have been consulted in the preparation of this report)

#### **8.0 Legal Implications**

8.1 There are no legal implications from this proposal.

(Legal Services have been consulted in the preparation of this report)

## **9.0 Risk & Opportunity Management Implications**

9.1 The proposed structure offers the appropriate level of resource to ensure an efficient and effective Tourist Information Centre team and as such, there are no risks associated with the proposals.

## **10. People Impact Assessment (PIA)**

10.1 A PIA has been completed and a number of positive impacts have been identified. The remaining impacts are neutral.

## **11. Other Corporate Implications**

### Community Safety

11.1 Not Applicable

### Sustainability

11.2 Not Applicable

### Staffing and Trade Unions

11.3 All staff affected by these changes, together with the recognised Trade Unions, have been consulted throughout this process.

**Background Documents:** None