

## **EMPLOYER / TRADE UNION COMMITTEE**

**Monday, 13th December, 2021**

Present:-

Councillor Serjeant (Chair)

Kate Harley	Head of HR/L & D	Councillor	J Innes
Theresa	Service Director	Tony Devereux	Unison
Channell	Finance	Maria Slack	Unison
Huw Bowen	Chief Executive	Paula Stephens	Unite
Ade McCormick	Executive Director	Liam Rich	Unite

\*Matters dealt with under the Delegation Scheme

### 78 **APOLOGIES**

Apologies for absence were received from Councillor P Gilby, Andrew Fowler and Lesley Waller.

### 79 **MINUTES**

The minutes of the meeting on 8<sup>th</sup> November 2021 were agreed as a correct record.

### 80 **MATTERS ARISING FROM THE MINUTES**

The Executive Director gave an update on the question that had been raised regarding feedback on the DMA pilot. It was noted that a meeting had been held with Trade Unions and details had been shared for comments.

### 81 **FINANCE UPDATE**

The Service Director for Finance presented an update to the committee on the MTFP latest position. The Report was the first phase of the draft MTFP and acknowledged there was further work to do to have a balanced and financially sustainable medium term with the financial impact of covid / risk of further restrictions.

Estimates assumed that the current local government funding regime would remain unchanged and the Report recognized that the distribution of this funding would be critical in determining the outcome of the outcomes of the Council's individual settlement.

A summary was provided of the General Fund revenue 2021/22 in year position with a revised forecast gap period 6 stated as £355k. Work was said to be ongoing to forecast a balanced position in year with continued monitoring of the financial position and identification of areas where spending could be contained and income maximised.

Further details were presented around the delivery of existing changes, options for addressing the gap, new savings proposals and Organisational Development strategy.

Provisional Settlement was expected next week and it was assumed no Revenue Support Grant (previously £444k) and no assumption of New Homes Bonus based on government indications.

A breakdown of Reserves was provided with £1.5m General Fund Working Balance identified and it was noted that a full review of reserves would be undertaken and risk assessed for the February report as part of the S151 statement on the adequacy of reserves and the robustness of the estimates.

Next steps were said to include MTFP to Cabinet in December, HRA rent setting and service charges/ collection fund to Cabinet in January and Final MTFP report (capital/ TM/ HRA/ GF) and Council Tax Setting to Cabinet in February.

#### **RESOLVED –**

That the update be noted.

### **82 HUMAN RESOURCES UPDATE**

The Head of HR/L & D presented the new Call Monitoring policy and the revised Whistleblowing policy to seek committee agreement to the implementation of both these policies once approved by Employment & General.

The member for Unison welcomed the policies and requested a further week to review and provide any feedback.

#### **RESOLVED –**

That the policies be supported and that they be submitted to the Employment and General Committee for formal approval.

### **83 CALL MONITORING POLICY**

See HR Update.

### **84 WHISTLEBLOWING POLICY**

See HR Update.

## 85 **ORGANISATIONAL DEVELOPMENT UPDATE**

The Executive Director presented an update to the committee on the continued development of the Organisational Development programme with emerging themes stated as Customer Access, Corporate Resources, New Ways of working and ICT Improvement.

It was noted that working with service directors and managers and engaging with staff would determine what should be incorporated into each of these strategic areas of work, with the Council Plan and core values being key.

Immediate programmes of work were continuing with key areas noted as IIP assessment being underway with over 40% completion rate on survey, reshaping of services in Housing, Customers, Revenues and Benefits and Environment, Resources (Covid 19) and Programme Management Office.

Key points for ICT Improvement were

- 9 service areas now using Salesforce
- £283K savings on track to be achieved in year
- 44% reduction in complaints
- 7% reduction in calls to the contact centre
- 68% drop in visits to the Customer Services centre
- 17,600 people now registered on My Chesterfield
- Quarter 3 2021 Website accessibility - 5th out of 390 councils in the rankings, 2018 score = 1/10, 2021 score = 9.3/10

Engagement of everyone in the process had been achieved by cross cutting OD programmes for Culture & Employee Engagement initiatives, collaboratively working alongside Service Directors to build the individual OD plans for their service area and for service area plans to be focussed on delivering OD Outcomes.

Next steps included plans to be shared after development with Service Directors & Corporate Leadership Team, present plans for consideration to members and Council, OD Plan being developed in line with MTFP, resources to be identified / established to support delivery and benefits realisation and work with Finance Director on setting annual timelines/framework on delivering plans.

### **RESOLVED –**

That the update be noted.

## 86 **COVID UPDATE**

The Head of HR/L & D presented an update to the committee on the latest Covid 19 position.

October and November had seen an increase in isolations from 157 to 160 but positive cases remained steady at 33 and 27. There had been 2 RIDDOR reportable cases in November and figures for December showed 40 isolations and 8 positive cases to date.

Guidance remained with regards to working from home where possible, face coverings, distancing, hand washing and ventilation. The public were now required to wear face coverings in more areas and work was underway to look out for omicron isolations which would require close contacts to isolate for 10 days. Support was to continue for staff to get boosters in work time if required.

The member for Unison raised a question to the committee around face coverings being worn in leisure areas. The Chief Executive advised the wearing of face coverings should be encouraged in communal areas and potential next steps could be reviewed in the Resources Group.

#### **RESOLVED –**

That the update be noted.

#### **87 DJCC FEEDBACK**

No feedback was provided.

#### **88 ANY OTHER BUSINESS**

The Chair of the committee thanked the Head of HR/L & D for their hard work and great support they have provided to this committee.

#### **89 DATE AND TIME OF THE NEXT MEETING**

The next meeting of the committee would take place on Monday 17<sup>th</sup> January 2022 at 9.30am.