

Committee: Personnel Committee
Date: Wednesday 18 November 2009
Time: 6.30 pm
Venue: Bodicote House, Bodicote, Banbury, OX15 4AA

Membership

Councillor Victoria Irvine (Chairman)	Councillor Rick Atkinson (Vice-Chairman)	
Councillor Ken Atack	Councillor Chris Smithson	Councillor Douglas Williamson
Councillor Norman Bolster	Councillor Lawrie Stratford	Councillor Barry Wood
Councillor Russell Hurle	Councillor Rose Stratford	
Councillor G A Reynolds	Councillor Lynda Thirzie Smart	

Substitutes Any member from the relevant political group except Members of the Appeals Panel.

AGENDA

- 1. Apologies for Absence and Notification of Substitute Members**
- 2. Declarations of Interest**

Members are asked to declare any interest and the nature of that interest which they may have in any of the items under consideration at this meeting.

- 3. Petitions and Requests to Address the Meeting**

The Chairman to report on any requests to submit petitions or to address the meeting.

- 4. Urgent Business**

The Chairman to advise whether they have agreed to any item of urgent business being admitted to the agenda.

5. **Minutes** (Pages 1 - 4)

To confirm as a correct record the Minutes of the meeting of the Committee held on 3 September 2009.

6. **Minute of the Personnel Sub Committee 8 October 2009** (Pages 5 - 6)

To note the minutes of the Personnel Sub Committee meeting held on 8 October 2009.

7. **Client Side Function and Customer Service Support** (Pages 7 - 34)

Joint Report of the Head of Finance and Head of Customer Services

Summary

This report sets out a proposal to form a multi skilled Customer Service Officer (Specialist) role (2.5 FTE) and the need for 3 FTE Customer Service Advisors to deal with the additional volume of work.

Recommendation

The meeting is recommended:

- 1) To resolve to approve the job descriptions and grades proposed in this report as part of the outsourcing of the back office elements of revenues and benefits. These roles will support the internal functions and ensure a high quality service to our residents.

8. **Exclusion of the public and press**

The following reports contain exempt information as defined in the following paragraphs of Part 1, Schedule 12A of Local Government Act 1972.

1 - Information relating to any individual.

3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information).

4 – Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.

Members are reminded that whilst the following item(s) have been marked as exempt, it is for the meeting to decide whether or not to consider each of them in private or in public. In making the decision, members should balance the interests of individuals or the Council itself in having access to the information. In considering their discretion members should also be mindful of the advice of Council Officers.

Should Members decide not to make a decision in public, they are recommended to pass the following recommendation:

“That, in accordance with Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business, on the grounds that they could involve the likely disclosure of exempt information as defined in paragraphs 1, 3 and 4 of Schedule 12A of that Act.”

9. Extended Management Team Review - Proposed Changes

Report of the Chief Executive

Report to follow

Information about this Agenda

Apologies for Absence

Apologies for absence should be notified to Alexa Coates, Legal and Democratic Services alexa.coates@cherwell-dc.gov.uk (01295) 221591 prior to the start of the meeting.

Declarations of Interest

Members are asked to declare interests at item 2 on the agenda or if arriving after the start of the meeting, at the start of the relevant agenda item. The definition of personal and prejudicial interests is set out in the constitution. The Democratic Support Officer will have a copy available for inspection at all meetings.

Personal Interest: Members must declare the interest but may stay in the room, debate and vote on the issue.

Prejudicial Interest: Member must withdraw from the meeting room and should inform the Chairman accordingly.

With the exception of the some very specific circumstances, a Member with a personal interest also has a prejudicial interest if it is one which a Member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest.

Local Government and Finance Act 1992 – Budget Setting, Contracts & Supplementary Estimates

Members are reminded that any member who is two months in arrears with Council Tax must declare the fact and may speak but not vote on any decision which involves budget setting, extending or agreeing contracts or incurring expenditure not provided for in the agreed budget for a given year and could affect calculations on the level of Council Tax.

Queries Regarding this Agenda

Please contact Alexa Coates, Legal and Democratic Services alexa.coates@cherwell-dc.gov.uk (01295) 221591

Mary Harpley
Chief Executive

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