

## WEST DUNBARTONSHIRE COUNCIL

### Employee Liaison Group Meeting Held on Monday 10<sup>th</sup> October 2011

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#### NOTES AND ACTIONS FROM MEETING

##### PRESENT:

##### Management Reps:

Tricia O'Neill	-	Head of HR&OD
Linda McAllister	-	Section Head, Employment Policy & Practice
Sam Dove	-	Section Head, Transactional Services
Tracy Keenan	-	Lead Advisor, Policy & Employee Relations
Irene Gardiner	-	HR Advisor, Employee Relations (notes)

##### Union Reps:

Charlie McDonald	-	UNITE
Denise McLafferty	-	UNISON
Stewart Paterson	-	EIS
Brian Johnstone	-	GMB
Julie McGregor	-	GMB

##### In Attendance:

Ronnie Dinnie	-	Head of Service, HEEDs
Stephen Daly	-	Contact Centre Manager
Peter Barry	-	Community Planning Partnership Manager
Angela Terry	-	Manager, Organisational Development

ITEM		ACTION
1.	<b>Apologies</b> Joyce White, Stewart Paterson, John Kennedy, Duncan Borland	
2.	<b>Notes of Previous Meeting</b> Agreed	
3.	<b>Matters Arising from last Meeting</b>  (i) <u>Living Wage</u>  PMcG has completed report for CMT in relation to MA and Living Wage Allowance.  (ii) <u>PVG</u>  TU concerns regarding payment of membership fees was raised at JCF and it was agreed that a report was to be submitted to CECG. Confirmed this was being actioned and would also show comparison with practice in other Councils and highlight budgetary issues  Process for retrospective checking will be developed and	MM

	<p>discussed with trades unions.</p> <p>(iii) <u>Default Retiral Age</u></p> <p>CMcD updated that issue raised at last ELG resulted in employee receiving letter from Legal, UNITE wish to note concern regarding inconsistencies in dealing with this.</p> <p>(iv) <u>Job Evaluation</u></p> <p>CMcD &amp; BJ noted concern regarding appeal process. PMcG has prepared report on concerns raised and HR will meet to discuss and then meet with trades unions. TON highlighted standard process required. Guidance will be issued to all Managers. PMcG to bring proposals to a future meeting</p> <p>(v) <u>Christmas Closure</u></p> <p>Core Brief to be prepared. CMcD noted concern relating to call out during the closure period. Core Brief will remind employees that where service delivery allowed there would be office closure at Christmas. Trade union concerns regarding employees on call out and in the craft area had been noted and managers would be asked to explore options with individuals.</p> <p>(vi) <u>Diamond Jubilee</u></p> <p>Advice sought COSLA. Proposed holiday for Diamond Jubilee. This is a Tuesday, some areas are moving their Friday holiday where they have May weekend. Local TU discussion agreed that Tuesday as a holiday only would be most appropriate. CMT report would be submitted to CMT for decision.</p>	<p>PMcG</p> <p>LMcA</p> <p>LMcA</p>
4.	<p><b>One Stop Shops</b></p> <p>Peter Barry and Stephen Daly were welcomed to the meeting and invited to update the group on progress with One Stop Shops. This is a pilot approach to provide support to the community with transactional activity in – Clydebank, Dumbarton &amp; Alexandria. Housing Office, Mitchell Way, Alexandria identified for pilot. Location in Clydebank and Dumbarton to be agreed.</p> <p>DMcL noted concern re: staff safety. SD highlighted already dealing in all areas and processes in place. By reducing the number of service points security should be improved. Risk Assessment will also be completed at each location.</p> <p>CMcD enquired if a recognised model was being followed, SD advised visited Stirling, North Lanarkshire and some private companies in relation to technology, and one stop shops.</p> <p>DMcL asked re: up-skilling of staff, SD advised that this has already been demonstrated within Contact Centre and that a referral process will also be in place for more technical</p>	

	<p>assistance. Staff will refer and book appointments for residents at appropriate offices which should reduce number of visits a resident will have to make to resolve issues/make enquiries.</p> <p>DMcL asked if any effect on staffing numbers. SD explained that staffing should actually increase as 10 Receptions will be incorporated into One Stop Shops. At this stage no risk for jobs, savings will be made by reduction of number of visits a resident has to make.</p> <p>TK enquired about costs, SD advised £17 for face to face transaction against £4 telephone transaction but that the cost would be offset by the reduced number of contacts a customer needs to make.</p> <p>TON asked about timescale, PB advised that proposal for Christmas however this will be difficult to meet. Planning to keep to as close to this date as possible.</p> <p>CMcD enquired about budgeting, PB explained that the £200K Future Money will be utilised for set up, budget for staffing already in place, will be brought into one area when each move.</p>	
<b>5.</b>	<p><b>Employee Survey</b></p> <p>AT provided an update of the Staff Survey, results have now been collated and CMT have reviewed. There was 2% increase in respondents, and a positive increase in manual/remote workers as this increased from 4% to 21%.</p> <p>Generally positive overall but a lack of communication was reported particularly during periods of change. This highlighted work required on Organisational Change and Communication.</p> <p>Report to be provided to Corporate &amp; Efficient Governance Committee in November highlighting 3 areas for management to progress:</p> <ol style="list-style-type: none"> <li>1. Future Direction/Forward Plan</li> <li>2. Support to Management re Organisational Change</li> <li>3. Organisational Communication</li> </ol> <p>AT provided all an overview of results and will send full report to all. Meeting with TU then to be arranged</p>	AT
<b>6.</b>	<p><b>Budget Review – Update</b></p> <p>No update.</p>	
<b>7.</b>	<p><b>Shared Services – Update</b></p> <p>No update – all agreed to remove from Agenda. .</p>	
<b>8.</b>	<p><b>Partial Housing Stock Transfer</b></p> <p>Relevant Manager to be invited to future ELG to provide update.</p>	IG
<b>9.</b>	<p><b>Leisure Trust – Update</b></p>	

