

CORPORATE SERVICES COMMITTEE

At a Meeting of the Corporate Services Committee held in Committee Room 3, Council Offices, Garshake Road, Dumbarton on Wednesday, 9 November 2016 at 2.02 p.m.

Present: Councillors George Black, David McBride, Jonathan McColl, Patrick McGlinchey, John Mooney, Gail Robertson, Martin Rooney and Kath Ryall.

Attending: Angela Wilson, Strategic Director – Transformation & Public Service Reform; Peter Hessett, Strategic Lead - Regulatory; Stephen West, Strategic Lead - Resources; Malcolm Bennie – Strategic Lead – Communication, Culture & Communities; Vicki Rogers, Strategic Lead – People & Technology; Darren Paterson, Strategic HR Manager; Andrew Gordon, Corporate Procurement Manager (Interim); Stephen Daly, Customer Services Manager; Ryan Chalmers, Section Head, Revenues & Benefits and Craig Stewart, Committee Officer.

Apologies: Apologies for absence were intimated on behalf of Councillors Gail Casey, Jim Finn, Lawrence O'Neill and Tommy Rainey.

Councillor Kath Ryall in the Chair

DECLARATIONS OF INTEREST

It was noted that there were no declarations of interest in any of the items of business on the agenda.

MINUTES OF PREVIOUS MEETING

The Minutes of Meeting of the Corporate Services Committee held on 10 August 2016 were submitted and approved as a correct record.

MINUTES OF JOINT CONSULTATIVE FORUM – 1 SEPTEMBER 2016

After discussion, the Minutes of Meeting of the JCF held on 1 September 2016 were submitted and all decisions contained therein were approved.

WRITE-OFF OF MISCELLANEOUS INCOME DEBTOR ACCOUNTS AND COUNCIL TAX – QUARTER 2, 2016/17

A report was submitted by the Strategic Lead – Resources seeking approval of the write-off of debts in respect of miscellaneous income debtor accounts and council tax accounts, which have been deemed as irrecoverable during Quarter 2 2016/17, arising from various years and reasons as detailed in the Appendices to the report.

After discussion and having heard the Strategic Lead – Resources and Section Head, Revenues & Benefits in further explanation and in answer to Members' questions, the Committee agreed:-

- (1) to approve the write-off of miscellaneous income debt valued at £1,080.00; and council tax debt of £36,994.86; and
- (2) to note the comments at 4.3 of the report in relation to the proposed increase to the Financial Regulation D4 which gives the Strategic Lead – Resources authority to write-off individual debts up to £1,000.

STRATEGIC DELIVERY PLANS 2016/17 – MID-YEAR PROGRESS REPORTS

Reports were submitted by the relevant Strategic Leads in relation to the undernoted four strategic areas, and were dealt with as follows:-

(1) Communications, Culture & Communities

After discussion and having heard the Strategic Lead – Communications, Culture & Communities and the Customer Services Manager in answer to a Member's questions, the Committee agreed to note the contents of the report and the progress achieved at mid-year.

(2) People & Technology

After discussion and having heard the Strategic Lead – People & Technology and the Strategic HR Manager in further explanation and in answer to a Member's questions, the Committee agreed to note the contents of the report and the progress achieved at mid-year.

(3) Regulatory

The Strategic Lead – Regulatory advised the Committee of a correction to the report in respect of Paragraph 4.7 under the sub-heading Customer Feedback. Accordingly, it was noted that with regard to Stage 1 complaints, the average figure of 5 working days was incorrect and this figure should read 2.5 days. He also advised that no complaints had been upheld during the period covered by the report.

After discussion and having heard the Strategic Lead – Regulatory in further explanation and in answer to a Member's questions and the Strategic Lead – People & Technology, the Committee agreed to note the contents of this report and the progress achieved at mid-year.

(4) Resources

After discussion and having heard the Strategic Lead – Resources in further explanation and in answer to a Member's questions, the Committee agreed to note the contents of this report and the progress achieved at mid-year.

