

## **CORPORATE SERVICES COMMITTEE**

At a Meeting of the Corporate Services Committee held in the Council Chamber, Clydebank Town Hall, Dumbarton Road, Clydebank on Wednesday, 7 June 2017 at 2.02 p.m.

**Present:** Provost William Hendrie and Councillors, Ian Dickson, Jim Brown, Jim Finn, Daniel Lennie, Caroline McAllister, Jonathan McColl, Iain McLaren, John Mooney and Martin Rooney.

**Attending:** Angela Wilson, Strategic Director – Transformation & Public Service Reform; Peter Hessett, Strategic Lead – Regulatory; Malcolm Bennie – Strategic Lead – Communication, Culture & Communities; Vicki Rogers, Strategic Lead – People & Technology; Stephen Daly, Customer Service Manager; Tracey Keenan, HR Business Partner; Alison McBride, Manager of Organisational Development & Change; Darren Paterson, Strategic HR Manager; Alan Douglas, Manager of Legal Services and Nuala Quinn-Ross, Committee Officer.

**Apology:** An apology for absence was intimated on behalf of Councillor David McBride.

**Councillor Ian Dickson in the Chair**

### **WELCOME**

Councillor Dickson, Chair, welcomed everyone to the first meeting of the Corporate Services Committee since the local government elections on 4 May 2017.

### **MINUTE OF SILENCE**

Having heard the Chair, Councillor Dickson, the Committee observed a minute's silence as a mark of respect for the victims of the recent terror attacks in Manchester and London.

### **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 JOINT CONSULTATIVE FORUM – 9 MARCH 2017**

The Minutes of Meeting of the Joint Consultative Forum held on 9 March 2017 were submitted for information and ratification.

### **REGULATORY DELIVERY PLAN 2017/18**

A report was submitted by the Strategic Lead – Regulatory presenting the 2017/18 Delivery Plan and the year-end progress report on the actions in the 2016/17 Delivery Plan.

After discussion and having heard the Strategic Lead - Regulatory in further explanation of the report and in answer to Members' questions, the Committee agreed to approve the Regulatory Delivery Plan 2017/18 and noted the progress made on delivering the 2016/17 actions.

Note:- the Strategic Lead – Regulatory left at this point in the meeting.

### **RESOURCES DELIVERY PLAN 2017/18**

A report was submitted by the Strategic Lead – Resources presenting the 2017/18 Delivery Plan and the year-end progress report on the actions in the 2016/17 Delivery Plan.

After discussion and having heard the Strategic Lead – Resources in further explanation of the report and in answer to Members' questions, the Committee agreed to approve the Resources Delivery Plan 2017/18 and noted the progress made on delivering the 2016/17 actions.

### **COMMUNICATIONS, CULTURE & COMMUNITIES DELIVERY PLAN 2017/18**

A report was submitted by the Strategic Lead – Communications, Culture & Communities presenting the 2017/18 Delivery Plan and the year-end progress report on the actions in the 2016/17 Delivery Plan.

After discussion and having heard the Strategic Director, the Strategic Lead – Communications, Culture & Communities and the Customer Service Manager in further explanation of the report and in answer to Members' questions, the Committee agreed to approve the Communications Culture & Communications Delivery Plan 2017/18 and noted the progress made on delivery of the 2016/17 actions.

## **PEOPLE & TECHNOLOGY DELIVERY PLAN 2017/18**

A report was submitted by the Strategic Lead – People & Technology presenting the 2017/18 Delivery Plan and the year-end progress report on the actions in the 2016/17 Delivery Plan.

After discussion and having heard the Strategic Director and the Strategic Lead – People & Technology in further explanation of the report and in answer to Members' questions, the Committee agreed to approve the People & Technology Delivery Plan 2017/18 and note the progress made on delivery of the 2016/17 actions.

## **ACCOUNTS COMMISSION REPORT: A REVIEW OF HOUSING BENEFIT FRAUD INVESTIGATION LIAISON ARRANGEMENTS IN SCOTLAND**

A report was submitted by the Strategic Lead – Resources providing information regarding a report recently published by the Accounts Commission and prepared by Audit Scotland.

After discussion and having heard the Strategic Director and the Strategic Lead – Resources in further explanation of the report and in answer to Members' questions, the Committee agreed to note the findings of the report.

## **UPDATE OF VOLUNTARY GRANTS 2016/17 AND 2017/18**

A report was submitted by the Strategic Lead – Resources providing an update as to voluntary grants approved by West Dunbartonshire Voluntary Service (WDCVS) in 2016/17 in respect of Community Chest, Playscheme, Cultural and Social Transport Support Funding Grants.

After discussion and having heard the Strategic Lead – Resources in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to note the position of the grants paid out by WDCVS and Dumbarton Common Good in 2016/17;
- (2) that the £29,154 of unspent funding paid to WDCVS in 2016/17 be distributed to elderly groups within the West Dunbartonshire area; and
- (3) to approve the transfer of £3,000 from the 2017/18 grants budget to the Provost's Fund to reinstate the level to £3,000.