	<p>Ronnie Dinnie had been invited to provide group with an update on Leisure Trust progress. Project Manager now appointed – Alan Moyes. 6 Road-shows have now been carried out attended by 118 of the 180 staff potentially affected by the move to the Trust.</p> <p>Meetings are held with TU. Monthly meetings to take place and TU are on the project team.</p> <p>Leisure Trust Board to be set up. This will consist of 9 members, which include 3 Councillors and 6 Independent members one of which may be an employee representative. 1 Discussion arose around TU participation on Board, Collective Bargaining etc.</p> <p>Provisional date for transfer to Leisure Trust is 01/04/2012 and on target to meet this date.</p> <p>Discussion arose around TUPE transfer, RD confirmed discussion already underway with Strathclyde Pension Fund Office regarding admitted body status.</p> <p>RD will send copy of roadshow presentation to Group.</p>	RD
10.	<p><b>Redeployment Protocol</b></p> <p>Email has been circulated clarifying issue raised at last ELG.(Posts not being offered through the redeployment register / internally prior to being advertised). DMcL advised that she has raised her concerns in relation to HEEDs with Anne Marie Cosh and matter had been concluded.</p> <p>Union requested a robust process for redeployment is agreed and implemented, and it was noted MM will be asked to prepare process.</p>	MM
11.	<p><b>Partnership Working</b></p> <p>ACAS workshops being arranged. Participants, Key Note Speakers and venue to be agreed.</p>	IG
12.	<p><b>Actions arising from JCF</b></p> <p><u>Attendance Policy</u> TU expressed concern that employees being told TU have agreed policy, TK confirmed this is not the case and it is made clear TUs <i>consulted</i> on policy but had <i>not agreed</i> with final policy. FAQs have been developed following briefing sessions and are available on the HR&amp;OD Knowledge Portal and it clarifies TU position. Copy Of FAQs will be sent to TUs/</p>	TK
16.	<p><b>Any Other Matters</b></p> <p>(i) <u>Ballot</u></p> <p>Advice from COSLA is awaited on legality of ballot. Unison,</p>	

	<p>UNITE GMB confirmed they have been advised this will be going ahead.</p> <p>(ii) <u>Recruitment of Executive Director of Corporate Services</u></p> <p>Recruitment process has started for Executive Director of Corporate Services. It is anticipated post will not be filled until March next year, and David Amos, has been appointed as Interim Director until the post is filled.</p> <p>(iii) <u>Christmas Salary</u></p> <p>SD advised details for Christmas weekly/fortnightly pay. DMcL requested reminders sent to staff nearer time, SD confirmed payslip message will include details the arrangements.</p>	SD
17.	<p><b>Date and Time Next Meeting</b></p> <p>Monday 14<sup>th</sup> November 2011 at 10:30am. Timetable for further meetings detailed below.</p>	

## SUMMARY OF ACTIONS FROM MEETING

Action	Responsible	Progress
<u>Christmas Closure</u> To be included in October Core Brief	LMcA	
<u>Diamond Jubilee</u> Report to CMT	LMcA	
<u>Staff Survey</u> Report to be circulated to group and meeting to be arranged with TU	AT	
<u>PVG</u> Report to Corporate & Efficient Governance Committee regarding payment issues	LMcA	
<u>Leisure Trust</u> Copy of presentation to be distributed to Group.	RD	
<u>Job Evaluation</u> Guidance to be issued to Managers, update to be provided to ELG.	PMcG	
<u>Redeployment Process</u> Process for Redeployment to be issued	MM	
<u>Partial Housing Stock Transfer</u> Invite appropriate HEED manager to future meeting of ELG	IG	

## TIMETABLE FOR FUTURE MEETINGS

Date	Time	Venue
24/10/2011	10:30am	Tricia O'Neill Office
14/11/2011	10:30am	Tricia O'Neill Office
05/12/2011	10:30am	Tricia O'Neill Office
09/01/2012	10:30am	Tricia O'Neill Office

30/01/2012	10:30am	Tricia O'Neill Office
20/02/2012	10:30am	Tricia O'Neill Office
12/03/2012	10:30am	Tricia O'Neill Office
02/04/2012	10:30am	Tricia O'Neill Office
23/04/2012	10:30am	Tricia O'Neill Office