**CORPORATE SERVICES BUDGETARY CONTROL REPORT TO
30 SEPTEMBER 2016 (PERIOD 6)**

A report was submitted by the Strategic Lead – Resources advising on the performance of the Corporate Services budget for the period to 30 September 2016.

After discussion, the Committee agreed:-

- (1) to note that the revenue account currently showed a projected annual favourable variance of £0.015m (0.09% of the total budget); and
- (2) to note that the capital account shows was projecting a nil variance for both the current year and project life.

PROCUREMENT STRATEGY (2015 TO 2017) – ANNUAL PROGRESS REPORT

A report was submitted by the Strategic Lead – Resources providing an update on the outcomes achieved relative to the Council's Procurement Strategy, 2015 to 2017 and the areas of focus for the next 12 months.

After discussion and having heard the Strategic Director and the Corporate Procurement Manager (Interim) in further explanation and in answer to Members' questions, the Committee agreed to note the contents of the report.

DIGITAL STRATEGY 2016-2021

A report was submitted by the Strategic Lead – Communications, Culture & Communities setting out how the Council will make use of modern technology to provide customer service channels that increase choice, improve satisfaction and reduce costs.

After discussion and having heard the Strategic Lead in further explanation, the Committee agreed to approve the proposed direction of digital transformation at West Dunbartonshire Council on the basis detailed in the Appendix to the report.

JOB EVALUATION POLICY AND PROCEDURE REVIEW

A report was submitted by the Strategic Lead – People & Technology providing an update on the review of the Job Evaluation Policy and Procedure.

After discussion and having heard the Strategic Lead in further explanation and in answer to a Member's question, the Committee agreed:-

- (1) to note that the review of the Policy and Procedure had been agreed with Trade Unions at the Employee Liaison Group on 26 October 2016;
- (2) to approve the changes to the Job Evaluation Policy and Procedure; and
- (3) otherwise to note the contents of the report.

EARLY RETIREMENT, VOLUNTARY SEVERANCE AND REDEPLOYMENT – 1 APRIL TO 30 SEPTEMBER 2016

A report was submitted by the Strategic Lead – People & Technology advising on early retirements, voluntary severance, and re-deployment during the 6 month period from 1 April to 30 September 2016.

The Committee agreed to note the contents of the report.

TRADE UNION RECOGNITION AND FACILITIES AGREEMENT

A report was submitted by the Strategic Lead – People & Technology providing an update on the review of the internal structures that support the efficient and effective partnership working arrangements with the Trade Unions.

After discussion and having heard the Strategic Lead in answer to a Member's question, the Committee agreed to note the contents of the report and approved the amendments to the Trade Union Recognition and Facilities Agreement.

WORKING WELL TOGETHER – ATTENDANCE MANAGEMENT QUARTER 2

A report was submitted by the Strategic Lead – People & Technology advising on attendance levels across the Council for Quarter 2 (July to September 2016) and providing a breakdown of absence performance by Strategic Lead area.

After discussion and having heard the Strategic Director and the Strategic Lead – People & Technology in further explanation and in answer to a Member's questions, it was agreed:-

- (1) to note, with satisfaction, the content of the report and the attendance results for Q2 2016/17, namely a significant decrease of 2106 FTE days lost (19.3%) compared to the same period last year; and
- (2) to note the supporting verbal commentary from the Director in respect of pertinent points/actions to note for the service areas within the locus of the Committee.

BI-ANNUAL WORKFORCE MONITORING REPORT

A report was submitted by the Strategic Lead – People & Technology providing employee information relating to the period 1 April to 30 September 2016, including analysis against the same period in 2015.

The Committee agreed to note the following employment information for 1 April to 30 September 2016:-

- (1) Attendance statistics
- (2) Occupational health and counselling
- (3) Accidents/incidents
- (4) Discipline, grievance and dignity at work
- (5) Employee development
- (6) Recruitment monitoring
- (7) Staffing watch as at 11 June 2016

The meeting closed at 3.20 p.m.