## **COUNCIL WORKFORCE PLAN**

A report was submitted by the Strategic Lead – People & Technology providing an update in respect of the Council's workforce planning activity for 2017/18.

After discussion and having heard the Strategic Director and the Strategic HR Manager in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to approve the Council Workforce Plan for 2017/18;
- (2) to note that the development of the Council Workforce Plan for 2017/22 would be developed in conjunction with the Council's Strategic Priorities for the same period; and
- (3) to note that a report on the Council's 5 year Workforce Plan for 2017/22 would be submitted to a future meeting of the Committee.

## **STRATEGIC WORKFORCE PLANNING FRAMEWORK**

A report was submitted by the Strategic Lead – People & Technology presenting a revised Strategic Workforce Planning Framework supporting a more robust, longer term approach to workforce planning across the Council.

After discussion and having heard the Strategic Lead – People & Technology in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to approve the revised Strategic Workforce Planning Framework;
- (2) to note that, whilst the planning cycle within the Health & Social Care Partnership operates over a different period, the Framework clarifies the relationship between the Council-wide workforce planning process and workforce planning within the Partnership in relation to Council employees;
- (3) to note the development of a Council-wide Workforce Plan for 2017/2022 (and accompanying Strategic Lead area plans), implementing the revised Strategic Workforce Planning Framework in full, following development of the Council's Strategic Plan for the same period; and
- (4) to note that a report on the Council's 5 year Workforce Plan for 2017/22 would be submitted to a future meeting of the Committee.

## **CREATING A FLEXIBLE WORKFORCE**

A report was submitted by the Strategic Lead – People & Technology requesting approval of revisions to the Flexible Working and the Recruitment and Selection policies in relation to new initiatives aimed at improving the flexibility of the workforce.

After discussion and having heard the HR Business Partner in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to approve the revisions to the Flexible Working Policy as follows:-  
  
remove the qualifying period for application (currently 26 weeks in employment with West Dunbartonshire Council) and to permit requests every 6 months (currently restricted to one request per year); and  
  
include provisions for every Council post (subject to justifiable exclusions) to be advertised as suitable for flexible working, and to encourage prospective candidates to indicate a preference for a flexible working pattern at the application stage; and
- (2) that there be an addition to the Recruitment and Selection Policy (by way of an appendix) to include a guaranteed interview scheme for carers returning to the workplace following a break from employment. This could be as a result of providing child or adult care (e.g. maternity, elderly care).

## **LAUNCH OF 'BE THE BEST CONVERSATIONS' (REPLACING PERFORMANCE AND DEVELOPMENT PLANNING (PDP) POLICY & PROCEDURE)**

A report was submitted by the Strategic Lead – People & Technology outlining the rationale for replacing the PDP Policy & Procedure with 'Be the Best Conversations'.

After discussion and having heard the Manager of Organisational Development & Change in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) that the PDP Policy and Procedure be replaced;
- (2) to note the introduction of Be the Best Conversations from April 2017 as a replacement mechanism in encouraging positive employee conversations; and,
- (3) to approve the revised People Management Framework, as detailed within the appendix to the report.

Note:- Councillor Daniel Lennie left at this point in the meeting.

## **WORKING WELL TOGETHER – ATTENDANCE MANAGEMENT: ANNUAL PERFORMANCE 2016/17**

A report was submitted by the Strategic Lead – People & Technology advising on attendance levels across the Council for 2016/17. The report provided 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 of the report and in answer to Members' questions, the Committee agreed:-

- (1) to note the contents of the report and the attendance results for 2016/17, namely a decrease of 5111 FTE days lost (11.3%) compared to the same period last year;
- (2) to note the supporting verbal commentary from the Strategic Director in respect of pertinent points / actions to note for the service areas within the locus of this Committee.

## **BI-ANNUAL WORKFORCE MONITORING REPORT**

A report was submitted by the Strategic Lead – People & Technology providing employment information relating to the period 1 October 2016 to 31 March 2017, including analysis against the same period in the previous year.

The Committee agreed to note the following employment information for the period 1 October 2016 to 31 March 2017:-

- (1) Attendance statistics;
- (2) Occupational health and employee counselling;
- (3) Accidents/incidents;
- (4) Discipline and Grievance;
- (5) Employee development;
- (6) Recruitment monitoring; and
- (7) Staffing watch.

**EARLY RETIREMENT, VOLUNTARY SEVERANCE AND REDEPLOYMENT –  
PERIOD 1 OCTOBER 2016 – 31 MARCH 2017 AND ANNUAL UPDATE**

A report was submitted by the Strategic Lead – People & Technology advising on early retirements, voluntary severance, and re-deployments during the 6 month period from 1 October 2016 to 31 March 2017 and providing a summary of the 12 month period 1 April 2016 to 31 March 2017.

The Committee agreed to note the contents of the report.

The meeting closed at 4.30 p.m.